SAN FRANCISCO HUMAN SERVICES AGENCY
Department of Disability and Aging Services

Dignity Fund Community Needs Assessment

FY 2025-26

Appendices

April 2026

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This report was prepared by SFHSA Planning on behalf of the Department of Disability and Aging Services. Please contact Adithi Vellore (vellore.adithi@sfgov.org) with any questions.

Appendix A: DAS Services List and Descriptions

This appendix provides a brief description of services directly provided or administered by the San Francisco Department of Disability and Aging Services (DAS) though partnerships with community-based organizations. All DAS programs are included in this list to provide a full picture of the Department's operations, including services that are eligible for support through the Dignity Fund. The tables below indicate whether services are Dignity Fund-eligible. This list reflects DAS services as of FY 2024-25.

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DAS Service List

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

Table A1. DAS Service List

Service	Service Area	DF Eligible
Adult Day Health Centers (ADHCs)	Community 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
Assisted Living Facilities (ALF) Support	Housing Support	N
CalFresh Healthy Living	Nutrition & Wellness	Y
CalFresh Outreach	Access & Empowerment	Y
Caregiver Respite	Caregiver Support	Y
Case Management	Case Management & Care Navigation	Y
Chronic Disease Management Programs	Nutrition & Wellness	Y
Community Bridge	Community Connection & Engagement	Y
Community Connector	Community Connection & Engagement	Y
Community Living Fund (CLF)	Case Management & Care Navigation	Y
Community Service Centers	Community Connection & Engagement	Y
Congregate Meals	Nutrition & Wellness	Y
County Veterans Service Office (CVSO)	Access & Empowerment	N
Creative Arts for Older Adults and Adults with Disabilities	Community Connection & Engagement	Y
Culturally Responsive Nutrition Services	Nutrition & Wellness	Y
DAS Intake	Access & Empowerment	Y
Disability Cultural Center	Access & Empowerment	Y
Elder Abuse Prevention Services	Self-Care & Safety	Y
Employment Navigation and Benefits Support	Access & Empowerment	Y
Employment Support	Community Connection & Engagement	Y
Empowerment Programs	Access & Empowerment	Y

Service	Service Area	DF Eligible
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	Community Connection & Engagement	Y
Legal Assistance	Access & Empowerment	Y
LGBTQ+ Care Navigation	Case Management & Care Navigation	Y
LGBTQ+ Community Services in Adult Day Health Centers (ADHCs)	Community Connection & Engagement	Y
LGBTQ+ Cultural Competency Trainings	Access & Empowerment	Y
LGBTQ+ Financial Literacy	Access & Empowerment	Y
LGBTQ+ Legal & Life Planning	Access & Empowerment	Y
LGBTQ+ Mental Health Connections	Community Connection & Engagement	Y
Long-Term Care Ombudsman	Self-Care & Safety	Y
Money Management	Case Management & Care Navigation	Y
Naturalization	Access & Empowerment	Y
Neighborhood Choirs	Community Connection & Engagement	Y
Neighborhood-Based Programs	Community 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	Housing Support	Y
Representative Payee	Self-Care & Safety	N
Scattered Site Housing	Housing Support	Y
Senior Companion	Community Connection & Engagement	Y
Senior Escorts	Self-Care & Safety	Y
Senior Ex-Offender Program	Community Connection & Engagement	Y

Service	Service Area	DF Eligible
SF Connected	Community Connection & Engagement	Y
Short-Term Home Care for Seniors	Self-Care & Safety	Y
Suicide Prevention and 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	Community Connection & Engagement	Y
Transgender and Gender Non-Conforming (TGNC) Supports	Community Connection & Engagement	Y
Transportation	Access & Empowerment	Y
Veterans Drop-In Center	Community Connection & Engagement	Y
Veterans Justice Court Case Management	Case Management & Care Navigation	Y
Veterans Services Connect	Housing Support	Y
Video Doorbells	Self-Care & Safety	Y
Village Programs	Community Connection & Engagement	Y
Volunteer Visitors	Community Connection & Engagement	Y
Wheelchair Repair	Self-Care & Safety	Y
Workforce Support	Self-Care & Safety	Y

DAS Service Descriptions by Service Area

The following sections provide a brief description of DAS services, organized by seven broad service areas: (1) Access & Empowerment, (2) Caregiver Support, (3) Case Management & Care Navigation, (4) Community Connection & Engagement, (5) Housing Support, (6) Nutrition & Wellness, and (7) Self-Care & Safety.

Access & Empowerment

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

Table A2. Access & Empowerment Service Descriptions

Service	Description	DF Eligible
Advocacy: Home Care	Home care advocacy services provide systems-level advocacy to maintain a seamless and responsive home care system for meeting the in-home and personal care needs of older adults and people with disabilities. Services include facilitating a task force responsible for addressing issues such as systemic gaps in service access and coordinating responses to state policy and budget changes related to In-Home Supportive Services.	Y
Advocacy: Housing	Housing counseling and advocacy services help to improve housing conditions by providing both direct services, such as information and assistance for individuals at risk of eviction, and systems-level advocacy, such as training for individuals and groups to inform the public about the need for affordable and accessible housing in San Francisco.	Y
Advocacy: Long-Term Care	Long-term care advocacy services provide assistance and education to consumers to help them learn about long-term care services and understand the basic rights that are guaranteed to them by the various long-term care services in San Francisco.	Y
Aging and Disability Resource Centers (ADRCs)	Aging and Disability Resource Centers (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.	Y

Service	Description	DF Eligible
CalFresh Outreach	CalFresh Outreach services provide outreach and application assistance to encourage enrollment and participation in CalFresh benefits.	Y
County Veterans Service Office (CVSO)	The County Veterans Service Office (CVSO) supports veterans and their dependents to understand, apply for, and obtain benefits and entitlements from the U.S. Department of Veterans Affairs.	N
DAS Intake	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 Case Management, Community Living Fund, Home-Delivered Meals, and In-Home Supportive Services. Information, referral, and assistance services are offered in multiple languages to meet the needs of non-English speaking residents.	Y
Disability Cultural Center	The Disability Cultural Center brings diverse people with disabilities together to access resources, advance social justice, and foster Disability culture, community, and pride. Programming is available in a mix of in-person, virtual, and hybrid formats.	Y
Employment Navigation and Benefits Support	Employment Navigation and Benefits Support provides education and ongoing support in navigating means tested benefit rules for people interested in working but unsure how it will impact their benefits.	Y
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.	Y
Health Insurance Counseling and Advocacy Program (HICAP)	Health Insurance Counseling and Advocacy Program (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.	Y

Service	Description	DF Eligible
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.	Y
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. The other is an LGBTQ+ Dementia Care Training, focused on facilitating service provider efforts to assist LGBTQ+ persons with dementia and to connect these clients to needed services and supports.	Y
LGBTQ+ Financial Literacy	LGBTQ+ Financial Literacy provides 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 scores. This program was launched in response to a recommendation of the LGBT Aging Policy Task Force.	Y
LGBTQ+ Legal & Life Planning	LGBTQ+ Legal & Life Planning 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. This program was launched in response to a recommendation of the LGBT Aging Policy Task Force.	Y
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.	Y

Service	Description	DF Eligible
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.	Y
Transportation	DAS-funded Transportation services are designed to increase accessibility to services that support older adults and adults with disabilities. This includes group van services to community service centers and grocery stores, taxi vouchers for trips to vital services such as medical appointments, and assistance accessing reduced cost Paratransit and taxi services.	Y

Caregiver Support

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

Table A3. Caregiver Support Service Descriptions

Service	Description	DF Eligible
Adult Day Programs (Adult Social Day and Alzheimer's Day Care Resource Centers)	Adult Day Programs are hosted at state-licensed, community-based centers to 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, these 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.	Y
Caregiver Respite	Caregiver Respite 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.	Y
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.	Y

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.

Table A4. Case Management & Care Navigation Service Descriptions

Service	Description	DF Eligible
Case Management	Case Management services help clients navigate and access 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.	Y
Community Living Fund (CLF)	The Community Living Fund (CLF) program provides a variety of services to support safety and stability in the community, as an alternative to institutionalization at a Skilled Nursing Facility. These services include intensive case management and purchase of goods and services that promote stability in the community. They also include CalAIM Enhanced Care Management and select CalAIM Community Supports services to help clients discharging from nursing facilities transition safely to community-based settings.	Y
LGBTQ+ Care Navigation	LGBTQ+ Care Navigation 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 access to 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.	Y
Money Management	Money Management is 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.	Y

Service	Description	DF Eligible
Veterans Justice Court Case Management	Veterans Justice Court Case Management provides specialized case management support to veterans facing criminal charges in San Francisco's Veterans Justice Court, helping them access social service, education, and other supports they need to lead productive and independent lives.	Y

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.

Table A5. Community Connection & Engagement Service Descriptions

Service	Description	DF Eligible
Adult Day Health Centers (ADHCs)	Adult Day Health Centers (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 program is a Medi-Cal benefit that also accepts private pay clients who can afford the daily rate.	Y
Community Bridge	Based out of a Community Service Center, the Community Bridge program blends off-site service coordination, development of social networks, and recruitment of volunteers with site-based activities. This program began as a pilot project 'hybrid' between the neighborhood-focused Village Model and site-based Community Service Center program.	Y
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.	Y
Community Service Centers	Community Service Centers provide a wealth of social activities and other programs to promote engagement and inclusion in the community. Across more than 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.	Y
Creative Arts for Older Adults and Adults with Disabilities	Creative Arts services include visual arts, music, and other arts programming designed to create opportunities for social connection, expression and exploration of ideas, and a sense of belonging.	Y

Service	Description	DF Eligible
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.	Y
Intergenerational Programs	Intergenerational Programs facilitate social engagement and exchange between older adults or adults with disabilities and individuals belonging to other generations.	Y
LGBTQ+ Community Services in Adult Day Health Centers (ADHCs)	LGBTQ+ Community Services in Adult Day Health Centers (ADHCs) provides community center activity programming in ADHC settings, with the intention of creating a welcoming and inclusive space for members of the LGBTQ+ community. Site staff are trained on LGBTQ+ topics to increase competency and ensure services are inclusive of the LGBTQ+ community. Program offerings, including social activities, educational presentations, and referral assistance are tailored to be relevant and engaging to LGBTQ+ identifying program participants.	Y
LGBTQ+ Mental Health Connections	The LGBTQ+ Mental Health Connections program connects older adults and adults with disabilities to culturally competent mental health services. The program engages licensed health providers through recruitment, training, and stipend support. The program also offers clients with technology support to help them access telehealth services, including tech training and even provision of digital devices. This program was launched in response to community research demonstrating the severe impact of the COVID-19 pandemic on the mental health and wellbeing of LGBTQ+ older adults.	Y
Neighborhood Choirs	Neighborhood Choirs are neighborhood-focused or neighborhood-based choirs designed to engage older adults and adults with disabilities. Participation in this type of program has been shown to build social supports and connection, provide an increased sense of belonging, reduce feelings of loneliness, and increase interest in life.	Y

Service	Description	DF Eligible
Neighborhood-Based Programs	Neighborhood-Based Programs are designed to engage older adults and adults with disabilities in underserved neighborhoods or districts. These programs 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 neighborhood and can include activities like interactive arts, field trips, reading groups, cooking classes, housing-based supports, and many more.	Y
Senior Companion	Senior Companion services provide 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.	Y
Senior Ex-Offender Program	The Senior Ex-Offender Program provides support and a new start for formerly incarcerated older adults. The program offers comprehensive services including counseling, case management, and housing assistance. DAS funding supports a portion of the overall program, including ex-offender focused community center programs such as social activities and support group programs.	Y
SF Connected	Located at sites throughout the city, including many DAS-funded Community Service Centers, the SF Connected 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. The program's goal is to address barriers to social connection and provide technology tools to help individuals overcome isolation and access resources for healthy aging.	Y
Technology at Home	Technology at Home 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.	Y

Service	Description	DF Eligible
Transgender and Gender Non-Conforming (TGNC) Supports	Transgender and Gender Nonconforming (TGNC) Supports provides programming and social services in a supportive and gender affirming environment. Activities focus on creating social connections, building community, and addressing unmet social service needs for TGNC older adults and adults with disabilities living in San Francisco.	Y
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 Veterans Drop-In Center site also provides multiple non-DAS funded services including case management, rapid re-housing and eviction prevention, legal services, benefits assistance, employment services, and more.	Y
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.	Y
Volunteer Visitors	Volunteer Visitors 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.	Y

Housing Support

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

Table A6. Housing Support Service Descriptions

Service	Description	DF Eligible
Assisted Living Facilities (ALF) Support	Assisted Living Facilities (ALF) Support defrays costs and promotes sustainability of ALF operations. ALFs are an important long-term care option in the range of services designed to help people avoid institutionalization. By providing these funds, DAS seeks to slow the trend of ALF closures.	N
Housing Subsidies	The Housing Subsidies 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.	Y
Rental Assistance Demonstration	Rental Assistance Demonstration 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.	Y
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.	Y

Service	Description	DF Eligible
Veterans Services Connect	Veterans Services Connect is based out of veterans housing developments, providing services that promote veteran residents' independence and ability to remain safely and stably housed in their community. Services include help connecting to supportive services and resources, as well as outreach and engagement to develop a sense of community at these housing sites.	Y

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.

Table A7. Nutrition & Wellness Service Descriptions

Service	Description	DF Eligible
CalFresh Healthy Living	CalFresh Healthy Living provides evidence-based nutrition education and obesity prevention services. Services include direct education and environmental change approaches to increasing fruit and vegetable intake and increasing physical activity.	Y
Chronic Disease Management Programs	Chronic Disease Management Programs provide evidence-based education to older adults and 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.	Y
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 the opportunity to socialize with their peers and engage in community activities at meal sites.	Y
Culturally Responsive Nutrition Services	Culturally Responsive Nutrition Services provide tailored cultural groceries and meals to older adults and adults with disabilities. The program empowers participants to maintain cultural integrity and choice while accessing nutrition services that support their independence and wellbeing.	Y
Food Pantry	The Food Pantry program provides 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 reduces food insecurity and improves access to nutritious and culturally responsive foods.	Y

Service	Description	DF Eligible
Health Promotion - Physical Fitness	Health Promotion - 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.	Y
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.	Y
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.	Y
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). These meals are supplemented with supportive services such as one-on-one nutrition counseling, nutrition education classes, and cooking demonstrations to support client outcomes.	Y
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.	Y

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.

Table A8. Self-Care & Safety Service Descriptions

Service	Description	DF Eligible
Adult Protective Services (APS)	Adult Protective Services (APS) investigates possible abuse or neglect of older adults and adults with disabilities, including self-neglect. Protective service workers provide short-term intensive case management and help connect clients to other supportive services to promote their stability and mitigate risk of harm. Additionally, APS collaborates with community and government partners to address individual cases and systemic trends in abuse.	N
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. Services also include coordination of the Adult Maltreatment Multi-Disciplinary Team (formerly known as the Forensic Center), whose members include legal, medical, law enforcement, and social service professionals who meet regularly to collaborate on complex cases and share expertise and resources.	Y
In-Home Supportive Services (IHSS)	In-Home Supportive Services (IHSS) is a Medi-Cal benefit that funds home care workers to care for low-income seniors and people with disabilities, to support these individuals to remain in their homes rather than reside in an institution. Homecare workers assist with household chores, non-medical personal care like bathing, grooming, feeding or dressing, cooking and more physically challenging home maintenance activities. IHSS consumers who are unable to oversee their own care are served through a home care agency.	N
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.	Y

Service	Description	DF Eligible
Public Administrator	The Public Administrator investigates and resolves the estates of persons who die with no known next of kin able to administer the estate, or who die without a will. In the event that attempts to locate next of kin or a will are unsuccessful, the Public Administrator will serve as the Court-appointed representative of the estate. The Public Administrator may also act as a neutral stakeholder in contested estates.	N
Public Conservator	The Public Conservator provides mental health conservatorship, a legal procedure that authorizes psychiatric treatment of a person who is found by the Court to be gravely disabled due to serious mental illness or severe substance use disorders, and who is unable or unwilling to accept voluntary treatment. In addition to supervising treatment of conservatees and providing reports for Court hearings related to conservatorship and placement, the Public Conservator serves as an advocate for the least restrictive placement of the conservatee.	N
Public Guardian	The Public Guardian provides conservatorship to people who are frail, elderly, and/or disabled, and who are substantially unable to provide for their own personal needs, manage their finances, or resist fraud or undue influence. The Public Guardian develops and executes a care plan for immediate and long-term care of conservatees. These tasks include procuring appropriate housing, medical, and social service supports for the conservatee, and managing their finances and estate to protect their assets.	N
Representative Payee	The Representative Payee manages money for older adults and adults with disabilities who cannot manage their own funds to ensure their daily living needs are met. The Representative Payee supports clients' wellbeing and independence by helping them to apply for and maintain government benefits, and by collaborating with case managers to issue appropriate spending allowances to clients for their personal use.	N

Service	Description	DF Eligible
Senior Escorts	Senior Escorts accompany older adults on errands such as trips to medical appointments, banks, and grocery stores. Trips may be individual or group trips. The program was designed and launched in response to the rise in public violence targeting Asian and Pacific Islander community members during the COVID-19 pandemic. Escorts help people feel safe and willing to venture out into the community. This program is open to anyone who feels unsafe or unsure about leaving their home.	Y
Short-Term Home Care for Seniors	Short-Term Home Care for Seniors 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, services are focused on older adults discharging from the hospital and/or applying for In-Home Supportive Services (a Medi-Cal benefit).	Y
Suicide Prevention and Emotional Support	The Suicide Prevention and Emotional Support program includes a variety of services, 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.	Y
Support at Home	Support at Home provides home care subsidies for people who have too much income to qualify for In-Home Supportive Services (a Medi-Cal benefit) but not enough to afford to privately pay for home care.	Y
Support Services for People with Collecting Behaviors	Support Services for People with Collecting Behaviors facilitates support groups and psychoeducation for individuals who compulsively acquire possessions and are unable to discard them. The program also coordinates a citywide task force and provides education and training to professionals working with people with collecting behaviors (i.e., hoarding and cluttering).	Y

Service	Description	DF Eligible
Video Doorbells	The Video Doorbells program provides access to residential video doorbells to enhance safety and security. The program provides for acquisition, installation, and training on use of the video doorbell. Initially launched as a pilot program in District 4, it now offers services citywide.	Y
Wheelchair Repair	Wheelchair Repair provides wheelchair repairs, preventative maintenance, and opportunities to learn about upkeep and basic repairs. This pilot program seeks to decrease lengthy wheelchair repair times and the corresponding negative outcomes associated with out-of-service assistive equipment.	Y
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.	Y

Appendix B: DAS Service Site Guide

This appendix provides a map and list of sites throughout the city — organized by Supervisorial District — where services are directly provided or administered by DAS through partnerships with community-based organizations. This guide reflects updates through August 2025.

In addition to the services listed in this guide, DAS provides many services that are not site-specific, such as home-delivered meals and in-home care. These services are available citywide (accessible via phone or provided to the client in their home).For a complete list and description of DAS services, including those supported by the Dignity Fund, please see *Appendix A*.

Service Sites by Supervisorial District

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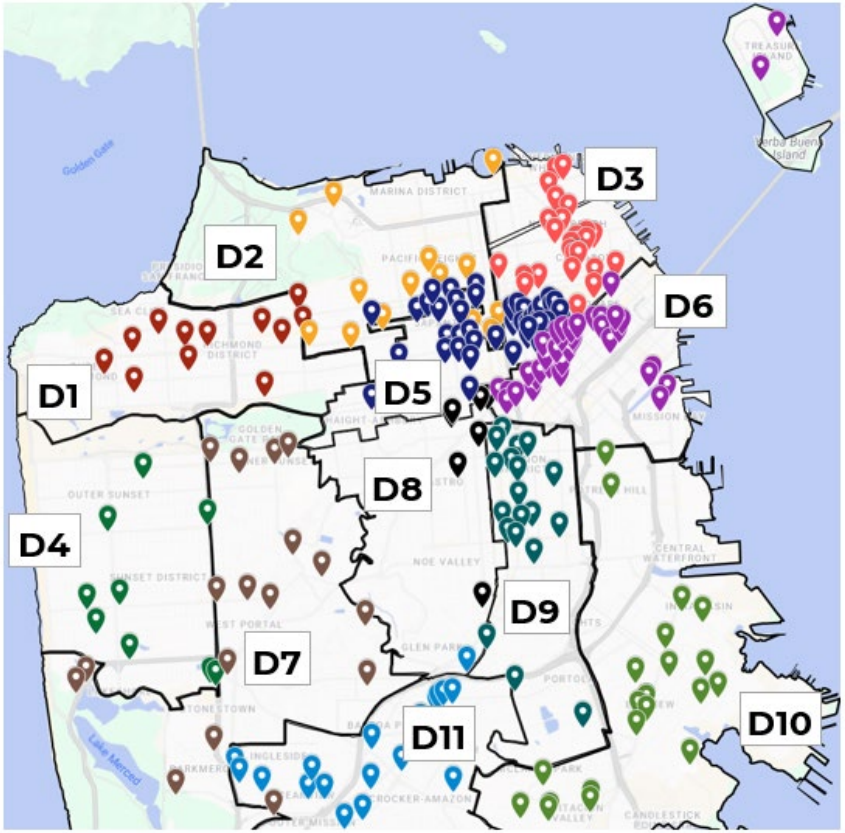
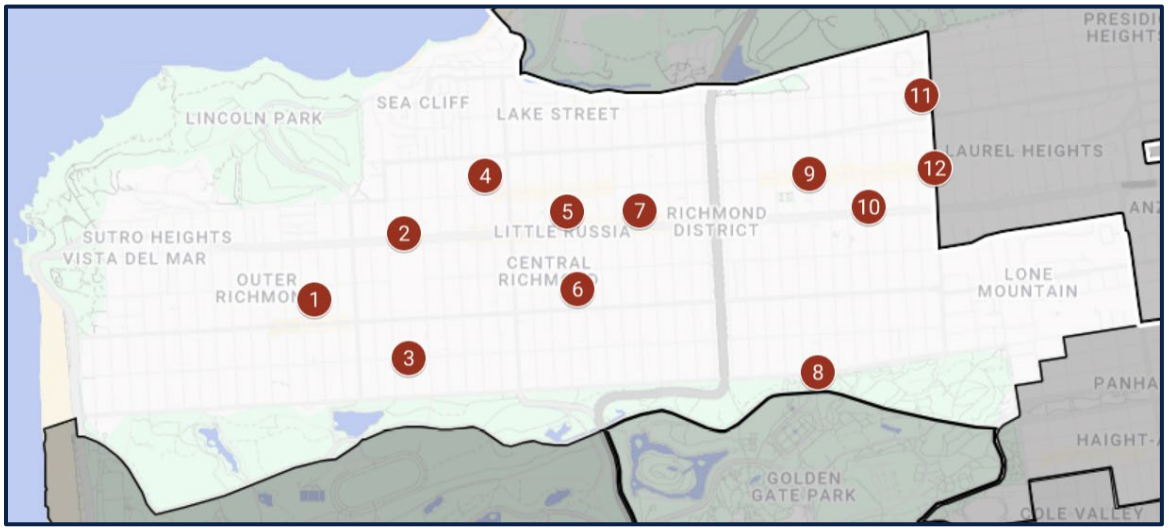


District 1



Service Sites in District 1

1 Lafayette RDNC
2 491 31st Avenue
3 Richmond Neighborhood Center
4 Richmond Senior Center
5 Self-Help for the Elderly Adult Day Services
6 Jackie Chan Senior Center
7 YMCA: Richmond
8 San Francisco Village
9 CHAMPSS Venus Cafe
10 George Peabody RNC
11 St. Johns Presbyterian
12 345 Arguello Boulevard

To learn more about these service sites, as well as our home-based services, contact the DAS Benefits and Resources Hub at (415) 355-6700

Service Sites in District 1: Services Available by Site

#	Site	Address	Zip	Service	Agency
1	Lafayette RDNC	4545 Anza St	94121	Food Pantry	SF Marin Food Bank
2	491 31st Avenue	491 31st Ave	94121	Rental Assistance Demonstration	Mercy Housing California
3	Richmond Neighborhood Center	741 30th Ave	94121	Food Pantry	SF Marin Food Bank
				Neighborhood Choirs	Community Music Center
4	Richmond Senior Center	6221 Geary Blvd	94121	Aging and Disability Resource Centers (ADRCs)	Golden Gate Senior Services
				Chronic Disease Management Programs	On Lok
				Community Service Centers	Golden Gate Senior Services
				Congregate Meals	Project Open Hand
				Health Promotion - Physical Fitness	On Lok
				SF Connected	Community Living Campaign
					Community Tech Network (digitalLIFT)
					Felton Institute
				Village Programs	Golden Gate Senior Services
5	Self-Help for the Elderly Adult Day Services	408 22nd Ave	94121	Adult Day Programs	Self-Help for the Elderly
6	Jackie Chan Senior Center	5757 Geary Blvd	94121	Community Service Centers	Self-Help for the Elderly
				Congregate Meals	Self-Help for the Elderly
				Intergenerational Programs	Self-Help for the Elderly
				Naturalization	Self-Help for the Elderly
				Senior Escorts	Self-Help for the Elderly
7	YMCA: Richmond	360 18th Ave	94121	Chronic Disease Management Programs	On Lok
				Community Service Centers	YMCA
				Food Pantry	SF Marin Food Bank

To learn more about these service sites, as well as our home-based services, contact the DAS Benefits and Resources Hub at (415) 355-6700

#	Site	Address	Zip	Service	Agency
8	San Francisco Village	3220 Fulton St	94118	Creative Arts for Older Adults and Adults with Disabilities	UCSF Memory and Aging Center
				Village Programs	SF Village
9	CHAMPSS Venus Cafe	700 Clement St	94118	Congregate Meals	Self-Help for the Elderly
10	George Peabody RNC	256 7th Ave	94118	Food Pantry	SF Marin Food Bank
11	St. Johns Presbyterian	25 Lake St	94118	Food Pantry	SF Marin Food Bank
12	345 Arguello Boulevard	345 Arguello Blvd	94118	Rental Assistance Demonstration	Mercy Housing California

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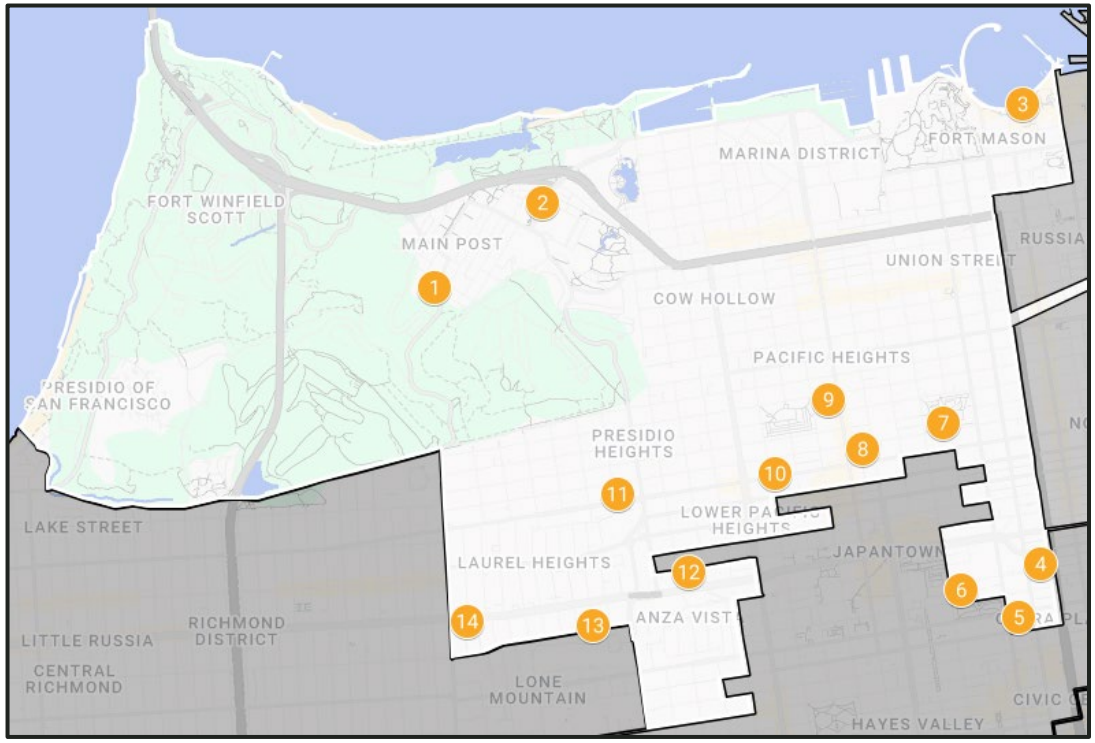
District 2



Service Sites in District 2

1 Irene Swindells Center for Adult Services (Enrichment Center at The Presidio)
2 Veterans Academy
3 Aquatic Park Senior Center
4 939 & 951 Eddy Street Apartments
5 Parkview Terraces
6 Western Park Apartments
7 1880 Pine Street
8 JFK Towers
9 Conard House: Cooperative Apartments / Jackson
10 2698 California Street
11 Menorah Park
12 St. Andrew Missionary Baptist Church
13 Russian American Community Services
14 Institute on Aging

To learn more about these service sites, as well as our home-based services, contact the DAS Benefits and Resources Hub at (415) 355-6700

#	Site	Address	Zip	Service	Agency
1	Irene Swindells Center for Adult Services (Enrichment Center at The Presidio)	386 Moraga Ave	94129	Adult Day Programs	Institute on Aging
2	Veterans Academy	1030 Girard Rd	94129	Congregate Meals	Centro Latino de San Francisco
				Veterans Services Connect	Swords to Plowshares
3	Aquatic Park Senior Center	890 Beach St	94109	Aging and Disability Resource Centers (ADRCs)	Sequoia Living
				Chronic Disease Management Programs	On Lok
				Community Service Centers	Sequoia Living
				Congregate Meals	Project Open Hand
				Creative Arts for Older Adults and Adults with Disabilities	Community Music Center
				Health Promotion - Physical Fitness	On Lok
				SF Connected	Community Tech Network (digitalLIFT)
4	939 & 951 Eddy Street Apartments	951 Eddy St	94109	Intergenerational Programs	Sequoia Living
				Rental Assistance Demonstration	Tenderloin Neighborhood Development Corporation
5	Parkview Terraces	871 Turk St	94102	Intergenerational Programs	Sequoia Living
6	Western Park Apartments	1280 Laguna St	94115	Intergenerational Programs	Sequoia Living
7	1880 Pine Street	1880 Pine St	94109	Rental Assistance Demonstration	Mercy Housing California
8	JFK Towers	2451 Sacramento St	94115	Rental Assistance Demonstration	Mercy Housing California
9	Conard House: Cooperative Apartments / Jackson	2441 Jackson St	94115	SF Connected	Conard House
10	2698 California Street	2698 California St	94115	Rental Assistance Demonstration	Mercy Housing California
11	Menorah Park	3365 Sacramento St	94115	Chronic Disease Management Programs	On Lok
12	St. Andrew Missionary Baptist Church	2565 Post St	94115	Food Pantry	SF Marin Food Bank

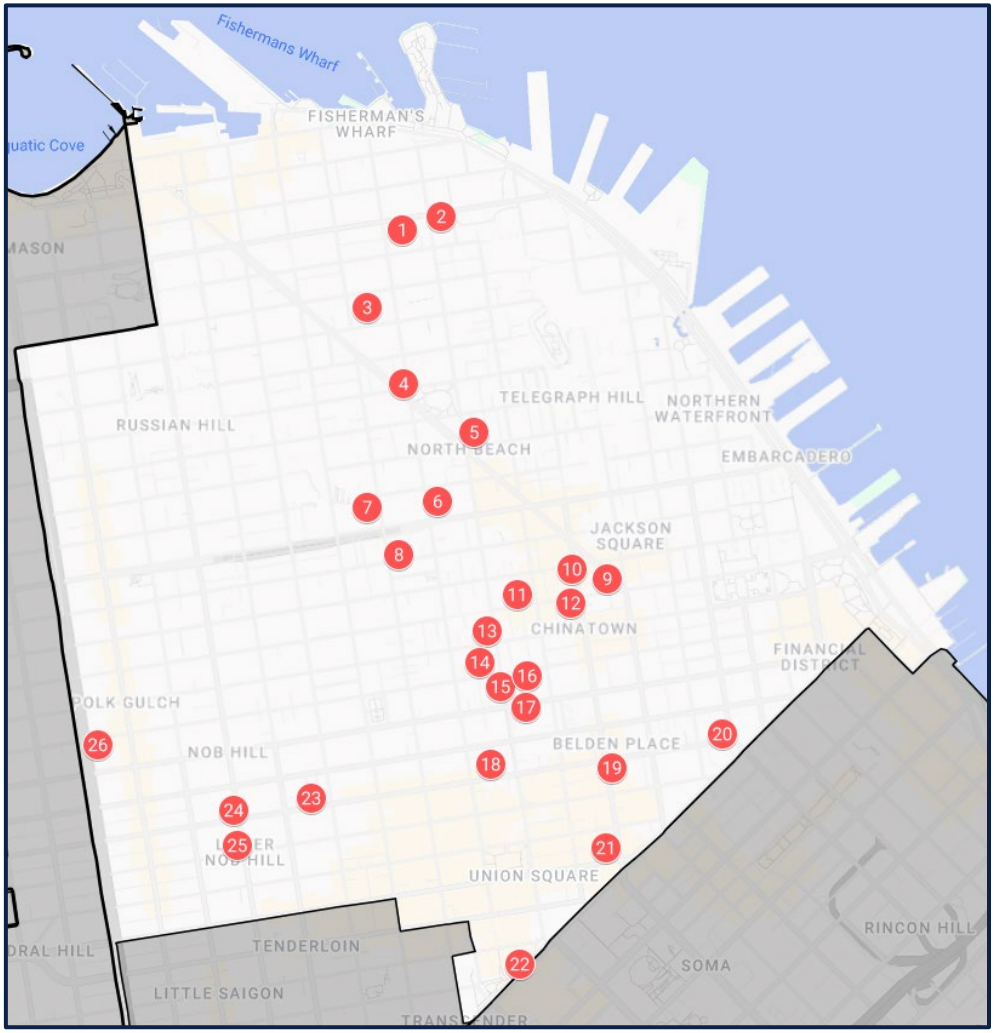
To learn more about these service sites, as well as our home-based services, contact the DAS Benefits and Resources Hub at (415) 355-6700

#	Site	Address	Zip	Service	Agency
13	Russian American Community Services	300 Anza St	94118	Community Service Centers	Russian American Community Services
				Congregate Meals	Russian American Community Services
14	Institute on Aging	3575 Geary Blvd	94118	Caregiver Respite^	Institute on Aging
				Case Management^	Institute on Aging

^ Service available onsite and also provided to client in the community and/or at their home

To learn more about these service sites, as well as our home-based services, contact the DAS Benefits and Resources Hub at (415) 355-6700

District 3



Service Sites in District 3

1 227 Bay Street
2 Self-Help for the Elderly
3 Telegraph Hill Neighborhood Center
4 NEXT Village San Francisco
5 North East Medical Services (NEMS)
6 Salvation Army: Chinatown
7 Lady Shaw Senior Center
8 990 Pacific Avenue
9 Manilatown Senior Center
10 Self-Help for the Elderly (Main Office)
11 Chinese Christian Mission
12 Self-Help for the Elderly
13 Presbyterian Church in Chinatown
14 Presbyterian Church in Chinatown
15 Geen Mun Senior Center
16 YMCA: Chinatown
17 Chinatown YMCA NGN
18 Conard House: The Marilyn Inn
19 Stanford Hotel
20 Toolworks
21 Shanti Project
22 Mental Health Association of San Francisco
23 MEI Food Pantry
24 Little Brothers-Friends of the Elderly
25 Granada Hotel
26 Interfaith Food Pantry

To learn more about these service sites, as well as our home-based services, contact the DAS Benefits and Resources Hub at (415) 355-6700

Service Sites in District 3: Services Available by Site

#	Site	Address	Zip	Service	Agency
1	227 Bay Street	227 Bay St	94133	Rental Assistance Demonstration	Chinatown Community Development Center
2	Self-Help for the Elderly	827 Pacific Ave	94133	Case Management^	Self-Help for the Elderly
3	Telegraph Hill Neighborhood Center	660 Lombard St	94133	Congregate Meals	Project Open Hand
4	NEXT Village San Francisco	704 Filbert St	94133	Village Programs	NEXT Village SF
5	North East Medical Services (NEMS)	1520 Stockton St	94133	Chronic Disease Management Programs	On Lok
6	Salvation Army: Chinatown	1450 Powell St	94133	Food Pantry	SF Marin Food Bank
7	Lady Shaw Senior Center	1483 Mason St	94133	Community Service Centers	Self-Help for the Elderly
				Congregate Meals	Self-Help for the Elderly
				Intergenerational Programs	Self-Help for the Elderly
				SF Connected	Self-Help for the Elderly
8	990 Pacific Avenue	990 Pacific Ave	94133	Rental Assistance Demonstration	Chinatown Community Development Center
9	Manilatown Senior Center	848 Kearny St	94108	Community Service Centers	Self-Help for the Elderly
				Congregate Meals	Self-Help for the Elderly
				Health Promotion - Physical Fitness	On Lok
				Intergenerational Programs	Self-Help for the Elderly
10	Self-Help for the Elderly	601 Jackson St	94133	Family Caregiver Support Program^	Self-Help for the Elderly
				Health Insurance Counseling and Advocacy Program (HICAP)	Self-Help for the Elderly
				Naturalization	Self-Help for the Elderly
				Senior Escorts	Self-Help for the Elderly
11	Chinese Christian Mission	8-14 Ross Alley	94108	Food Pantry	SF Marin Food Bank
12	Self-Help for the Elderly: Social Services Department	829 Kearny St	94108	Aging and Disability Resource Centers (ADRCs)	Self-Help for the Elderly
				Housing Subsidies	Self-Help for the Elderly
				Workforce Support	Self-Help for the Elderly

To learn more about these service sites, as well as our home-based services, contact the DAS Benefits and Resources Hub at (415) 355-6700

#	Site	Address	Zip	Service	Agency
13	Presbyterian Church in Chinatown	925 Stockton St	94108	Food Pantry	SF Marin Food Bank
				Home-Delivered Groceries	Chinatown Community Development Center
14	Presbyterian Church in Chinatown - Pantry 2	920 Sacramento St	94108	Food Pantry	SF Marin Food Bank
15	Geen Mun Senior Center	777 Stockton St	94108	Aging and Disability Resource Centers (ADRCs)	Self-Help for the Elderly
				Community Service Centers	Self-Help for the Elderly
				Congregate Meals	Self-Help for the Elderly
				Intergenerational Programs	Self-Help for the Elderly
				Naturalization	Self-Help for the Elderly
				Senior Escorts	Self-Help for the Elderly
16	YMCA: Chinatown	855 Sacramento St	94108	Community Service Centers	YMCA
17	Chinatown YMCA NGN	1 Sabin Pl	94108	Food Pantry	SF Marin Food Bank
18	Conard House: The Marilyn Inn	27 Dashiell Hammett St	94108	SF Connected	Conard House
19	Stanford Hotel	250 Kearny St	94108	Congregate Meals	Project Open Hand
				Veterans Services Connect	Swords to Plowshares
20	Toolworks	22 Battery St	94111	Aging and Disability Resource Centers (ADRCs)	Toolworks
21	Shanti Project	27 Maiden Ln	94108	LGBTQ+ Care Navigation	Shanti Project
22	Mental Health Association of San Francisco	870 Market St	94102	Support Services for People with Collecting Behaviors	Mental Health Association SF
23	MEI Food Pantry	1040 Bush St	94109	Food Pantry	SF Marin Food Bank
24	Little Brothers-Friends of the Elderly	909 Hyde St	94109	Volunteer Visitors	Little Brothers - Friends of the Elderly
25	Granada Hotel	1000 Sutter St	94109	Congregate Meals	Episcopal Community Services
26	Interfaith Food Pantry	1751 Sacramento St	94109	Food Pantry	SF Marin Food Bank

^ Service available onsite and also provided to client in the community and/or at their home

To learn more about these service sites, as well as our home-based services, contact the DAS Benefits and Resources Hub at (415) 355-6700

District 4

Service Sites in District 4

1 L'Chaim Adult Day Health Center
2 Sunset Ministry
Sunset Neighborhood Beacon Center
3 CHAMPSS SoHoMei
4 Grace United Methodist Church
5 Chi Sing Community Center
6 South Sunset Senior Center
7 First United Presbyterian Church
8 YMCA: Stonestown
9 YMCA: Stonestown Annex

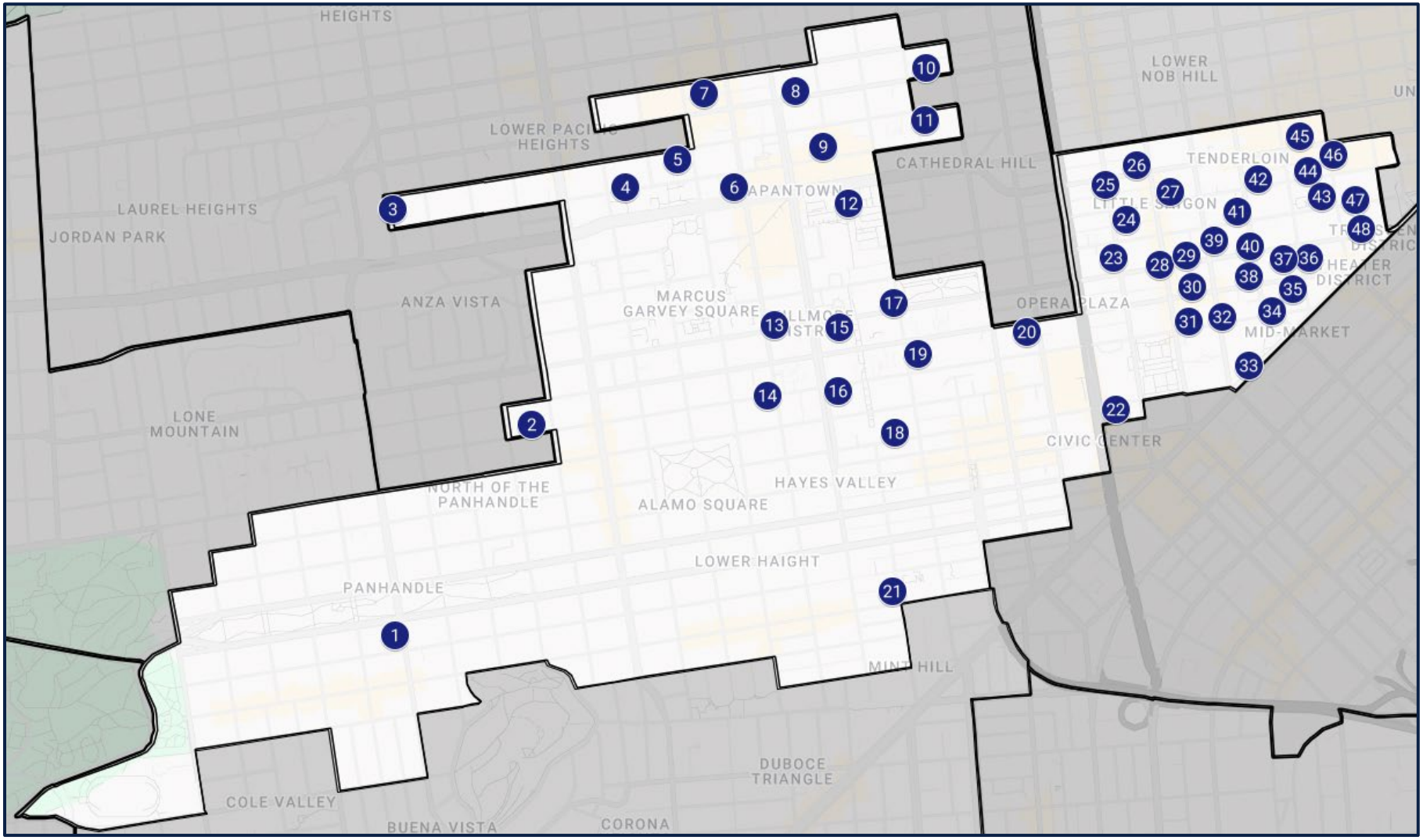
To learn more about these service sites, as well as our home-based services, contact the DAS Benefits and Resources Hub at (415) 355-6700

Service Sites in District 4: Services Available by Site

#	Site	Address	Zip	Service	Agency
1	L'Chaim Adult Day Health Center	2534 Judah St	94122	Naturalization	Jewish Family and Children's Services
				SF Connected	Self-Help for the Elderly
2	Sunset Ministry	3010 Noriega St	94122	Food Pantry	SF Marin Food Bank
	Sunset Neighborhood Beacon Center	3010 Noriega St	94122	Food Pantry	SF Marin Food Bank
3	CHAMPSS SoHoMei	1240 Noriega St	94122	Congregate Meals	Self-Help for the Elderly
4	Grace United Methodist Church	2540 Taraval St	94116	Food Pantry	SF Marin Food Bank
5	Chi Sing Community Center	3133 Taraval St	94116	Aging and Disability Resource Centers (ADRCs)	Self-Help for the Elderly
				Congregate Meals	Self-Help for the Elderly
				Health Insurance Counseling and Advocacy Program (HICAP)	Self-Help for the Elderly
				Naturalization	Self-Help for the Elderly
				Senior Escorts	Self-Help for the Elderly
6	South Sunset Senior Center	2601 40th Ave	94116	Community Service Centers	Self-Help for the Elderly
				Congregate Meals	Self-Help for the Elderly
				Health Promotion - Physical Fitness	On Lok
				Intergenerational Programs	Self-Help for the Elderly
7	First United Presbyterian Church	1740 Sloat Blvd	94132	Food Pantry	SF Marin Food Bank
8	YMCA: Stonestown	333 Eucalyptus Dr	94132	Creative Arts for Older Adults and Adults with Disabilities	Art with Elders
9	YMCA: Stonestown Annex	3150 20th Ave	94132	Community Service Centers	YMCA
				Congregate Meals	Self-Help for the Elderly
				Health Insurance Counseling and Advocacy Program (HICAP)	Self-Help for the Elderly
				SF Connected	Community Tech Network (digitalLIFT)

To learn more about these service sites, as well as our home-based services, contact the DAS Benefits and Resources Hub at (415) 355-6700

District 5



To learn more about these service sites, as well as our home-based services, contact the DAS Benefits and Resources Hub at (415) 355-6700

Service Sites in District 5

1 St. Agnes Community
2 1750 McAllister Street
3 Booker T. Washington Community Service Center
4 Jewish Family and Children's Services
5 Macedonia Baptist Church
6 Jones Memorial
7 St. Dominic's Catholic Church
8 Kimochi Senior Center
9 Kimochi Administration Office
10 1760 Bush Street
11 Kimochi Home
12 YMCA: Buchanan
14 Open Door Legal: Western Addition
15 Rosa Parks Apartments
16 Rosa Parks Senior Center
17 Willie B. Kennedy Apartments
18 Autumn Glow Alzheimer's Care Home
19 Bethel AME Church
20 Mary Helen Rogers Senior Community
21 Hayes Valley Food Pantry
22 Haven of Hope
23 Eastern Park Apartments
24 Project Open Hand: Ruth Brinker Meal Site
25 Southeast Asian Community Center
26 Conard House: Jordan Apartments
27 666 Ellis Street
28 Curry Senior Center: Tech & Wellness Hub
29 SteppingStone: Golden Gate Day Health
30 Sala Burton Manor
31 Conard House: McAllister
32 UC Hastings College of the Law - Medical-Legal Partnership for Seniors
33 Felton Institute
34 Mercy Housing: 54 McAllister
35 St. Anthony's Dining Room
36 Conard House: The Lyric
37 201 Turk Street Apartments
38 Curry Senior Center
39 Conard House: The Midori
40 Curry Senior Center
41 Fairfax Hotel
42 La Voz Latina Mercadito
43 Youth With A Mission Pantry
44 350 Ellis Street
45 SF Senior Center – Downtown
46 Glide Foundation
47 Southeast Asian Development Center
48 Conard House: Aranda Hotel

To learn more about these service sites, as well as our home-based services, contact the DAS Benefits and Resources Hub at (415) 355-6700

Service Sites in District 5: Services Available by Site

#	Site	Address	Zip	Service	Agency
1	St. Agnes Community	1025 Masonic Ave	94117	Food Pantry	SF Marin Food Bank
2	1750 McAllister Street	1750 McAllister St	94115	Rental Assistance Demonstration	HomeRise
3	Booker T. Washington Community Service Center	800 Presidio Ave	94115	Community Service Centers	Booker T. Washington Community Service Center
				Neighborhood-Based Programs	Booker T. Washington Community Service Center
4	Jewish Family and Children's Services	2150 Post St	94115	Naturalization	Jewish Family and Children's Services
5	Macedonia Baptist Church	2135 Sutter St	94115	Food Pantry	SF Marin Food Bank
6	Jones Memorial	1975 Post St	94115	Food Pantry	SF Marin Food Bank
7	St. Dominic's Catholic Church	2390 Bush St	94115	Food Pantry	SF Marin Food Bank
8	Kimochi Senior Center	1840 Sutter St	94115	Community Service Centers	Kimochi
				Congregate Meals	Kimochi
9	Kimochi Administration Office	1715 Buchanan St	94115	Case Management^	Kimochi
				Family Caregiver Support Program^	Kimochi
10	1760 Bush Street	1760 Bush St	94109	Rental Assistance Demonstration	Mercy Housing California
11	Kimochi Home	1531 Sutter St	94109	Adult Day Programs	Kimochi
				Assisted Living Facilities (ALF) Support	Kimochi
				Congregate Meals	Kimochi
				SF Connected (Tech Lab only)	SF Department of Disability and Aging Services
12	YMCA: Buchanan	1530 Buchanan St	94115	Community Service Centers	YMCA
				Food Pantry	SF Marin Food Bank
				Health Promotion - Physical Fitness	On Lok

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#	Site	Address	Zip	Service	Agency
13	Western Addition Senior Center	1390 1/2 Turk St	94115	Aging and Disability Resource Centers (ADRCs)	Bayview Hunters Point Multipurpose Senior Services
				Case Management^	Bayview Hunters Point Multipurpose Senior Services
				Community Service Centers	Bayview Hunters Point Multipurpose Senior Services
				Congregate Meals	Bayview Hunters Point Multipurpose Senior Services
				Neighborhood Choirs	Community Music Center
				SF Connected	Community Tech Network (digitalLIFT)
14	Open Door Legal: Western Addition	1113 Fillmore St	94115	Legal Assistance	Open Door Legal
15	Rosa Parks Apartments	1251 Turk St	94115	Intergenerational Programs	Sequoia Living
				Rental Assistance Demonstration	Tenderloin Neighborhood Development Corporation
16	Rosa Parks Senior Center	1111 Buchanan St	94115	Community Service Centers	Bayview Hunters Point Multipurpose Senior Services
				Congregate Meals	Bayview Hunters Point Multipurpose Senior Services
				SF Connected (Tech Lab only)	SF Department of Disability and Aging Services
17	Willie B. Kennedy Apartments	1239 Turk St	94115	Food Pantry	SF Marin Food Bank
				Intergenerational Programs	Sequoia Living
18	Autumn Glow Alzheimer's Care Home	654 Grove St	94102	Assisted Living Facilities (ALF) Support	Self-Help for the Elderly
19	Bethel AME Church	916 Laguna St	94115	Food Pantry	SF Marin Food Bank
20	Mary Helen Rogers Senior Community	701 Golden Gate Ave	94102	Intergenerational Programs	Sequoia Living
21	Hayes Valley Food Pantry	403 Rose St	94102	Food Pantry	SF Marin Food Bank
22	Haven of Hope	165 Grove St	94102	Disability Cultural Center	Haven of Hope

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#	Site	Address	Zip	Service	Agency
23	Eastern Park Apartments	711 Eddy St	94109	Intergenerational Programs	Sequoia Living
				SF Connected	Community Tech Network (digitalLIFT)
24	Project Open Hand: Ruth Brinker Meal Site	730 Polk St	94109	Congregate Meals	Project Open Hand
				Nutrition as Health	Project Open Hand
25	Southeast Asian Community Center	875 O'Farrell St	94102	Food Pantry	SF Marin Food Bank
26	Conard House: Jordan Apartments	820 O'Farrell St	94109	SF Connected	Conard House
27	666 Ellis Street	666 Ellis St	94109	Rental Assistance Demonstration	HomeRise
28	Curry Senior Center: Tech & Wellness Hub	520 Turk St	94102	Chronic Disease Management Programs	On Lok
				LGBTQ+ Mental Health Connections	Curry Senior Center
				Technology at Home	Curry Senior Center
				Transgender and Gender Non-Conforming (TGNC) Supports	Curry Senior Center
29	SteppingStone: Golden Gate Day Health	350 Golden Gate Ave	94102	Adult Day Health Centers (ADHCs)	SteppingStone
				Family Caregiver Support Program	SteppingStone
				SF Connected (Tech Lab only)	SF Department of Disability and Aging Services
30	Sala Burton Manor	430 Turk St	94102	Intergenerational Programs	Sequoia Living
				Rental Assistance Demonstration	Tenderloin Neighborhood Development Corporation
31	Conard House: McAllister	270 McAllister St	94102	SF Connected	Conard House
32	UC Hastings College of the Law – Medical-Legal Partnership for Seniors	200 McAllister St	94102	Legal Assistance	UC Hastings College of Law – MLPS
33	Felton Institute	1170 Market St	94102	Senior Companion	Felton Institute
34	Mercy Housing: 54 McAllister	54 McAllister St	94102	Chronic Disease Management Programs	On Lok
35	St. Anthony's Dining Room	121 Golden Gate Ave	94102	Food Pantry	SF Marin Food Bank

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#	Site	Address	Zip	Service	Agency
36	Conard House: The Lyric	140 Jones St	94102	SF Connected	Conard House
37	201 Turk Street Apartments	201 Turk St	94102	Naturalization	Immigration Institute of the Bay Area
38	Curry Senior Center	315 Turk St	94102	SF Connected	Community Tech Network (digitalLIFT)
				SF Connected	Self-Help for the Elderly
				Technology at Home	Curry Senior Center
39	Conard House: The Midori	240 Hyde St	94102	SF Connected	Conard House
40	Curry Senior Center	333 Turk St	94102	Case Management^	Curry Senior Center
				Community Service Centers	Curry Senior Center
				Congregate Meals	Project Open Hand
				Creative Arts for Older Adults and Adults with Disabilities	Art with Elders
				LGBTQ+ Mental Health Connections	Curry Senior Center
41	Fairfax Hotel	420 Eddy St	94109	Veterans Services Connect	Swords to Plowshares
42	La Voz Latina Mercadito	470 Ellis St	94102	Food Pantry	SF Marin Food Bank
43	Youth With A Mission Pantry	357 Ellis St	94102	Food Pantry	SF Marin Food Bank
44	350 Ellis Street	350 Ellis St	94102	Rental Assistance Demonstration	Tenderloin Neighborhood Development Corporation
45	SF Senior Center – Downtown	481 O'Farrell St	94102	Aging and Disability Resource Centers (ADRCs)	Sequoia Living
				Community Service Centers	Sequoia Living
				Congregate Meals	Project Open Hand
				Neighborhood Choirs	Community Music Center
				SF Connected	Community Tech Network (digitalLIFT)
				Technology at Home	Curry Senior Center
46	Glide Foundation	330 Ellis St	94102	Congregate Meals	Glide
47	Southeast Asian Development Center	166 Eddy St	94102	Naturalization	Asian Pacific Islander Legal Outreach

To learn more about these service sites, as well as our home-based services, contact the DAS Benefits and Resources Hub at (415) 355-6700

#	Site	Address	Zip	Service	Agency
48	Conard House: Aranda Hotel	64 Turk St	94102	SF Connected	Conard House

^ Service available onsite and also provided to client in the community and/or at their home

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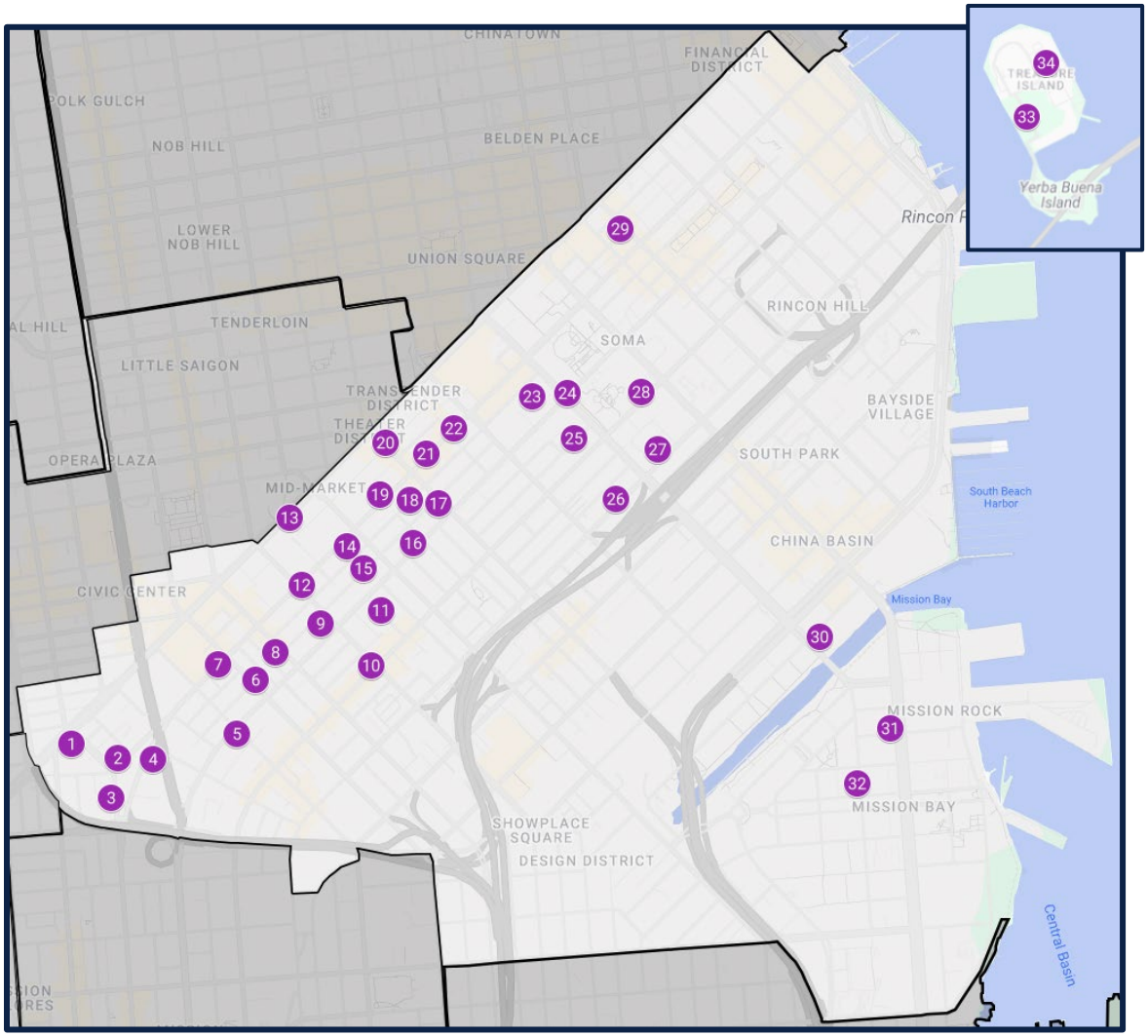
District 6



Service Sites in District 6

1 Conard House: Allen Hotel
2 DAS Benefits and Resource Hub
3 Veterans Commons
4 Community Living Campaign
Legal Assistance to the Elderly
5 The Arc San Francisco
6 Conard House: The Washburn
7 Conard House
8 Conard House: El Dorado Hotel
9 Canon Kip Senior Center
10 San Francisco Pretrial Diversion Project
11 Senior and Disability Action
13 Lighthouse for the Blind & Visually Impaired
14 API Legal Outreach
15 Bayanihan Equity Center
16 Swords to Plowshares & Veterans Community Center
17 City Team Food Pantry
18 Minna Lee

To learn more about these service sites, as well as our home-based services, contact the DAS Benefits and Resources Hub at (415) 355-6700

Service Sites in District 6 (Continued)

19 1064/1066 Mission Street
20 Homebridge
21 Eviction Defense Collaborative
22 Pilipino Senior Resource Center
23 Independent Living Resource Center of San Francisco
24 Woolf House
25 Clementina Towers
26 Salvation Army: South of Market
27 SteppingStone: Mabini Day Health
28 Mendelsohn House
29 Immigration Institute of the Bay Area
30 SteppingStone: Mission Creek Day Health
31 Edwin M Lee Apartments
32 China Basin Community Market
33 Maceo May Apartments
34 One Treasure Island

To learn more about these service sites, as well as our home-based services, contact the DAS Benefits and Resources Hub at (415) 355-6700

Service Sites in District 6: Services Available by Site

#	Site	Address	Zip	Service	Agency
1	Conard House: Allen Hotel	1693 Market St	94103	SF Connected	Conard House
2	DAS Benefits and Resource Hub	2 Gough St	94103	DAS Intake	SF Department of Disability and Aging Services
3	Veterans Commons	150 Otis St	94103	Congregate Meals	Centro Latino de San Francisco
				Veterans Services Connect	Swords to Plowshares
4	Community Living Campaign	1663 Mission St	94103	Chronic Disease Management Programs	On Lok
				Employment Support	Community Living Campaign
				SF Connected	Community Living Campaign
				Transportation	Community Living Campaign
	Legal Assistance to the Elderly	1663 Mission St	94103	Legal Assistance	Legal Assistance to the Elderly
				LGBTQ+ Legal & Life Planning	Legal Assistance to the Elderly
5	The Arc San Francisco	1500 Howard St	94103	Employment Support	The Arc San Francisco
				Empowerment Programs	The Arc San Francisco
				SF Connected	The Arc San Francisco
6	Conard House: The Washburn	42 Washburn St	94103	SF Connected	Conard House
7	Conard House	1385 Mission St	94103	Money Management	Conard House
				SF Connected	Conard House
8	Conard House: El Dorado Hotel	150 9th St	94103	SF Connected	Conard House
9	Canon Kip Senior Center	705 Natoma St	94103	Aging and Disability Resource Centers (ADRCs)	Episcopal Community Services
				Case Management^	Episcopal Community Services
				Community Service Centers	Episcopal Community Services
				Congregate Meals	Episcopal Community Services
				Senior Companion	Felton Institute
				SF Connected	Community Tech Network (digitalLIFT)

To learn more about these service sites, as well as our home-based services, contact the DAS Benefits and Resources Hub at (415) 355-6700

#	Site	Address	Zip	Service	Agency
10	San Francisco Pretrial Diversion Project	1200 Folsom St	94103	Veterans Justice Court Case Management	San Francisco Pretrial Diversion Project
11	Senior and Disability Action	222 8th St	94103	Advocacy Services	Senior and Disability Action
				Empowerment Programs	Senior and Disability Action
13	Lighthouse for the Blind & Visually Impaired	1155 Market St	94103	Community Service Centers	Lighthouse for the Blind
				Intergenerational Programs	Lighthouse for the Blind
				SF Connected	Lighthouse for the Blind
				Transportation	Lighthouse for the Blind
				Volunteer Visitors	Lighthouse for the Blind
14	API Legal Outreach	1121 Mission St	94103	Legal Assistance	Asian Pacific Islander Legal Outreach
				Naturalization	Asian Pacific Islander Legal Outreach
15	Bayanihan Equity Center	616 Minna St	94103	Community Service Centers	Bayanihan Equity Center
				Neighborhood Choirs	Community Music Center
16	Swords to Plowshares & Veterans Community Center	1060 Howard St	94103	Veterans Drop-In Center	Swords to Plowshares
				Congregate Meals	Centro Latino de San Francisco
17	City Team Food Pantry	164 6th St	94103	Food Pantry	SF Marin Food Bank
18	Minna Lee	149 6th St	94103	Congregate Meals	Centro Latino de San Francisco
19	1064/1066 Mission Street	1064/1066 Mission St	94103	Congregate Meals	Episcopal Community Services
20	Homebridge	1035 Market St, Suite 100	94103	Case Management^	Homebridge
21	Eviction Defense Collaborative	976 Mission St	94103	Housing Subsidies	Eviction Defense Collaborative
22	Pilipino Senior Resource Center	953 Mission St	94103	Naturalization	Asian Pacific Islander Legal Outreach

To learn more about these service sites, as well as our home-based services, contact the DAS Benefits and Resources Hub at (415) 355-6700

#	Site	Address	Zip	Service	Agency
23	Independent Living Resource Center of San Francisco	825 Howard St	94103	Community Service Centers	Independent Living Resource Center of SF
				Empowerment Programs	Independent Living Resource Center of SF
				Health Insurance Counseling and Advocacy Program (HICAP)	Self-Help for the Elderly
				Legal Assistance	Independent Living Resource Center of SF
				Wheelchair Repair	Independent Living Resource Center of SF
24	Woolf House	801 Howard St	94103	Community Service Centers	Self-Help for the Elderly
				Congregate Meals	Self-Help for the Elderly
25	Clementina Towers	330 Clementina St	94103	Intergenerational Programs	Sequoia Living
				Rental Assistance Demonstration	Tenderloin Neighborhood Development Corporation
26	Salvation Army: South of Market	360 4th St	94107	Food Pantry	SF Marin Food Bank
27	SteppingStone: Mabini Day Health	55 Mabini St	94107	Adult Day Health Centers (ADHCs)	SteppingStone
				Family Caregiver Support Program	SteppingStone
				SF Connected (Tech Lab only)	SF Department of Disability and Aging Services
28	Mendelsohn House	737 Folsom St	94107	Community Service Centers	Self-Help for the Elderly
				Congregate Meals	Self-Help for the Elderly
29	Immigration Institute of the Bay Area	58 2nd St	94105	Naturalization	Immigration Institute of the Bay Area
30	SteppingStone: Mission Creek Day Health	930 4th St	94158	Adult Day Health Centers (ADHCs)	SteppingStone
				Adult Day Programs	SteppingStone
				Community Service Centers	SteppingStone
				Family Caregiver Support Program^	SteppingStone
				SF Connected (Tech Lab only)	SF Department of Disability and Aging Services

To learn more about these service sites, as well as our home-based services, contact the DAS Benefits and Resources Hub at (415) 355-6700

#	Site	Address	Zip	Service	Agency
31	Edwin M Lee Apartments	1150 3rd St	94158	Congregate Meals	Centro Latino de San Francisco
				Veterans Services Connect	Swords to Plowshares
32	China Basin Community Market	1340 4th St	94158	Food Pantry	SF Marin Food Bank
33	Maceo May Apartments	55 Cravath St	94130	Congregate Meals	Centro Latino de San Francisco
				Veterans Services Connect	Swords to Plowshares
34	One Treasure Island	850 Avenue I	94130	Food Pantry	SF Marin Food Bank

^ Service available onsite and also provided to client in the community and/or at their home

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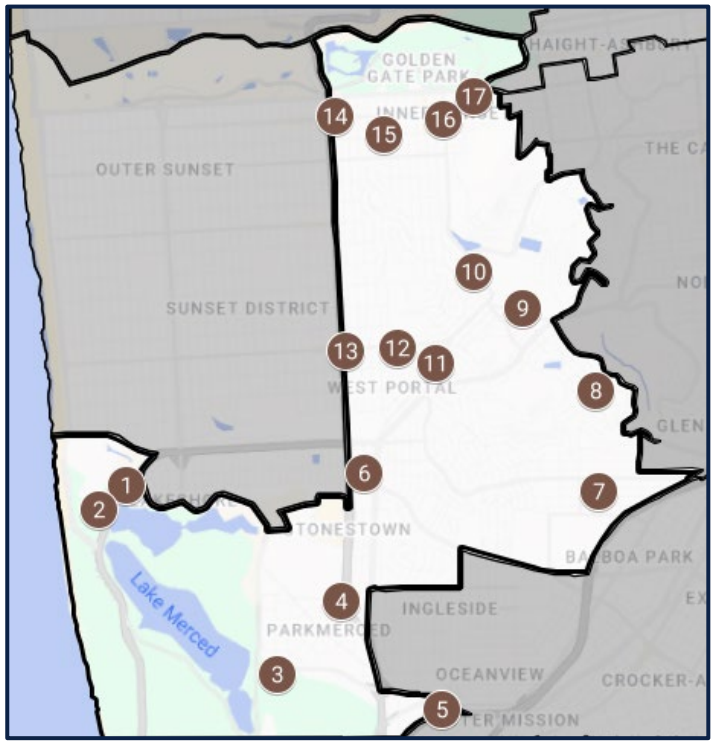
District 7



Service Sites in District 7

1 Pomeroy Recreation and Rehabilitation Center
2 The Fathers House
3 Holy Trinity Greek Orthodox Church
4 YMCA: Park Merced
5 Golden Gate Church
6 OMI Senior Center
7 Saint Finn Barr Church
8 Corner Stone Trinity Baptist Church
9 255 Woodside Avenue
10 Forest Hill Church
11 West Portal Clubhouse
12 Covenant Presbyterian Church
13 CHAMPSS S & E Cafe
14 Open Door Legal: Sunset
15 St. Anne of the Sunset
16 7th Avenue Presbyterian Church
17 Inner Sunset (CLC)

To learn more about these service sites, as well as our home-based services, contact the DAS Benefits and Resources Hub at (415) 355-6700

Service Sites in District 7: Services Available by Site

#	Site	Address	Zip	Service	Agency
1	Pomeroy Recreation and Rehabilitation Center	207 Skyline Blvd	94132	Congregate Meals	Project Open Hand
2	The Fathers House	269 Zoo Rd	94132	Food Pantry	SF Marin Food Bank
3	Holy Trinity Greek Orthodox Church	999 Brotherhood Way	94132	Food Pantry	SF Marin Food Bank
4	YMCA: Park Merced	3711 19th Ave	94132	Community Service Centers	YMCA
5	Golden Gate Church	201 Head St	94132	Community Connectors^	Community Living Campaign
6	OMI Senior Center	2616 Ocean Ave	94132	Case Management^	Catholic Charities
				Community Service Centers	Catholic Charities
				Congregate Meals	On Lok
				SF Connected	Felton Institute
7	Saint Finn Barr Church	415 Edna St	94112	Community Connectors^	Community Living Campaign
8	Corner Stone Trinity Baptist Church	480 Teresita Blvd	94127	Community Connectors^	Community Living Campaign
				Health Promotion - Physical Fitness	On Lok
9	255 Woodside Avenue	255 Woodside Ave	94127	Intergenerational Programs	Sequoia Living
				Rental Assistance Demonstration	BRIDGE Housing
10	Forest Hill Church	250 Laguna Honda Blvd	94116	Community Connectors^	Community Living Campaign
11	West Portal Clubhouse	131 Lenox Way	94127	Aging and Disability Resource Centers (ADRCs)	Self-Help for the Elderly
				Community Service Centers	Self-Help for the Elderly
				Congregate Meals	Self-Help for the Elderly
				Health Promotion - Physical Fitness	On Lok
				Senior Escorts	Self-Help for the Elderly
12	Covenant Presbyterian Church	321 Taraval St	94116	Food Pantry	SF Marin Food Bank
13	CHAMPSS S & E Cafe	2406 19th Ave	94116	Congregate Meals	Self-Help for the Elderly
14	Open Door Legal: Sunset	1722 Irving St	94122	Legal Assistance	Open Door Legal
15	St. Anne of the Sunset	850 Judah St	94122	Community Connectors^	Community Living Campaign

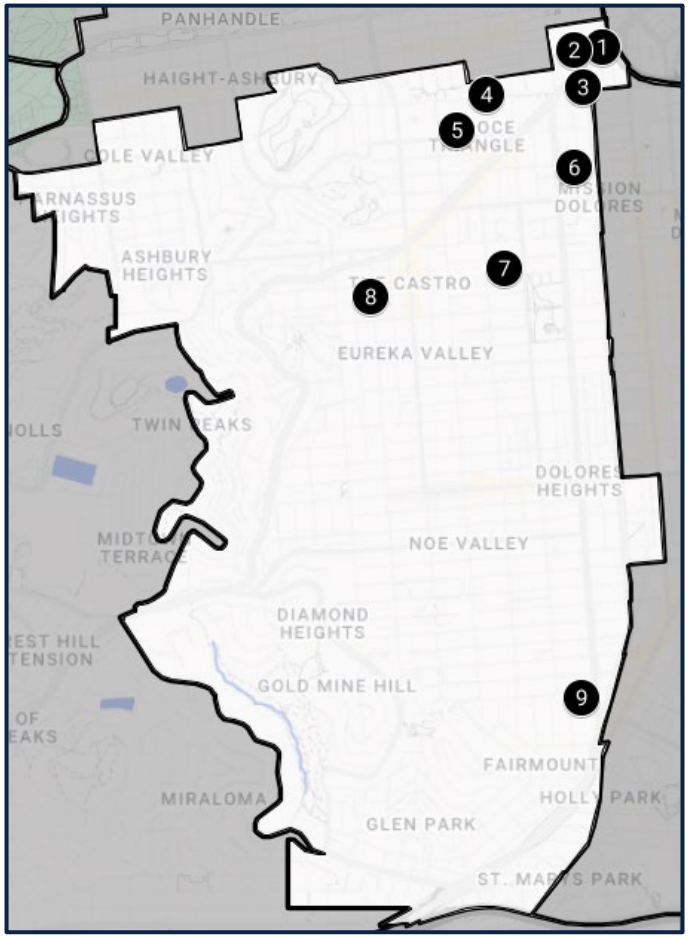
To learn more about these service sites, as well as our home-based services, contact the DAS Benefits and Resources Hub at (415) 355-6700

#	Site	Address	Zip	Service	Agency
16	7th Avenue Presbyterian Church	1329 7th Ave	94122	Health Insurance Counseling and Advocacy Program (HICAP)	Self-Help for the Elderly
17	Inner Sunset (CLC)	1290 5th Ave	94122	Health Promotion - Physical Fitness	On Lok

^ Service available onsite and also provided to client in the community and/or at their home

To learn more about these service sites, as well as our home-based services, contact the DAS Benefits and Resources Hub at (415) 355-6700

District 8



Service Sites in District 8

1 SF LGBT Center
2 Openhouse
3 Openhouse
4 462 Duboce Avenue
5 25 Sanchez Street
6 Mission Dolores
7 3850 18th Street
8 Castro Senior Center
9 30th Street Senior Center

To learn more about these service sites, as well as our home-based services, contact the DAS Benefits and Resources Hub at (415) 355-6700

Service Sites in District 8: Services Available by Site

#	Site	Address	Zip	Service	Agency
1	SF LGBT Center	1800 Market St	94103	LGBTQ+ Financial Literacy	SF LGBT Center
2	Openhouse	75 Laguna St	94102	Adult Day Programs	On Lok
3	Openhouse	65 Laguna St	94102	Aging and Disability Resource Centers (ADRCs)	Openhouse
				Case Management^	Openhouse
				Community Service Centers	Openhouse
				Intergenerational Programs	Openhouse
				LGBTQ+ Cultural Competency Trainings	Openhouse
				Creative Arts for Older Adults and Adults with Disabilities	Art with Elders
				Neighborhood Choirs	Community Music Center
				Transgender and Gender Non-Conforming (TGNC) Supports	Openhouse
4	462 Duboce Avenue	462 Duboce Ave	94114	Intergenerational Programs	Sequoia Living
				Rental Assistance Demonstration	BRIDGE Housing
5	25 Sanchez Street	25 Sanchez St	94114	Intergenerational Programs	Sequoia Living
				Rental Assistance Demonstration	BRIDGE Housing
6	Mission Dolores	1855 15th St	94103	Intergenerational Programs	Sequoia Living
7	3850 18th Street	3850 18th St	94114	Intergenerational Programs	Sequoia Living
				Rental Assistance Demonstration	BRIDGE Housing
8	Castro Senior Center	110 Diamond St	94114	Community Service Centers	Golden Gate Senior Services
				Neighborhood Choirs	Community Music Center

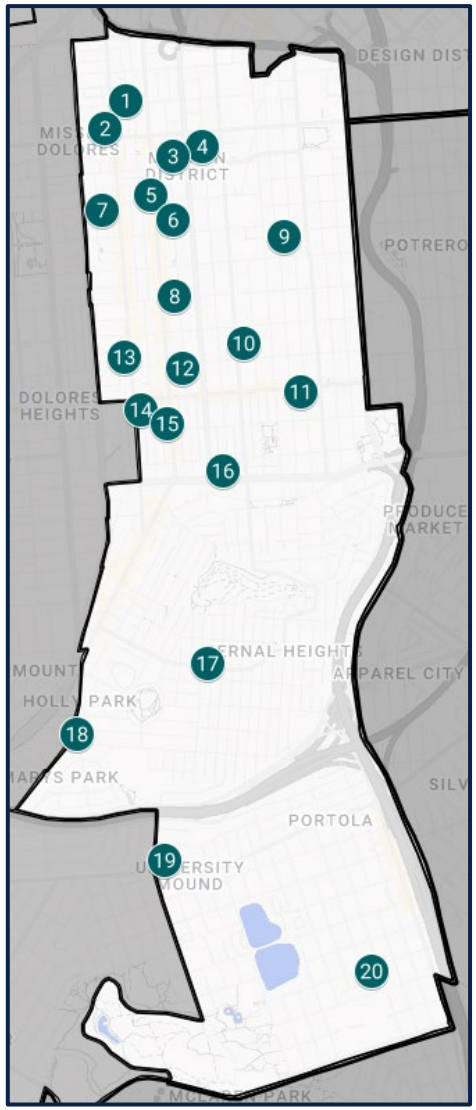
To learn more about these service sites, as well as our home-based services, contact the DAS Benefits and Resources Hub at (415) 355-6700

#	Site	Address	Zip	Service	Agency
9	30th Street Senior Center (On Lok)	225 30th St	94131	Aging and Disability Resource Centers (ADRCs)	On Lok
				Case Management^	On Lok
				Community Service Centers	On Lok
				Creative Arts for Older Adults and Adults with Disabilities	UCSF Memory and Aging Center
				Neighborhood Choirs	Community Music Center
				SF Connected	Community Living Campaign
				SF Connected	Community Tech Network (digitalLIFT)

^ Service available onsite and also provided to client in the community and/or at their home

To learn more about these service sites, as well as our home-based services, contact the DAS Benefits and Resources Hub at (415) 355-6700

District 9



Service Sites in District 9

1 Centro Latino de San Francisco
2 El Colibrí
La Raza Centro Legal
3 Mission Neighborhood Resource Centers
4 Mission Neighborhood Health Center - Shotwell
5 Star Hotel
6 Mission Neighborhood Centers
7 The Women's Building
8 Ruth's Table
9 Mission Food Hub Pantry
10 Pets Are Wonderful Support (PAWS)
Shanti Project
11 St. Peters Catholic Church
12 La Iglesia Food Pantry
14 Reality SF Pantry
Salvation Army: Mission
15 Mission Cultural Center for Latino Arts
16 Casa Adelante
17 Bernal Heights Neighborhood Center
18 Casa de Barro
19 Cornerstone Evangelical Baptist Church
20 Christ for All Nations

To learn more about these service sites, as well as our home-based services, contact the DAS Benefits and Resources Hub at (415) 355-6700

Service Sites in District 9: Services Available by Site

#	Site	Address	Zip	Service	Agency
1	Centro Latino de San Francisco	1656 15th St	94103	Community Service Centers	Centro Latino de San Francisco
				Congregate Meals	Centro Latino de San Francisco
				Culturally Responsive Nutrition Services	Centro Latino de San Francisco
				Health Promotion - Physical Fitness	On Lok
				Naturalization	Centro Latino de San Francisco
				Naturalization	Immigration Institute of the Bay Area
				Neighborhood Choirs	Community Music Center
				SF Connected	Community Tech Network (digitalLIFT)
2	El Colibrí at La Raza Resource Center	474 Valencia St	94103	Food Pantry	SF Marin Food Bank
	La Raza Centro Legal	474 Valencia St	94103	Food Pantry	SF Marin Food Bank
				Legal Assistance	La Raza Centro Legal
				Naturalization	La Raza Centro Legal
3	Mission Neighborhood Resource Centers	165 Capp St	94110	Creative Arts for Older Adults and Adults with Disabilities	UCSF Memory and Aging Center
4	Mission Neighborhood Health Center - Shotwell	240 Shotwell St	94110	Chronic Disease Management Programs	On Lok
				Creative Arts for Older Adults and Adults with Disabilities	UCSF Memory and Aging Center
5	Star Hotel	2176 Mission St	94110	Congregate Meals	Centro Latino de San Francisco

To learn more about these service sites, as well as our home-based services, contact the DAS Benefits and Resources Hub at (415) 355-6700

#	Site	Address	Zip	Service	Agency
6	Mission Neighborhood Centers	362 Capp St	94110	Aging and Disability Resource Centers (ADRCs)	Mission Neighborhood Centers
				Chronic Disease Management Programs	On Lok
				Community Service Centers	Mission Neighborhood Centers
				Congregate Meals	Centro Latino de San Francisco
				Creative Arts for Older Adults and Adults with Disabilities	UCSF Memory and Aging Center
				Food Pantry	SF Marin Food Bank
				Health Insurance Counseling and Advocacy Program (HICAP)	Self-Help for the Elderly
				Health Promotion - Physical Fitness	On Lok
				Intergenerational Programs	Mission Neighborhood Centers
				Naturalization	Centro Latino de San Francisco
				Neighborhood Choirs	Community Music Center
				SF Connected	Community Tech Network (digitalLIFT)
				SF Connected	Self-Help for the Elderly
7	The Womens Building	3543 18th St	94110	Food Pantry	SF Marin Food Bank
8	Ruth's Table	3160 21st St	94110	Intergenerational Programs	Front Porch Communities Foundation (Ruth's Table)
9	Mission Food Hub Pantry	701 Alabama St	94110	Food Pantry	SF Marin Food Bank
10	Pets Are Wonderful Support (PAWS)	3170 23rd St	94110	LGBTQ+ Care Navigation	Shanti Project
	Shanti Project	3170 23rd St	94110	LGBTQ+ Care Navigation	Shanti Project
11	St. Peters Catholic Church	2911 24th St	94110	Food Pantry	SF Marin Food Bank
12	La Iglesia Food Pantry	3261 23rd St	94110	Food Pantry	SF Marin Food Bank
14	Reality SF Pantry	1325 Valencia St	94110	Food Pantry	SF Marin Food Bank
	Salvation Army: Mission	1325 Valencia St	94110	Food Pantry	SF Marin Food Bank
15	Mission Cultural Center for Latino Arts	2868 Mission St	94110	Creative Arts for Older Adults and Adults with Disabilities	UCSF Memory and Aging Center

To learn more about these service sites, as well as our home-based services, contact the DAS Benefits and Resources Hub at (415) 355-6700

#	Site	Address	Zip	Service	Agency
16	Casa Adelante	1296 Shotwell St	94110	Chronic Disease Management Programs	On Lok
				Health Insurance Counseling and Advocacy Program (HICAP)	Self-Help for the Elderly
17	Bernal Heights Neighborhood Center	515 Cortland Ave	94110	Community Service Centers	Bernal Heights Neighborhood Center
				Congregate Meals	Community Living Campaign
				Food Pantry	SF Marin Food Bank
				Neighborhood Choirs	Community Music Center
				SF Connected	Community Tech Network (digitalLIFT)
18	Casa de Barro	3811 Mission St	94110	Food Pantry	SF Marin Food Bank
19	Cornerstone Evangelical Baptist Church	801 Silver Ave	94134	Food Pantry	SF Marin Food Bank
20	Christ for All Nations	465 Woolsey St	94134	Food Pantry	SF Marin Food Bank

^ Service available onsite and also provided to client in the community and/or at their home

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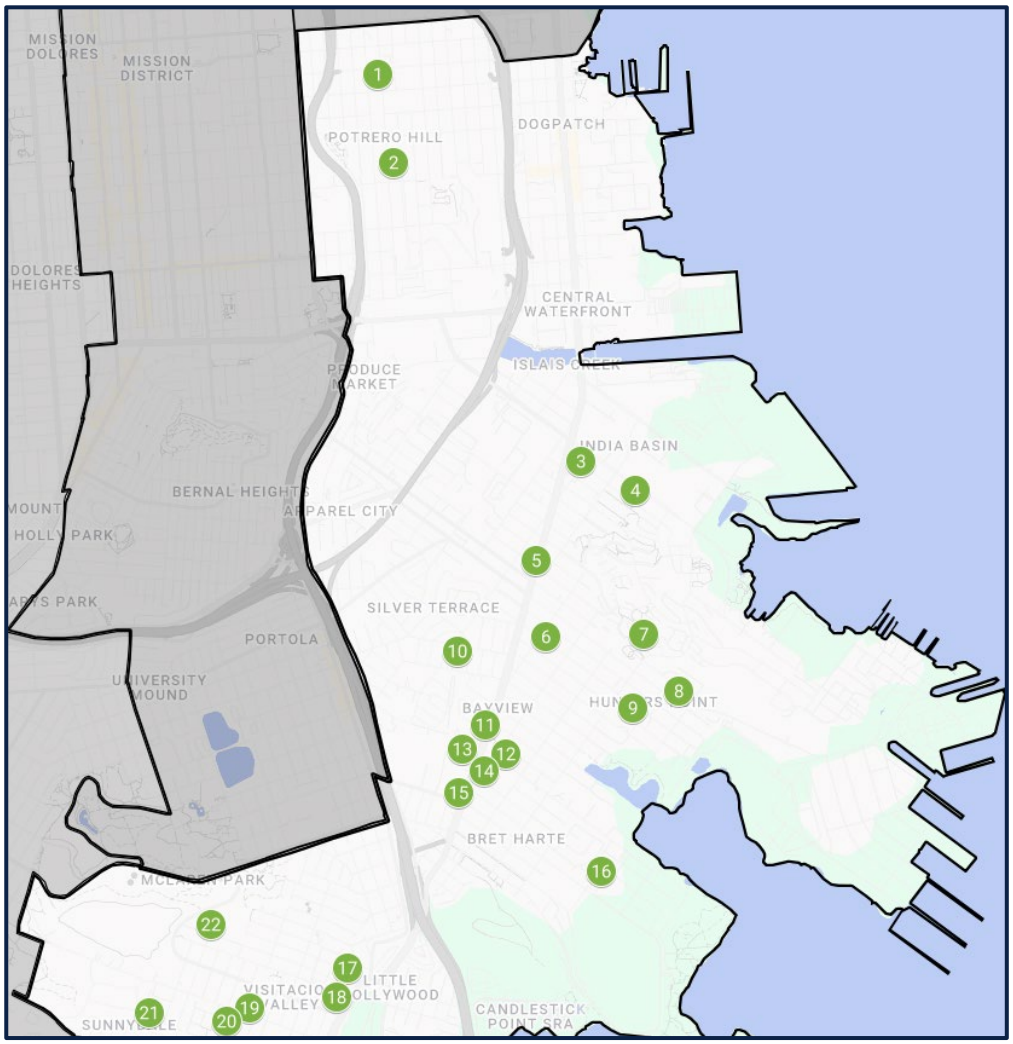
District 10



Service Sites in District 10

1 Food Pantry at St. Gregory's
2 Potrero Hill Neighborhood House
3 Edgewood Center for Children & Families
4 El Centro Bayview Pantry
5 Open Door Legal: Bayview
6 YMCA: Bayview Hunters Point
7 Bayview Adult Day Health Center
8 Oakdale NGN
9 Bayview Church of Christ
10 Florence Fang Community Farm
11 Senior Ex-Offender Program
12 Armstrong Senior Center
13 Dr. George W. Davis Senior Center
14 BHPF-Community Market
15 Grace Pantry at Cornerstone
16 Allice Griffith Community
17 Visitacion Valley Community Center
18 Visitacion Valley Chinese Baptist Church
19 Calvary Street Village
20 Heritage Homes
21 Samoan Community Development Center
22 John King Senior Community

To learn more about these service sites, as well as our home-based services, contact the DAS Benefits and Resources Hub at (415) 355-6700

Service Sites in District 10: Services Available by Site

#	Site	Address	Zip	Service	Agency
1	Food Pantry at St. Gregory's	500 De Haro St	94107	Food Pantry	SF Marin Food Bank
2	Potrero Hill Neighborhood House	953 De Haro St	94107	Community Connectors^	Community Living Campaign
3	Edgewood Center for Children & Families	3801 3rd St	94124	Family Caregiver Support Program^	Edgewood
4	El Centro Bayview Pantry	1329 Evans Ave	94124	Food Pantry	SF Marin Food Bank
5	Open Door Legal: Bayview	4634 3rd St	94124	Legal Assistance	Open Door Legal
6	YMCA: Bayview Hunters Point	1601 Lane St	94124	Community Service Centers	YMCA
				Food Pantry	SF Marin Food Bank
7	Bayview Adult Day Health Center	1250 La Salle Ave	94124	Creative Arts for Older Adults and Adults with Disabilities	UCSF Memory and Aging Center
				Senior Companion	Felton Institute
				SF Connected	Community Tech Network (digitalLIFT)
				SF Connected (Tech Lab only)	SF Department of Disability and Aging Services
8	Oakdale NGN	1065 Oakdale Ave	94124	Food Pantry	SF Marin Food Bank
9	Bayview Church of Christ	1239 Revere Ave	94124	Food Pantry	SF Marin Food Bank
10	Florence Fang Community Farm	2 Diana St	94124	Food Pantry	SF Marin Food Bank
11	Senior Ex-Offender Program	5600 A 3rd St	94124	Community Service Centers	Bayview Hunters Point Multipurpose Senior Services
12	Armstrong Senior Center	5600 3rd St	94124	Congregate Meals	Bayview Hunters Point Multipurpose Senior Services

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#	Site	Address	Zip	Service	Agency
13	Dr. George W. Davis Senior Center	1753 Carroll Ave	94124	Aging and Disability Resource Centers (ADRCs)	Bayview Hunters Point Multipurpose Senior Services
				Case Management^	Bayview Hunters Point Multipurpose Senior Services
				Chronic Disease Management Programs	On Lok
				Community Service Centers	Bayview Hunters Point Multipurpose Senior Services
				Congregate Meals	Bayview Hunters Point Multipurpose Senior Services
				Culturally Responsive Nutrition Services	Bayview Hunters Point Multipurpose Senior Services
				Creative Arts for Older Adults and Adults with Disabilities	UCSF Memory and Aging Center
				Food Pantry	SF Marin Food Bank
				Intergenerational Programs	Bayview Hunters Point Multipurpose Senior Services
				Money Management	Bayview Hunters Point Multipurpose Senior Services
				Neighborhood Choirs	Community Music Center
				Senior Companion	Felton Institute
14	BHPF-Community Market	1625 Carroll Ave	94124	Food Pantry	SF Marin Food Bank
15	Grace Pantry at Cornerstone	6190 3rd St	94124	Food Pantry	SF Marin Food Bank
16	Allice Griffith Community	2700 Arelious St	94124	Congregate Meals	Bayview Hunters Point Multipurpose Senior Services
17	Visitacion Valley Community Center	66 Raymond Ave	94134	Community Service Centers	Felton Institute
				Congregate Meals	Project Open Hand
				Neighborhood Choirs	Community Music Center
18	Visitacion Valley Chinese Baptist Church	45 Leland Ave	94134	Food Pantry	SF Marin Food Bank
19	Calvary Street Village	1099 Sunnydale Ave	94134	Food Pantry	SF Marin Food Bank

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#	Site	Address	Zip	Service	Agency
20	Heritage Homes	243 Rey St	94134	Food Pantry	SF Marin Food Bank
21	Samoan Community Development Center	290 Malosi St	94134	Congregate Meals	Bayview Hunters Point Multipurpose Senior Services
				Culturally Responsive Nutrition Services	Bayview Hunters Point Multipurpose Senior Services
22	John King Senior Community	500 Raymond Ave	94134	Community Service Centers	Self-Help for the Elderly
				Congregate Meals	Self-Help for the Elderly
				Food Pantry	SF Marin Food Bank
				SF Connected	Felton Institute

^ Service available onsite and also provided to client in the community and/or at their home

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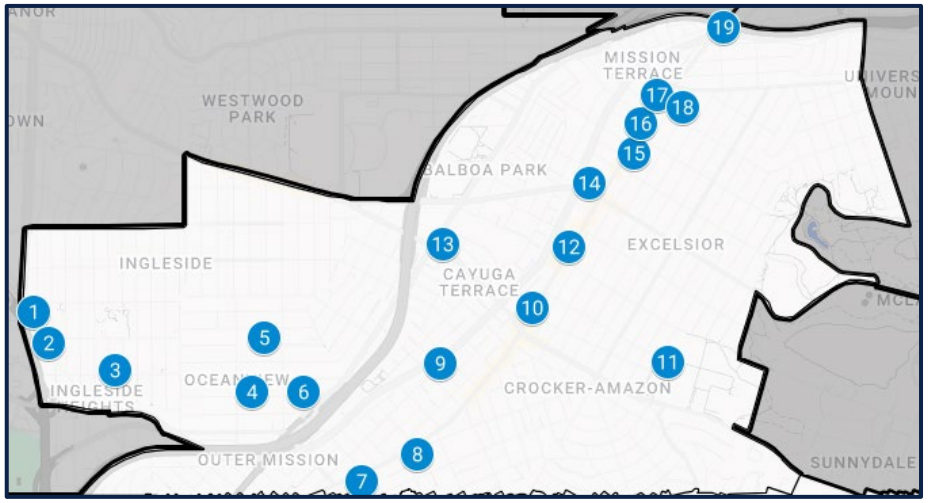
District 11



Service Sites in District 11

1 OMI Senior Center
Temple United Methodist Church
2 S.A. All Nations Corps
3 IT Bookman Community Center
4 OMI Family Resource Center
5 Minnie & Lovie Ward
6 San Francisco Adult Day Services
7 The Good Rural
8 Calvary Baptist Church
9 Addis Kidan / Bethel Lutheran Church
10 Geneva Community Center
11 Crocker Amazon Park Clubhouse
12 La Tiendita
13 CHAMPSS Crazy Pepper
14 Open Door Legal: Excelsior
15 Excelsior Community Center
16 Mission Neighborhood Health Center – Excelsior
17 YMCA: Mission
18 API Family Resource Network Center
19 Mission Bay Community Church
San Francisco Campus for Jewish Living

To learn more about these service sites, as well as our home-based services, contact the DAS Benefits and Resources Hub at (415) 355-6700

Service Sites in District 11: Services Available by Site

#	Site	Address	Zip	Service	Agency
1	OMI Senior Center	65 Beverly St	94132	Chronic Disease Management Programs	On Lok
				Food Pantry	SF Marin Food Bank
				Health Promotion - Physical Fitness	On Lok
				Housing Subsidies	Catholic Charities
				Neighborhood Choirs	Community Music Center
				Senior Companion	Felton Institute
	Temple United Methodist Church	65 Beverly St	94132	Food Pantry	SF Marin Food Bank
2	S.A. All Nations Corps	4000 19th Ave	94132	Food Pantry	SF Marin Food Bank
3	IT Bookman Community Center	446 Randolph St	94132	Chronic Disease Management Programs	On Lok
				Community Service Centers	Southwest Community Corporation
				Creative Arts for Older Adults and Adults with Disabilities	Art with Elders
				Health Promotion - Physical Fitness	On Lok
				Neighborhood Choirs	Community Music Center
				SF Connected	Community Tech Network (digitalLIFT)
4	OMI Family Resource Center	156 Broad St	94112	Food Pantry	SF Marin Food Bank
5	Minnie & Lovie Ward	650 Capitol Ave	94112	Creative Arts for Older Adults and Adults with Disabilities	UCSF Memory and Aging Center
6	San Francisco Adult Day Services	50 Broad St	94112	Adult Day Programs	Catholic Charities
				Congregate Meals	On Lok
				Senior Companion	Felton Institute
				SF Connected	Community Living Campaign
7	The Good Rural	5845 Mission St	94112	Food Pantry	SF Marin Food Bank
8	Calvary Baptist Church	5655 Mission St	94112	Food Pantry	SF Marin Food Bank

To learn more about these service sites, as well as our home-based services, contact the DAS Benefits and Resources Hub at (415) 355-6700

#	Site	Address	Zip	Service	Agency
9	Addis Kidan / Bethel Lutheran Church	2525 Alemany Blvd	94112	Community Connectors^	Community Living Campaign
				Health Promotion - Physical Fitness	On Lok
10	Geneva Community Center	5050 Mission St	94112	Aging and Disability Resource Centers (ADRCs)	Self-Help for the Elderly
				Community Service Centers	Self-Help for the Elderly
				Congregate Meals	Self-Help for the Elderly
				Intergenerational Programs	Self-Help for the Elderly
				Naturalization	Self-Help for the Elderly
				Neighborhood-Based Programs	Self-Help for the Elderly
				Senior Escorts	Self-Help for the Elderly
11	Crocker Amazon Park Clubhouse	799 Moscow St2	94112	Community Connectors^	Community Living Campaign
12	La Tiendita	4834 Mission St	94112	Food Pantry	SF Marin Food Bank
13	CHAMPSS Crazy Pepper	2257 San Jose Ave	94112	Congregate Meals	Self-Help for the Elderly
14	Open Door Legal: Excelsior	60 Ocean Ave	94112	Legal Assistance	Open Door Legal
15	Excelsior Community Center	4468 Mission St	94112	Community Service Centers	Bernal Heights Neighborhood Center
				Food Pantry	SF Marin Food Bank
				SF Connected	Self-Help for the Elderly
16	Mission Neighborhood Health Center – Excelsior	4434 Mission St	94112	Creative Arts for Older Adults and Adults with Disabilities	UCSF Memory and Aging Center
17	YMCA: Mission	4080 Mission St	94112	Community Service Centers	YMCA
				Food Pantry	SF Marin Food Bank
				Health Promotion - Physical Fitness	On Lok
				SF Connected	Community Living Campaign
				SF Connected	Community Tech Network (digitalLIFT)
18	API Family Resource Network Center	4377 Mission St	94112	CalFresh Outreach	APA Family Support Services

To learn more about these service sites, as well as our home-based services, contact the DAS Benefits and Resources Hub at (415) 355-6700

#	Site	Address	Zip	Service	Agency
19	Mission Bay Community Church	302 Silver Ave	94112	Food Pantry	SF Marin Food Bank
	San Francisco Campus for Jewish Living	302 Silver Ave	94112	Senior Companion	Felton Institute

^ Service available onsite and also provided to client in the community and/or at their home

To learn more about these service sites, as well as our home-based services, contact the DAS Benefits and Resources Hub at (415) 355-6700

Appendix C: DFCNA Population Survey Summary

This appendix summarizes key findings and provides quantitative data tables detailing participant responses to the DFCNA consumer and service provider surveys.

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Overview

DAS conducted a **consumer survey** to gather information from approximately 6,150 older adults, adults with disabilities, veterans, and caregivers **about community needs, experience accessing and participating in services, and other topics relevant for this assessment**. We offered the survey in a total of 10 languages across accessible online and paper formats. The languages we offered were: English, Arabic, Cantonese, Japanese, Korean, Russian, Samoan, Spanish, Tagalog, and Vietnamese.

DAS administered the survey using the following sampling methods:

- **Convenience sampling,** to maximize opportunity for community input, leveraging widespread outreach via DAS and community partner networks.
- **Randomized sampling,** to obtain a representative sample, using an "address-based sampling" survey mailing to 25,000 households. Using this probability sampling method, we identified a random and representative sample of the older adult population from a comprehensive list of residential addresses available through the United States Postal Service. The survey mailing included options to complete the survey online or to return a paper survey by mail or at one of our service sites.

In addition to the consumer survey, DAS also administered a **provider survey** to about 290 San Francisco service providers working closely with older adults, adults with disabilities, veterans, and caregivers. We offered the provider survey online in English.

Older Adults (Random Sample)

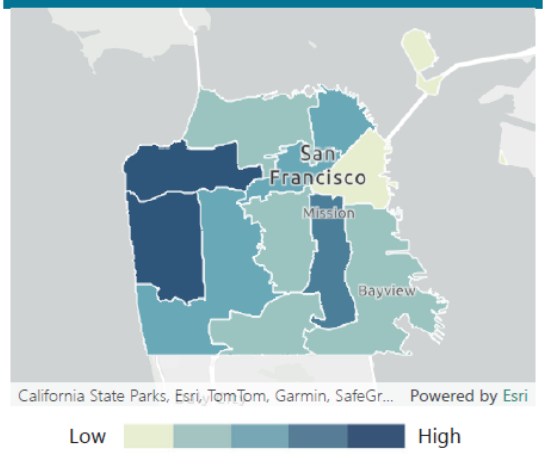
Consumer Survey Participants: Older Adults (Random Sample)
Demographic Profile

Population

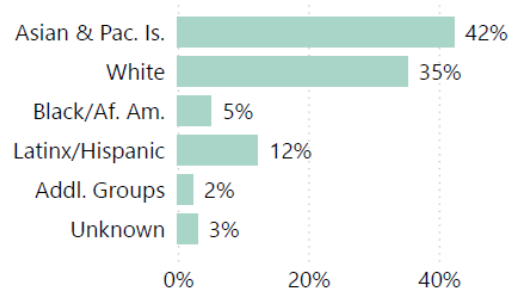
Older Adults (60+)	2,076
Total	**2,076**

Note: Some chart totals may not sum to the overall number surveyed (2,076) in the random sample due to rounding in the weighted population estimates.

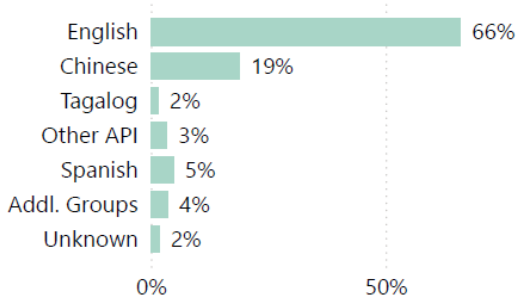
Supervisorial District of Residence



Race/Ethnicity



Primary Language



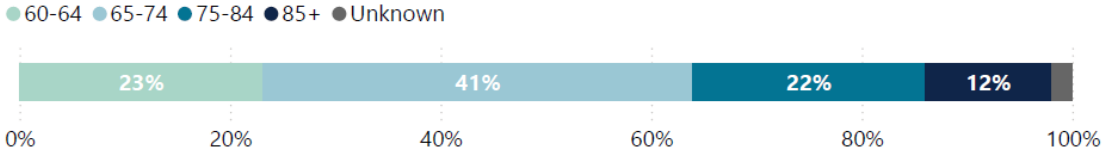
Gender Identity

	#	%
Female	1,050	51%
Male	961	46%
Trans Female	1	0%
Trans Male	0	0%
Addl. Groups	14	1%
Unknown	49	2%
Total	**2,075**	**100%**

Sexual Orientation

	#	%
Straight/Heterosexual	1,574	76%
Gay/Lesbian/Same-Gender Loving	203	10%
Bisexual	62	3%
Addl. Groups	17	1%
Unknown	221	11%
Total	**2,077**	**100%**

Age



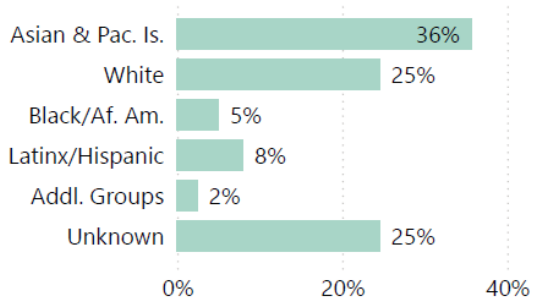
Consumer Survey Participants: Older Adults (Convenience Sample)

Demographic Profile

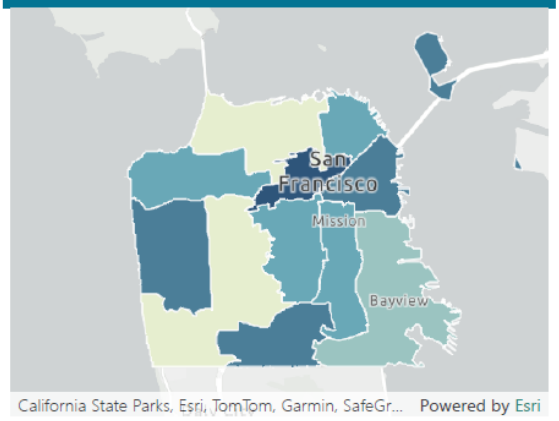
Population

Older Adults (60+)	2,958
Total	**2,958**

Race/Ethnicity

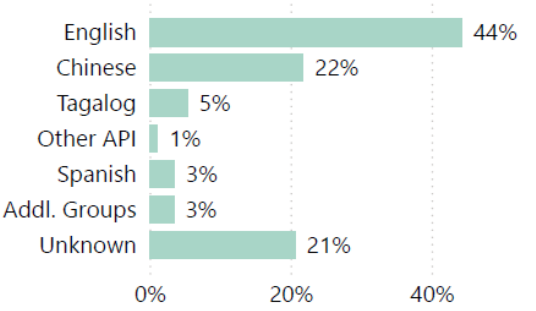


Supervisorial District of Residence



Low High

Primary Language



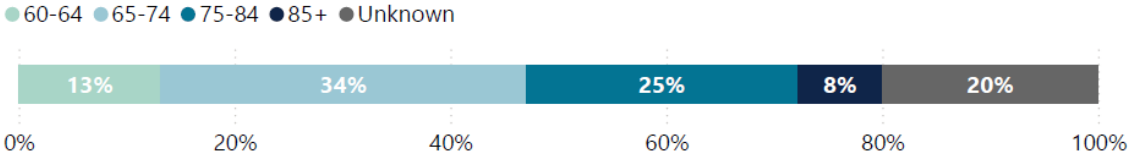
Gender Identity

	#	%
Female	1,485	50%
Male	813	27%
Trans Female	4	0%
Trans Male	4	0%
Addl. Groups	18	1%
Unknown	634	21%
Total	**2,958**	**100%**

Sexual Orientation

	#	%
Straight/Heterosexual	1,730	58%
Gay/Lesbian/Same-Gender Loving	265	9%
Bisexual	90	3%
Addl. Groups	40	1%
Unknown	833	28%
Total	**2,958**	**100%**

Age



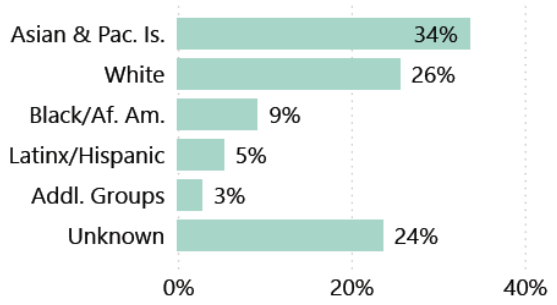
Consumer Survey Participants: Adults with Disabilities

Demographic Profile

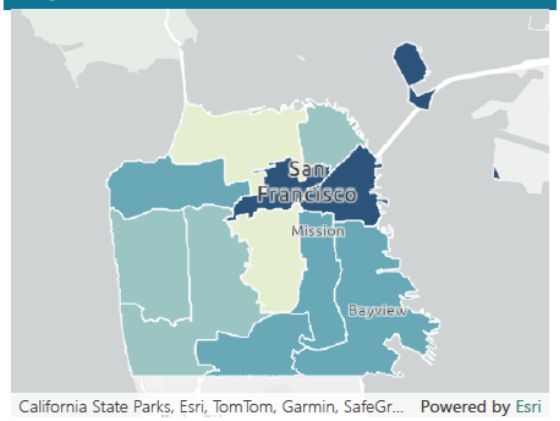
Population

Adults with Disabilities (18-59)	360
Total	**360**

Race/Ethnicity

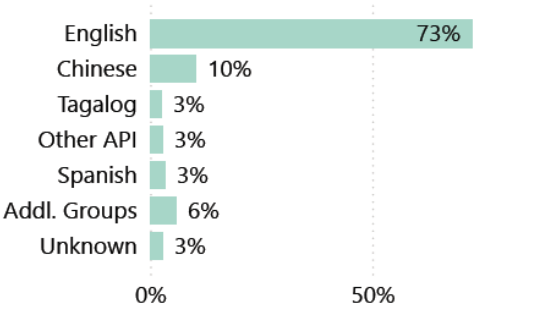


Supervisorial District of Residence



Low High

Primary Language



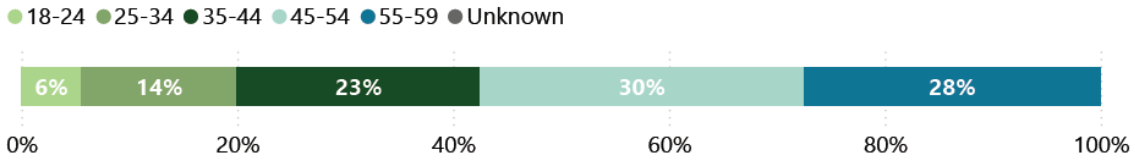
Gender Identity

	#	%
Female	173	48%
Male	147	41%
Trans Female	3	1%
Trans Male	4	1%
Addl. Groups	15	4%
Unknown	18	5%
Total	**360**	**100%**

Sexual Orientation

	#	%
Straight/Heterosexual	230	64%
Gay/Lesbian/Same-Gender Loving	49	14%
Bisexual	24	7%
Addl. Groups	17	5%
Unknown	40	11%
Total	**360**	**100%**

Age



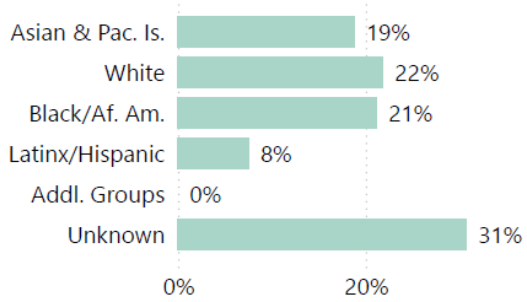
Provider Survey Participants

Demographic Profile

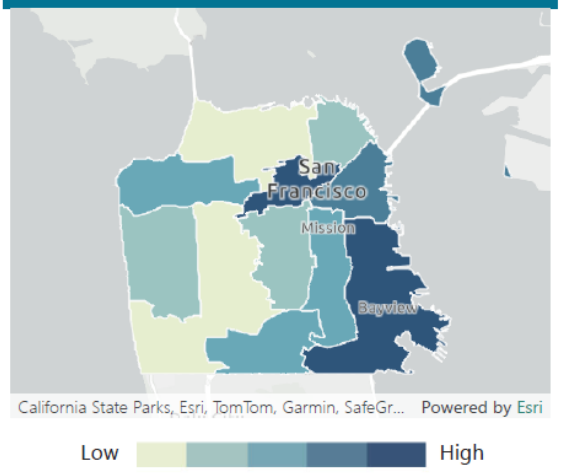
Population

All Participants	293
Total	**293**

Race/Ethnicity

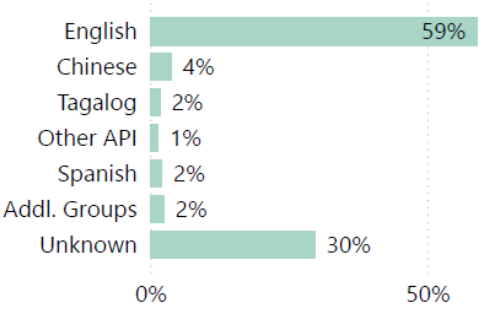


Supervisorial District of Residence



Low High

Primary Language



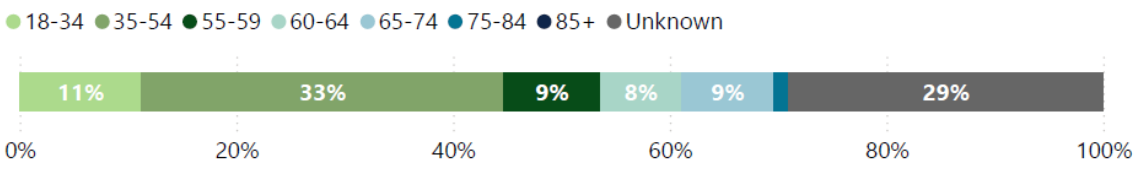
Gender Identity

	#	%
Female	130	44%
Male	64	22%
Trans Female	1	0%
Trans Male	0	0%
Addl. Groups	10	3%
Unknown	88	30%
Total	**293**	**100%**

Sexual Orientation

	#	%
Straight/Heterosexual	143	49%
Gay/Lesbian/Same-Gender Loving	27	9%
Bisexual	22	8%
Addl. Groups	5	2%
Unknown	96	33%
Total	**293**	**100%**

Age



Summary of Findings

DAS gathered consumer survey responses from approximately 6,150 diverse older adults, adults with disabilities, veterans, and caregivers, and provider survey responses from about 290 service providers working closely with these populations in San Francisco. This summary of findings highlights notable trends in the survey data we collected, organized thematically by consumer service needs and barriers to participation in services.

Note on survey samples: Findings are drawn from two consumer survey samples to capture different segments of the population. The random sample — from an address-based, probability sample drawn from a United States Postal Service residential address file — provides a representative picture of older adults citywide, including those not connected to services. The convenience sample — recruited through outreach by DAS and community partners — captures more service-connected older adults and people with disabilities, who often have higher levels of need. Using both allows us to distinguish between broader population trends and the experiences of those most likely to seek support.

In alignment with this sampling methodology, our analysis of consumer survey results for older adults includes trends across both the random and convenience samples. For other populations, such as adults with disabilities, caregivers, and veterans, our analysis of survey results focuses on trends from the convenience sample only, since a comparable probability-based mailing list of households with these characteristics was not available.

Consumer Service Needs

OLDER ADULTS

- On average, about a quarter (24%) of older adults in the random sample reported any level of need — met or unmet — in a given area, whereas nearly half (46%) of older adults in the convenience sample did.

- On average, about 12% of older adults in the random sample reported unmet need in a given area. Older adults in the convenience sample were more than twice as likely to report unmet needs (26% on average).

- The top five areas of need reported by older adults across both the random and convenience sample are listed below. Percentages reflect the share of respondents reporting unmet needs in each area for the random and convenience samples, respectively.

    1. Getting enough physical activity or exercise (20% and 40%)
    2. Using technology, like a smartphone or the internet (19% and 34%)
    3. Getting the legal help I need with issues like benefits, housing, or estate planning (17% and 36%)
    4. Getting enough social contact during my day (15% and 29%)

5. Getting medical services to maintain my physical health (15% and 28%)

- Across both the random and convenience samples, older adults with an equity factor reported higher levels of need — especially unmet need — compared to their peers. These disparities were most notable among seniors with low-to-moderate income and seniors who speak a primary language other than English.

ADULTS WITH DISABILITIES

- On average, nearly two-thirds (63%) of adults with disabilities between the ages of 18 and 59 in the convenience sample reported any level of need — met or unmet — in a given area.

- On average, about 39% of adults with disabilities reported unmet need in a given area.

- The top five areas of need reported by adults with disabilities are listed below. Percentages reflect the share of respondents reporting unmet needs in each area.

    1. Getting the legal help I need with issues like benefits, housing, or estate planning (55%)
    2. Getting the mental health support I need (50%)
    3. Getting enough physical activity or exercise (49%)
    4. Getting enough healthy food to eat (48%)
    5. Affording my rent or mortgage (47%)

- Disabled adults with select equity factors reported higher levels of need — especially unmet need — compared to their peers. These disparities were most notable among LGBTQ+ identifying adults with disabilities and disabled adults with low-to-moderate income.

SERVICE PROVIDER PERSPECTIVES

- The top five areas of need reported by service providers are listed below. Percentages reflect the share of providers who ranked a given area as a “top three” service gap or unmet need.

    1. Housing support (25%)
    2. Mental health support (17%)
    3. In-home care (14%)
    4. Caregiving support (13%)
    5. Case management (12%)

- The areas of need most commonly reported by service providers in the provider survey do not consistently align with the top five areas of need reported by respondents to the consumer survey. It bears noting that the areas of need providers ranked highly may be, at least in part, a reflection of their role in their agency and the

types of services that their agency provides. Nevertheless, providers' perspectives on top needs generally resonate with consumer feedback shared at community forums and focus groups.

Barriers to Participation in Services

OLDER ADULTS

- On average, about a fifth (22%) of older adults in the random sample reported experiencing a given barrier "often" or "almost always." By contrast, older adults in the convenience sample were much more likely to do so — about 37% of them, on average, reported facing one of these challenges.

- The top three barriers reported by older adults across both the random and convenience sample are listed below. Percentages reflect the share of respondents reporting barriers in each area for the random and convenience samples, respectively.

    1. Finding services I'm eligible for (31% and 47%)
    2. Feeling safe in public (30% and 41%)
    3. Feeling safe participating in services due to my immigration status or that of my loved ones (30% and 41%)

ADULTS WITH DISABILITIES

- On average, about half (51%) of adults with disabilities in the convenience sample reported experiencing a given barrier "often" or "almost always."

- The top three barriers reported by adults with disabilities are listed below. Percentages reflect the share of respondents reporting barriers in each area.

    1. Affording services that cost money (67%)
    2. Waiting for services that are already full or have a long waitlist (63%)
    3. Finding services I'm eligible for (62%)

SERVICE PROVIDER PERSPECTIVES

- The top three barriers reported by service providers are listed below. Percentages reflect the share of providers who indicated a given barrier was a "moderate" or "major" problem for clients when trying to access services they need.

    1. Waiting for services that are already full or have a long waitlist (81%)
    2. Affording services that cost money (81%)
    3. Navigating service systems to get available social, health, housing, or other services (73%)

Data Tables: Consumer Survey Responses by Question

The data tables below summarize how DFCNA consumer survey participants responded to each question on the survey, disaggregated by:

- **Survey sample:** Random sample and convenience sample.
- **Respondent type:** All respondents, older adults ages 60+, adults with disabilities ages 18-59, and caregivers (select tables).

All questions in the survey were optional, including the individual sub-components of each question. As such, the number of respondents (or N) — used as the denominator to calculate response percentages by population — often varies by question and question sub-component. These totals are provided for every survey sample and respondent type subpopulation represented in each of the tables below.

The tables below summarize survey responses in alignment with the structure and sequence of the consumer survey questionnaire. Of note, this appendix does not summarize responses to the consumer survey's open-ended questions, although we did analyze them; we found that themes from these qualitative survey responses generally resonate with the other qualitative data we gathered through community forums and focus groups.

Consumer Survey: Section 1 — Respondent Profile

Table C1. Question 1: Please select the statements that describe you. (Select all that apply).

Responses	Random Sample		Convenience Sample		
	All Respondents N = 2,032	**Older Adults** N = 2,029	**All Respondents** N = 3,974	**Older Adults** N = 2,934	**Adults with Disabilities** N = 360
I am an **older adult** (age 60 or older)	96%	96%	73%	97%	3%
I am an **adult with a disability** (age 18 or older)	17%	17%	28%	23%	100%
I **help take care of an older adult or adult with a disability** *(In addition to sharing your views here, you may also assist your care recipient in submitting a separate survey with their own responses)*	8%	8%	21%	10%	14%
I am a **veteran** (served on active duty in the United States Armed Forces, Reserves, or National Guard)	6%	6%	2%	2%	2%
I **work for an organization that provides services** *(If so, please complete the survey online: tinyurl.com/DFCNA2025-Providers)*	2%	2%	4%	2%	4%
Something else (please specify)	2%	2%	4%	3%	2%

Table C2. Question 2: Please select the statements that describe you. (Select all that apply).

Responses	Random Sample		Convenience Sample		
	All Respondents N = 1,972	**Older Adults** N = 1,969	**All Respondents** N = 3,904	**Older Adults** N = 2,860	**Adults with Disabilities** N = 360
I have a **chronic or complex health condition** (e.g., diabetes, COPD, HIV, etc.)	31%	31%	39%	43%	50%
I have a **mental health disability** (e.g., anxiety, depression, bipolar disorder, etc.)	11%	11%	21%	19%	54%
I am **neurodivergent** (e.g., Autism, Aspergers, other intellectual disability, etc.)	1%	1%	5%	3%	25%
I experience **memory, learning, and/or processing barriers**	9%	9%	15%	16%	23%
I have **low vision or am Blind**	8%	8%	11%	11%	13%
I have **hearing loss or am Deaf**	16%	16%	13%	16%	9%
I experience **speech or communication barriers**	6%	6%	10%	11%	13%
I use a **mobility device** (e.g., wheelchair, cane, walker, etc.)	17%	17%	25%	28%	29%
I use **assistive or adaptive technology** (e.g., hearing aids, screen reader, communication device, driving equipment, etc.)	10%	10%	9%	10%	11%
I **need help with daily activities** like dressing, bathing, cooking, laundry, etc.	12%	12%	22%	23%	31%
I **need help with tasks outside the home** like shopping or going to appointments	17%	17%	27%	28%	38%
Something else (please specify)	6%	6%	6%	6%	9%
None of the above apply to me	39%	39%	28%	25%	4%

Table C3. Question 3: Please tell us whether you need help with any of the following activities related to socializing and participating in community life. [Random Sample – All Respondents]

Need	Number of Respondents	Responses				
		I don't need help with this	I have the help I need	I have help but still need more	I need help but don't have it	Not applicable
Getting enough social contact during my day	2,012	60%	12%	8%	7%	11%
Participating in activities and hobbies I enjoy	1,957	59%	12%	6%	7%	10%
Getting to and from the places I need to go	1,999	58%	16%	8%	5%	9%
Using technology, like a smartphone or the internet	1,983	53%	16%	11%	8%	8%
Working for pay	1,944	44%	2%	2%	4%	41%
Volunteering	1,933	48%	3%	3%	3%	36%

Table C4. Question 3: Please tell us whether you need help with any of the following activities related to socializing and participating in community life. [Random Sample – Older Adults]

Need	Number of Respondents	Responses				
		I don't need help with this	I have the help I need	I have help but still need more	I need help but don't have it	Not applicable
Getting enough social contact during my day	2,009	62%	13%	8%	7%	11%
Participating in activities and hobbies I enjoy	1,954	63%	12%	7%	7%	11%
Getting to and from the places I need to go	1,997	61%	16%	9%	5%	9%
Using technology, like a smartphone or the internet	1,980	56%	16%	11%	8%	9%
Working for pay	1,941	48%	2%	2%	4%	44%
Volunteering	1,930	52%	3%	3%	3%	39%

Table C5. Question 3: Please tell us whether you need help with any of the following activities related to socializing and participating in community life. [Convenience Sample – All Respondents]

Need	Number of Respondents	Responses				
		I don't need help with this	I have the help I need	I have help but still need more	I need help but don't have it	Not applicable
Getting enough social contact during my day	3,391	37%	22%	19%	10%	12%
Participating in activities and hobbies I enjoy	3,332	36%	22%	20%	11%	11%
Getting to and from the places I need to go	3,287	36%	23%	23%	10%	9%
Using technology, like a smartphone or the internet	3,279	38%	20%	21%	11%	11%
Working for pay	3,185	33%	9%	10%	11%	37%
Volunteering	3,145	39%	12%	9%	8%	33%

Table C6. Question 3: Please tell us whether you need help with any of the following activities related to socializing and participating in community life. [Convenience Sample – Older Adults]

Need	Number of Respondents	Responses				
		I don't need help with this	I have the help I need	I have help but still need more	I need help but don't have it	Not applicable
Getting enough social contact during my day	2,503	39%	22%	20%	9%	10%
Participating in activities and hobbies I enjoy	2,448	37%	22%	21%	10%	9%
Getting to and from the places I need to go	2,412	37%	23%	23%	9%	7%
Using technology, like a smartphone or the internet	2,405	36%	21%	22%	12%	9%
Working for pay	2,322	34%	7%	8%	10%	41%
Volunteering	2,292	40%	11%	9%	7%	34%

Table C7. Question 3: Please tell us whether you need help with any of the following activities related to socializing and participating in community life. [Convenience Sample – Adults with Disabilities]

Need	Number of Respondents	Responses				
		I don't need help with this	I have the help I need	I have help but still need more	I need help but don't have it	Not applicable
Getting enough social contact during my day	355	27%	25%	23%	19%	6%
Participating in activities and hobbies I enjoy	354	26%	23%	23%	22%	6%
Getting to and from the places I need to go	344	25%	26%	28%	16%	5%
Using technology, like a smartphone or the internet	353	49%	21%	18%	8%	4%
Working for pay	350	23%	14%	16%	23%	24%
Volunteering	348	32%	17%	11%	16%	24%

Table C8. Question 4: Please tell us whether you need help with any of the following activities related to maintaining physical and mental health. [Random Sample – All Respondents]

Need	Number of Respondents	Responses				
		I don't need help with this	I have the help I need	I have help but still need more	I need help but don't have it	Not applicable
Getting enough healthy food to eat	2,034	64%	14%	8%	6%	6%
Getting enough physical activity or exercise	2,012	57%	14%	12%	8%	6%
Getting medical services to maintain my physical health	2,020	57%	19%	10%	4%	6%
Getting the mental health support I need	1,982	54%	12%	8%	5%	17%

Table C9. Question 4: Please tell us whether you need help with any of the following activities related to maintaining physical and mental health. [Random Sample – Older Adults]

Need	Number of Respondents	Responses				
		I don't need help with this	I have the help I need	I have help but still need more	I need help but don't have it	Not applicable
Getting enough healthy food to eat	2,031	66%	14%	9%	6%	6%
Getting enough physical activity or exercise	2,010	59%	15%	12%	8%	7%
Getting medical services to maintain my physical health	2,017	59%	20%	10%	5%	7%
Getting the mental health support I need	1,980	57%	12%	8%	6%	18%

Table C10. Question 4: Please tell us whether you need help with any of the following activities related to maintaining physical and mental health. [Convenience Sample – All Respondents]

Need	Number of Respondents	Responses				
		I don't need help with this	I have the help I need	I have help but still need more	I need help but don't have it	Not applicable
Getting enough healthy food to eat	3,367	36%	24%	26%	8%	7%
Getting enough physical activity or exercise	3,332	32%	21%	26%	13%	8%
Getting medical services to maintain my physical health	3,318	34%	30%	22%	7%	7%
Getting the mental health support I need	3,285	36%	23%	17%	11%	14%

Table C11. Question 4: Please tell us whether you need help with any of the following activities related to maintaining physical and mental health. [Convenience Sample – Older Adults]

Need	Number of Respondents	Responses				
		I don't need help with this	I have the help I need	I have help but still need more	I need help but don't have it	Not applicable
Getting enough healthy food to eat	2,488	39%	24%	26%	6%	5%
Getting enough physical activity or exercise	2,455	33%	21%	28%	12%	6%
Getting medical services to maintain my physical health	2,447	36%	31%	22%	6%	5%
Getting the mental health support I need	2,411	39%	22%	15%	10%	13%

Table C12. Question 4: Please tell us whether you need help with any of the following activities related to maintaining physical and mental health. [Convenience Sample – Adults with Disabilities]

Need	Number of Respondents	Responses				
		I don't need help with this	I have the help I need	I have help but still need more	I need help but don't have it	Not applicable
Getting enough healthy food to eat	354	22%	27%	32%	16%	3%
Getting enough physical activity or exercise	353	21%	26%	24%	25%	3%
Getting medical services to maintain my physical health	355	21%	34%	29%	14%	3%
Getting the mental health support I need	356	15%	31%	30%	20%	4%

Table C13. Question 5: Please tell us whether you need help with any of the following activities related to housing, personal and home care, and other needs. [Random Sample – All Respondents]

Need	Number of Respondents	Responses				
		I don't need help with this	I have the help I need	I have help but still need more	I need help but don't have it	Not applicable
Finding a safe place to stay overnight	1,998	74%	3%	1%	2%	16%
Affording my rent or mortgage	1,960	66%	8%	5%	5%	11%
Doing basic personal tasks like bathing or dressing	1,983	73%	8%	3%	1%	9%
Doing light housework like laundry or preparing meals	1,980	65%	14%	6%	4%	8%
Getting the legal help I need with issues like benefits, housing, or estate planning	1,967	52%	13%	6%	11%	13%

Table C14. Question 5: Please tell us whether you need help with any of the following activities related to housing, personal and home care, and other needs. [Random Sample – Older Adults]

Need	Number of Respondents	Responses				
		I don't need help with this	I have the help I need	I have help but still need more	I need help but don't have it	Not applicable
Finding a safe place to stay overnight	1,996	77%	4%	1%	2%	17%
Affording my rent or mortgage	1,958	70%	8%	5%	5%	12%
Doing basic personal tasks like bathing or dressing	1,981	77%	9%	4%	2%	9%
Doing light housework like laundry or preparing meals	1,978	68%	14%	6%	4%	8%
Getting the legal help I need with issues like benefits, housing, or estate planning	1,965	55%	14%	6%	11%	14%

Table C15. Question 5: Please tell us whether you need help with any of the following activities related to housing, personal and home care, and other needs. [Convenience Sample – All Respondents]

Need	Number of Respondents	Responses				
		I don't need help with this	I have the help I need	I have help but still need more	I need help but don't have it	Not applicable
Finding a safe place to stay overnight	3,334	58%	14%	7%	4%	15%
Affording my rent or mortgage	3,287	45%	16%	16%	13%	11%
Doing basic personal tasks like bathing or dressing	3,285	56%	19%	11%	3%	10%
Doing light housework like laundry or preparing meals	3,292	44%	24%	16%	8%	9%
Getting the legal help I need with issues like benefits, housing, or estate planning	3,286	34%	16%	18%	19%	12%

Table C16. Question 5: Please tell us whether you need help with any of the following activities related to housing, personal and home care, and other needs. [Convenience Sample – Older Adults]

Need	Number of Respondents	Responses				
		I don't need help with this	I have the help I need	I have help but still need more	I need help but don't have it	Not applicable
Finding a safe place to stay overnight	2,456	62%	13%	6%	4%	15%
Affording my rent or mortgage	2,419	49%	15%	14%	11%	10%
Doing basic personal tasks like bathing or dressing	2,418	58%	19%	10%	4%	9%
Doing light housework like laundry or preparing meals	2,425	46%	23%	16%	8%	7%
Getting the legal help I need with issues like benefits, housing, or estate planning	2,414	36%	17%	18%	18%	11%

Table C17. Question 5: Please tell us whether you need help with any of the following activities related to housing, personal and home care, and other needs. [Convenience Sample – Adults with Disabilities]

Need	Number of Respondents	Responses				
		I don't need help with this	I have the help I need	I have help but still need more	I need help but don't have it	Not applicable
Finding a safe place to stay overnight	354	50%	20%	11%	7%	12%
Affording my rent or mortgage	353	27%	20%	24%	23%	6%
Doing basic personal tasks like bathing or dressing	350	48%	27%	16%	5%	5%
Doing light housework like laundry or preparing meals	351	28%	34%	22%	12%	5%
Getting the legal help I need with issues like benefits, housing, or estate planning	353	20%	18%	22%	33%	7%

Table C18. Question 7: Please tell us how often you have experienced any of the following challenges. [Random Sample – All Respondents]

Need	Number of Respondents	Responses				
		Never	Rarely	Often	Almost always	Not applicable
Learning about resources to help meet my needs	2,002	26%	32%	19%	7%	15%
Finding services I'm eligible for	1,970	23%	32%	21%	10%	15%
Signing up for services (including services that require an application)	1,934	34%	25%	15%	8%	19%
Waiting for services that are already full or have a long waitlist	1,944	33%	20%	12%	8%	27%
Navigating service systems to get available social, health, housing, or other services	1,963	33%	20%	14%	9%	24%
Affording services that cost money	1,942	36%	21%	14%	8%	20%
Getting to and from services	1,964	42%	20%	12%	7%	19%
Using technology to participate in services	1,947	38%	20%	15%	9%	18%
Finding services in my language	1,960	50%	11%	9%	6%	23%
Finding services that respect and support my identity and/or culture	1,953	44%	17%	9%	6%	24%
Finding services that accommodate my disabilities	1,944	35%	14%	9%	4%	37%
Feeling safe participating in services due to my immigration status or that of my loved ones	1,954	38%	10%	4%	5%	43%
Feeling safe in public	1,952	25%	31%	19%	11%	13%
Being treated with respect when I'm out in public	1,963	29%	26%	17%	13%	15%

Table C19. Question 7: Please tell us how often you have experienced any of the following challenges. [Random Sample – Older Adults]

Need	Number of Respondents	Responses				
		Never	Rarely	Often	Almost always	Not applicable
Learning about resources to help meet my needs	1,999	26%	32%	19%	7%	15%
Finding services I'm eligible for	1,967	23%	32%	21%	10%	15%
Signing up for services (including services that require an application)	1,931	34%	25%	15%	8%	19%
Waiting for services that are already full or have a long waitlist	1,941	26%	32%	19%	7%	15%
Navigating service systems to get available social, health, housing, or other services	1,961	33%	20%	14%	9%	24%
Affording services that cost money	1,939	36%	21%	14%	8%	20%
Getting to and from services	1,961	42%	20%	12%	7%	19%
Using technology to participate in services	1,944	38%	20%	15%	9%	18%
Finding services in my language	1,957	50%	11%	9%	6%	23%
Finding services that respect and support my identity and/or culture	1,950	44%	17%	9%	6%	24%
Finding services that accommodate my disabilities	1,941	35%	14%	9%	4%	37%
Feeling safe participating in services due to my immigration status or that of my loved ones	1,952	38%	10%	4%	5%	43%
Feeling safe in public	1,949	25%	31%	19%	11%	13%
Being treated with respect when I'm out in public	1,961	29%	26%	17%	13%	15%

Table C20. Question 7: Please tell us how often you have experienced any of the following challenges. [Convenience Sample – All Respondents]

Need	Number of Respondents	Responses				
		Never	Rarely	Often	Almost always	Not applicable
Learning about resources to help meet my needs	3,199	12%	33%	32%	14%	8%
Finding services I'm eligible for	3,153	12%	32%	33%	16%	8%
Signing up for services (including services that require an application)	3,124	17%	31%	29%	14%	9%
Waiting for services that are already full or have a long waitlist	3,133	16%	24%	27%	19%	14%
Navigating service systems to get available social, health, housing, or other services	3,126	16%	27%	29%	16%	11%
Affording services that cost money	3,112	17%	26%	26%	20%	11%
Getting to and from services	3,127	22%	32%	23%	13%	10%
Using technology to participate in services	3,119	24%	29%	23%	14%	10%
Finding services in my language	3,148	43%	17%	18%	10%	12%
Finding services that respect and support my identity and/or culture	3,113	32%	26%	19%	10%	14%
Finding services that accommodate my disabilities	3,128	23%	24%	21%	11%	21%
Feeling safe participating in services due to my immigration status or that of my loved ones	3,126	36%	15%	12%	7%	31%
Feeling safe in public	3,142	17%	31%	28%	16%	8%
Being treated with respect when I'm out in public	3,142	18%	31%	27%	15%	9%

Table C21. Question 7: Please tell us how often you have experienced any of the following challenges. [Convenience Sample – Older Adults]

Need	Number of Respondents	Responses				
		Never	Rarely	Often	Almost always	Not applicable
Learning about resources to help meet my needs	2,381	12%	35%	32%	13%	8%
Finding services I'm eligible for	2,345	12%	34%	33%	14%	7%
Signing up for services (including services that require an application)	2,320	18%	32%	30%	12%	9%
Waiting for services that are already full or have a long waitlist	2,321	17%	26%	26%	18%	14%
Navigating service systems to get available social, health, housing, or other services	2,317	17%	28%	29%	15%	11%
Affording services that cost money	2,301	18%	28%	25%	18%	11%
Getting to and from services	2,320	23%	34%	22%	11%	10%
Using technology to participate in services	2,314	24%	30%	23%	13%	10%
Finding services in my language	2,340	45%	17%	17%	9%	12%
Finding services that respect and support my identity and/or culture	2,307	34%	25%	18%	9%	14%
Finding services that accommodate my disabilities	2,327	24%	25%	19%	9%	23%
Feeling safe participating in services due to my immigration status or that of my loved ones	2,321	36%	15%	11%	5%	33%
Feeling safe in public	2,334	17%	34%	27%	14%	8%
Being treated with respect when I'm out in public	2,332	18%	32%	27%	14%	9%

Table C22. Question 7: Please tell us how often you have experienced any of the following challenges. [Convenience Sample – Adults with Disabilities]

Need	Number of Respondents	Responses				
		Never	Rarely	Often	Almost always	Not applicable
Learning about resources to help meet my needs	354	6%	27%	40%	22%	5%
Finding services I'm eligible for	355	6%	29%	35%	27%	3%
Signing up for services (including services that require an application)	350	9%	30%	28%	27%	5%
Waiting for services that are already full or have a long waitlist	353	9%	19%	34%	29%	8%
Navigating service systems to get available social, health, housing, or other services	354	9%	25%	32%	29%	5%
Affording services that cost money	354	9%	18%	28%	39%	6%
Getting to and from services	354	13%	27%	30%	26%	5%
Using technology to participate in services	350	24%	29%	24%	18%	5%
Finding services in my language	354	49%	13%	18%	10%	9%
Finding services that respect and support my identity and/or culture	355	29%	27%	23%	14%	8%
Finding services that accommodate my disabilities	352	17%	24%	33%	22%	4%
Feeling safe participating in services due to my immigration status or that of my loved ones	351	40%	9%	10%	15%	25%
Feeling safe in public	356	16%	24%	32%	24%	4%
Being treated with respect when I'm out in public	355	15%	32%	30%	19%	5%

Table C23. Question 8: Do you provide care for one or more family members or friends?

Responses	Random Sample N = 381	Convenience Sample N = 1,070
Yes	100%	100%
No	-	-

Table C24. Question 9: How frequently do you provide care to one or more family members or friends?

Responses	Random Sample N = 375	Convenience Sample N = 974
Daily	54%	61%
Weekly	26%	23%
Monthly	8%	5%
Once in a while	12%	11%

Table C25. Question 10: Please select the statements that describe you. (Select all that apply).

Responses	Random Sample N = 368	Convenience Sample N = 960
I am the only one providing help to the person(s) I care for	43%	48%
I provide support to multiple people	14%	21%
I am paid to provide care as an In-Home Supportive Services Independent Provider	15%	32%
I am paid to provide care in another setting (like a private agency or organization)	3%	5%
Something else (please specify)	21%	11%
None of the above	18%	12%

Table C26. Question 11: Does anyone you care for have...? (Select all that apply).

Responses	Random Sample N = 367	Convenience Sample N = 963
Alzheimer's, dementia, or other memory care need	30%	26%
A different cognitive disability	17%	18%
A physical disability	43%	54%
Addiction/substance use	2%	8%
Mental health needs	11%	22%
A different serious illness (e.g., cancer)	11%	16%
Other	17%	13%
None of the above	16%	14%

Table C27. Question 12: During a typical month, how often do you feel the following types of stress related to caring for a family member or friend? [Random Sample]

Need	Number of Respondents	Responses					
		Not at all	Less than once a week	Weekly	Multiple times a week	Daily	Not Applicable
Physical Stress	361	28%	25%	14%	13%	10%	10%
Emotional Stress	362	20%	28%	18%	14%	13%	6%
Financial Stress	347	38%	21%	11%	7%	9%	13%

Table C28. Question 12: During a typical month, how often do you feel the following types of stress related to caring for a family member or friend? [Convenience Sample]

Need	Number of Respondents	Responses					
		Not at all	Less than once a week	Weekly	Multiple times a week	Daily	Not Applicable
Physical Stress	952	21%	22%	18%	15%	14%	10%
Emotional Stress	949	15%	23%	17%	18%	18%	9%
Financial Stress	934	24%	19%	14%	11%	18%	14%

Table C29. Question 13: Please tell us whether you need help with any of the following activities. [Random Sample]

Need	Number of Respondents	Responses				
		I don't need help with this	I have the help I need	I have help but still need more	I need help but don't have it	Not applicable
Providing quality care to my care recipient(s)	362	34%	22%	22%	13%	9%
Developing or maintaining my caregiving skills	357	39%	19%	16%	10%	15%
Getting respite care	354	40%	14%	10%	15%	21%
Participating in support groups or other resources to manage stress related to my caregiving responsibilities	355	38%	16%	8%	18%	20%

Table C30. Question 13: Please tell us whether you need help with any of the following activities. [Convenience Sample]

Need	Number of Respondents	Responses				
		I don't need help with this	I have the help I need	I have help but still need more	I need help but don't have it	Not applicable
Providing quality care to my care recipient(s)	946	28%	22%	28%	10%	11%
Developing or maintaining my caregiving skills	935	30%	23%	24%	11%	12%
Getting respite care	914	29%	20%	20%	14%	17%
Participating in support groups or other resources to manage stress related to my caregiving responsibilities	918	32%	18%	18%	16%	15%

Table C31. Question 14: Please tell us how true these statements are for you. [Random Sample]

Need	Number of Respondents	Responses				
		Not at all true	Rarely true	Often true	Almost always true	Not Applicable
There are resources available in San Francisco to support caregivers	355	9%	18%	34%	17%	23%
I know where and/or how to get support as a caregiver	350	18%	19%	27%	12%	23%
Caregivers can get services in a timely manner	340	15%	19%	22%	14%	30%

Table C32. Question 14: Please tell us how true these statements are for you. [Convenience Sample]

Need	Number of Respondents	Responses				
		Not at all true	Rarely true	Often true	Almost always true	Not Applicable
There are resources available in San Francisco to support caregivers	943	7%	23%	35%	22%	13%
I know where and/or how to get support as a caregiver	932	15%	22%	33%	18%	12%
Caregivers can get services in a timely manner	917	12%	27%	28%	18%	14%

Table C33. Question 15: Which part of San Francisco do you live in? (Please select one).

Responses	Random Sample		Convenience Sample		
	All Respondents N = 2,034	Older Adults N = 2,034	All Respondents N = 3,147	Older Adults N = 2,352	Adults with Disabilities N = 359
District 1 (Richmond)	10%	10%	8%	8%	10%
District 2 (Cow Hollow, Marina, Pacific Heights)	5%	5%	3%	3%	3%
District 3 (Russian Hill, Nob Hill, Telegraph Hill, North Beach)	9%	9%	8%	8%	5%
District 4 (Sunset)	13%	13%	9%	10%	8%
District 5 (Haight Ashbury, Panhandle, Tenderloin, Western Addition)	9%	9%	13%	13%	14%
District 6 (South of Market/SOMA, Treasure Island)	4%	4%	10%	9%	15%
District 7 (Park Merced, West Twin Peaks)	9%	9%	3%	4%	4%
District 8 (Castro, Glen Park, Noe Valley)	8%	8%	6%	7%	4%
District 9 (Mission District, Bernal Heights)	9%	9%	9%	9%	9%
District 10 (Bayview Hunters Point, Potrero, Visitacion Valley)	8%	8%	7%	5%	8%
District 11 (Excelsior, Oceanview, Merced Heights, Ingleside)	8%	8%	9%	10%	6%
I do not live in San Francisco	-	-	-	-	-
I am unhoused and do not regularly stay in the same area	<1%	<1%	1%	<1%	2%
I do not know what district I live in. My zip code is: _____	8%	8%	13%	13%	11%
Decline to answer	1%	1%	2%	1%	1%

Table C34. Question 16: What age range do you fall in? (Please select one).

Responses	Random Sample		Convenience Sample		
	All Respondents N = 2,048	Older Adults N = 2,048	All Respondents N = 3,162	Older Adults N = 2,366	Adults with Disabilities N = 360
17 years or younger	-	-	<1%	-	-
18 – 24 years	-	-	1%	-	6
25 – 34 years	-	-	4%	-	14
35 – 44 years	-	-	6%	-	23
45 – 54 years	-	-	7%	-	30
55 – 59 years	-	-	6%	-	28
60 – 64 years	24%	24%	12%	16	-
65 – 74 years	41%	41%	32%	42	-
75 – 84 years	23%	23%	24%	31	-
85 years or older	12%	12%	7%	10	-
Decline to answer	<1%	<1%	1%	-	-

Table C35. Question 17: What best describes your race/ethnicity? (Please select all that apply).

Responses	Random Sample		Convenience Sample		
	All Respondents N = 2,066	Older Adults N = 2,061	All Respondents N = 3,164	Older Adults N = 2,298	Adults with Disabilities N = 286
American Indian/Native American/ Native Alaskan	2%	1%	3%	2%	9%
Asian	21%	22%	22%	21%	19%
Asian Indian/South Asian	<1%	<1%	1%	1%	1%
Chinese	29%	29%	20%	22%	10%
Filipino	4%	4%	8%	9%	6%
Japanese	3%	3%	1%	1%	3%
Korean	1%	1%	1%	1%	1%
Vietnamese	2%	2%	1%	1%	1%
Other Asian	1%	1%	1%	1%	1%
Black or African American	6%	6%	9%	7%	16%
Native Hawaiian or other Pacific Islander	<1%	<1%	1%	1%	1%
White/Caucasian	36%	37%	33%	36%	36%
Hispanic or Latino/a/x	7%	7%	7%	5%	12%
Mexican/Mexican-American/Chicano/a/x	4%	4%	3%	2%	6%
Central American	4%	4%	2%	2%	3%
Puerto Rican	1%	1%	1%	1%	1%
Caribbean (not P.R.)	<1%	<1%	<1%	<1%	1%
South American	1%	1%	1%	1%	<1%
Not Listed. Please specify	2%	2%	2%	2%	4%
Decline to answer	2%	2%	3%	2%	5%

Table C36. Question 18: What is your primary language? (Please select one).

Responses	Random Sample		Convenience Sample		
	All Respondents N = 2,057	Older Adults N = 2,054	All Respondents N = 3,163	Older Adults N = 2,361	Adults with Disabilities N = 360
American Sign Language	<1%	<1%	1%	<1%	3%
Arabic	<1%	<1%	<1%	<1%	1%
Cantonese	17%	17%	22%	24%	8%
English	67%	67%	57%	55%	73%
Japanese	1%	1%	<1%	<1%	2%
Korean	1%	1%	<1%	<1%	1%
Mandarin	2%	2%	3%	3%	3%
Russian	<1%	<1%	2%	2%	1%
Samoan	0%	5%	<1%	<1%	0%
Spanish	5%	2%	5%	4%	3%
Tagalog	2%	2%	6%	7%	3%
Vietnamese	2%	3%	1%	1%	0%
Not Listed. Please specify	3%	1%	2%	2%	1%
Decline to answer	1%	5%	1%	1%	3%

Table C37. Question 19: What gender do you identify with? (Please select one).

Responses	Random Sample		Convenience Sample		
	All Respondents N = 2,052	Older Adults N = 2,049	All Respondents N = 3,150	Older Adults N = 2,353	Adults with Disabilities N = 356
Female	51%	51%	62%	63%	49%
Male	47%	47%	34%	35%	41%
Trans Female	<1%	<1%	<1%	<1%	1%
Trans Male	0%	0%	<1%	<1%	1%
Genderqueer/ Gender nonbinary	1%	1%	1%	<1%	4%
Not Listed. Please specify	<1%	<1%	<1%	<1%	<1%
Decline to answer	1%	1%	2	1%	4%

Table C38. Question 20: What is your sexual orientation? (Please select one).

Responses	Random Sample		Convenience Sample		
	All Respondents N = 2,014	Older Adults N = 2,011	All Respondents N = 3,102	Older Adults N = 2,309	Adults with Disabilities N = 356
Straight/Heterosexual	78%	78%	74%	75%	65%
Bisexual	3%	3%	4%	4%	7%
Gay/Lesbian/Same-Gender Loving	10%	10%	11%	11%	14%
Questioning/Unsure	1%	1%	1%	1%	2%
Not Listed. Please specify	0%	0%	1%	1%	3%
Decline to answer	8%	8%	9%	8%	10%

Table C39. Question 21: What is your annual household income? (Please select one).

Responses	Random Sample		Convenience Sample		
	All Respondents N = 2,038	Older Adults N = 2,035	All Respondents N = 3,136	Older Adults N = 2,344	Adults with Disabilities N = 354
$0 to $9,999	9%	9%	17%	16%	24%
$10,000 to $24,999	12%	12%	30%	33%	30%
$25,000 to $49,999	11%	11%	15%	16%	10%
$50,000 to $74,999	9%	10%	8%	7%	8%
$75,000 to $99,999	8%	8%	5%	5%	6%
$100,000 to $149,999	11%	11%	4%	3%	5%
$150,000 to $199,999	6%	6%	2%	1%	3%
$200,000 or more	13%	13%	2%	1%	1%
Don’t know	3%	3%	4%	4%	4%
Decline to answer	18%	18%	14%	14%	9%

Table C40. Question 22: What is the highest level of schooling you have completed? (Please select one).

Responses	Random Sample		Convenience Sample		
	All Respondents N = 2,053	Older Adults N = 2,050	All Respondents N = 3,171	Older Adults N = 2,373	Adults with Disabilities N = 357
Less than high school diploma	17%	17%	16%	17%	9%
High school graduate or equivalent	16%	16%	17%	15%	18%
Some college, no degree	16%	16%	15%	14%	23%
Associate degree (2- year)	6%	6%	8%	7%	11%
Bachelor's degree (4- year)	23%	23%	23%	24%	26%
Master's degree	12%	12%	12%	13%	7%
Professional / Doctorate degree	8%	8%	4%	5%	1%
Decline to answer	3%	3%	6%	5%	6%

Table C41. Question 23: What is your marital status? (Please select one).

Responses	Random Sample		Convenience Sample		
	All Respondents N = 2,053	Older Adults N = 2,050	All Respondents N = 3,166	Older Adults N = 2,371	Adults with Disabilities N = 357
Never married	18%	19%	29%	24%	55%
Married	49%	49%	33%	35%	20%
Divorced or Separated	15%	15%	18%	19%	16%
Widowed	13%	13%	14%	18%	3%
Decline to answer	5%	5%	6%	5%	6%

Table C42. Question 24: Including yourself, how many adults (age 18 and older) live in your household? (Please select one).

Responses	Random Sample		Convenience Sample		
	All Respondents N = 2,053	Older Adults N = 2,050	All Respondents N = 3,179	Older Adults N = 2,373	Adults with Disabilities N = 359
I live alone	44%	44%	45%	49%	43%
2 people	47%	47%	34%	36%	24%
3 people	4%	4%	10%	7%	16%
4 people	1%	1%	5%	3%	9%
5 or more people	1%	1%	3%	2%	4%
Decline to answer	4%	4%	4%	3%	4%

Table C43. Question 25: Have you ever served on active duty in the United States Armed Forces, Reserves, or National Guard? (Please select one).

Responses	Random Sample		Convenience Sample		
	All Respondents N = 2,048	Older Adults N = 2,045	All Respondents N = 3,158	Older Adults N = 2,357	Adults with Disabilities N = 359
Yes	7%	7%	4%	4%	4%
No	91%	91%	94%	94%	92%
Decline to answer	2%	2%	3%	2%	4%

Data Tables: Provider Survey Responses by Question

The data tables below summarize how DFCNA provider survey participants responded to each question on the survey.

All questions in the survey were optional, including the individual sub-components of each question. As such, the number of respondents (or N) — used as the denominator to calculate response percentages by population — often varies by question and question sub-component. These totals are provided in each of the tables below.

The tables below summarize survey responses in alignment with the structure and sequence of the provider survey questionnaire. Of note, this appendix does not summarize responses to the service provider survey's open-ended questions, although we did analyze them; we found that themes from these qualitative survey responses generally resonate with the other qualitative data we gathered through community forums and focus groups.

Provider Survey: Section 1 — Profile of Provider Agency and Role

Table C44. Question 1: What type of agency do you work for? (Select one).

Responses	All Respondents N = 292
A non-profit social services agency	61%
A medical/healthcare organization	8%
University or research institution	2%
A faith-based organization	1%
San Francisco Department of Disability and Aging Services	8%
Another San Francisco City agency	20%
Something else (please specify)	15%

Table C45. Question 2: What is your role at your agency? (Select all that apply).

Responses	All Respondents N = 293
Direct service provider	43%
Supervisor	5%
Program Manager or Director	67%
Division Director	0%
Executive Director	0%
Something else (please specify)	28%

Table C46. Question 3: How long have you worked with older adults, adults with disabilities, veterans, and/or caregivers? (Select one).

Responses	All Respondents N = 290
Less than 1 year	10%
1 to 4 years	29%
5 to 9 years	21%
10 to 14 years	15%
15 to 19 years	10%
20 years or more	15%

Table C47. Question 4: What sources of funding does your agency have? (Select all that apply).

Responses	All Respondents N = 289
Federal government	42%
State government	54%
Local government	92%
DAS	41%
Other City agency	43%
Philanthropy	35%
Something else (please specify)	9%
I don't know	12%

Table C48. Question 5: Which of the following types of services does your agency provide? (Select all that apply).

Responses	All Respondents N = 293
Abuse Prevention and Safety (such as Elder Abuse Prevention, Senior Escorts, Video Doorbell)	20%
Adult Day Programs (such as Adult Social Day, Adult Day Health Centers, Alzheimer's Day)	22%
Assisted Transportation (such as Paratransit, Group Van, Shopping Shuttle)	26%
Caregiving Support (such as respite care, Family Caregiver Support Program)	28%
Case Management (including care navigation)	49%
Community Service Centers (often called "senior centers")	27%
Creative Arts Programs (such as art classes, Neighborhood Choirs)	23%
Employment Support and Volunteer Programs (such as ReServe, Volunteer Visitor)	21%
Empowerment Classes and/or Advocacy and Counseling (such as long-term care rights counseling, housing counseling, HICAP)	19%
Food Support (such as Home-Delivered Meals, Congregate Meals, Food Pantry)	34%
Housing Support (such as housing subsidies, home modifications)	34%
Information and Referral Assistance (such as Aging and Disability Resource Centers)	36%
In-Home Care (such as help with personal tasks, like dressing or bathing)	28%
Legal Services and Immigration Assistance (including naturalization services)	18%
Mental Health Support (such as Suicide Prevention, Support for People with Collecting Behaviors)	33%
Money Management (like classes and workshops)	19%
Neighborhood-Based Programs for Social Connection (such as Villages, Community Connectors)	16%
Technology Access and Support (such as SF Connected computer labs or technology training)	18%
Veterans' Services (such as Veterans Drop-in Center, Veterans Services Connect)	17%
Wellness Programs (such as Chronic Disease Management, Health Promotion – Physical Fitness)	22%
Something else (please specify)	16%

Table C49. Question 6: Please select the descriptions that best represent the type of clients your agency serves. (Select all that apply).

Responses	All Respondents N = 276
Older adults (age 60 or older)	82%
Adults with disabilities (age 18-59)	67%
Caregivers	22%
Veterans	33%
Other types of people (please specify)	12%

Table C50. Question 7: Which racial/ethnic groups does your agency most commonly serve? (Select all that apply).

Responses	All Respondents N = 293
American Indian/Native American/ Native Alaskan	29%
Asian	71%
Asian Indian/South Asian	31%
Chinese	62%
Filipino	44%
Japanese	25%
Korean	24%
Vietnamese	32%
Other Asian	28%
Black or African American	68%
Native Hawaiian or other Pacific Islander	24%
White/Caucasian	67%
Hispanic or Latino/a/x	62%
Mexican/Mexican-American/Chicano/a/x	49%
Central American	14%
Puerto Rican	15%
Caribbean (not P.R.)	8%
South American	11%
Not Listed. Please specify	8%

Table C51. Question 8: Which primary languages do your clients most commonly speak? (Select all that apply).

Responses	All Respondents N = 293
American Sign Language	6%
Arabic	2%
Cantonese	36%
English	84%
Japanese	6%
Korean	8%
Mandarin	25%
Russian	11%
Samoan	2%
Spanish	42%
Tagalog	17%
Vietnamese	14%
Not Listed. Please specify	3%

Table C52. Question 9: Estimate what percent of your clients identify as Transgender, Genderqueer, Gender Non-Binary, and/or Gender Non-Conforming. (Select one).

Responses	All Respondents N = 274
Less than 5%	41%
5 to 10%	12%
10% to 24%	9%
25% to 49%	3%
50% or more	3%
I don't know	32%

Table C53. Question 10: Estimate what percent of your clients identify as Lesbian, Gay, Bisexual, Queer, and/or another sexual minority. (Select one).

Responses	All Respondents N = 274
Less than 5%	24%
5 to 10%	17%
10% to 24%	14%
25% to 49%	4%
50% or more	12%
I don't know	29%

Table C54. Question 11: In which part of San Francisco do your clients most commonly live? (Select all that apply).

Responses	All Respondents N = 293
District 1 (Richmond)	13%
District 2 (Cow Hollow, Marina, Pacific Heights)	9%
District 3 (Russian Hill, Nob Hill, Telegraph Hill, North Beach)	13%
District 4 (Sunset)	12%
District 5 (Haight Ashbury, Panhandle, Tenderloin, Western Addition)	29%
District 6 (South of Market/SOMA, Treasure Island)	24%
District 7 (Park Merced, West Twin Peaks)	9%
District 8 (Castro, Glen Park, Noe Valley)	12%
District 9 (Mission District, Bernal Heights)	19%
District 10 (Bayview Hunters Point, Potrero, Visitacion Valley)	21%
District 11 (Excelsior, Oceanview, Merced Heights, Ingleside)	13%
My agency provides services citywide	48%
Clients are primarily unhoused	6%

Table C55. Question 12: Please tell us about your awareness of services and referral practices for the following services. (Select only one in each row).

Responses	Number of Respondents	I refer clients to this service	I'm aware of this service, but don't refer clients to it	I'm not aware of this service
Abuse Prevention and Safety	228	55%	31%	14%
Adult Day Programs	234	56%	28%	17%
Assisted Transportation	233	69%	24%	7%
Caregiving Support	228	64%	25%	11%
Case Management	237	68%	21%	11%
Community Service Centers	229	67%	21%	12%
Creative Arts Programs	219	41%	26%	33%
Employment Support and Volunteer Programs	223	48%	29%	23%
Empowerment Classes and/or Advocacy and Counseling	219	45%	26%	29%
Food Support	229	78%	14%	7%
Housing Support	234	71%	19%	10%
Information and Referral Assistance	225	71%	17%	12%
In-Home Care	226	71%	21%	8%
Legal Services and Immigration Assistance	223	62%	19%	19%
Mental Health Support	233	64%	24%	12%
Money Management	229	53%	23%	24%
Neighborhood-Based Programs for Social Connection	219	52%	27%	21%
Technology Access and Support	218	51%	27%	22%
Veterans' Services	226	50%	33%	17%
Wellness Programs	224	59%	25%	17%

Table C56. Question 14: Are there services you wish to learn more about? (Select all that apply).

Responses	All Respondents N = 293
Abuse Prevention and Safety	18%
Adult Day Programs	20%
Assisted Transportation	20%
Caregiving Support	22%
Case Management	17%
Community Service Centers	19%
Creative Arts Programs	25%
Employment Support and Volunteer Programs	19%
Empowerment Classes and/or Advocacy and Counseling	18%
Food Support	20%
Housing Support	23%
Information and Referral Assistance	18%
In-Home Care	21%
Legal Services and Immigration Assistance	18%
Mental Health Support	24%
Money Management	18%
Neighborhood-Based Programs for Social Connection	22%
Technology Access and Support	21%
Veterans' Services	13%
Wellness Programs	20%
Something else (please specify)	6%

Table C57. Question 15: Based on your experience as a service provider in San Francisco, what are the top three service gaps or unmet needs? (Select only one in each column).

Responses	Number of Respondents	Service Gap / Unmet Need #1	Service Gap / Unmet Need #2	Service Gap / Unmet Need #3
Abuse Prevention and Safety	27	37%	30%	33%
Adult Day Programs	21	57%	29%	14%
Assisted Transportation	32	41%	34%	25%
Caregiving Support	37	32%	32%	35%
Case Management	34	24%	41%	35%
Community Service Centers	18	22%	33%	44%
Creative Arts Programs	15	33%	53%	13%
Employment Support and Volunteer Programs	16	56%	31%	13%
Empowerment Classes and/or Advocacy and Counseling	27	37%	33%	30%
Food Support	32	28%	41%	31%
Housing Support	72	60%	25%	15%
Information and Referral Assistance	14	14%	57%	29%
In-Home Care	42	21%	41%	38%
Legal Services and Immigration Assistance	15	40%	27%	33%
Mental Health Support	51	39%	24%	37%
Money Management	24	21%	42%	38%
Neighborhood-Based Programs for Social Connection	28	14%	21%	64%
Technology Access and Support	22	18%	36%	45%
Veterans' Services	10	20%	40%	40%
Wellness Programs	15	40%	13%	47%
Something else (please specify)	11	45%	0%	55%

Table C58. Question 17: Please tell us how much of a problem the following challenges pose for clients when trying to access services they need. (Select only one in each row).

Responses	Number of Respondents	Not a problem	Minor problem	Moderate problem	Major problem
Learning about resources to help meet their needs	200	16%	29%	35%	21%
Finding services they are eligible for	203	9%	34%	34%	23%
Signing up for services (including services that require an application)	200	16%	23%	33%	30%
Waiting for services that are already full or have a long waitlist	203	7%	11%	27%	54%
Navigating service systems to get available social, health, housing, or other services	203	10%	18%	27%	46%
Affording services that cost money	200	7%	14%	30%	51%
Getting to and from services	201	12%	30%	34%	23%
Using technology to participate in services	199	9%	23%	29%	40%
Finding services in their language	194	25%	29%	30%	15%
Finding services that respect and support their identity and/or culture	194	21%	39%	28%	12%
Finding services that accommodate their disabilities	195	19%	24%	27%	20%
Feeling safe participating in services due to their immigration status or that of their loved ones	194	22%	24%	25%	29%
Feeling safe in public	197	13%	29%	35%	22%
Being treated with respect when they are out in public	192	16%	34%	29%	21%

Table C59. Question 21: Which part of San Francisco do you live in? (Please select one).

Responses	All Respondents N = 213
District 1 (Richmond)	6%
District 2 (Cow Hollow, Marina, Pacific Heights)	1%
District 3 (Russian Hill, Nob Hill, Telegraph Hill, North Beach)	4%
District 4 (Sunset)	5%
District 5 (Haight Ashbury, Panhandle, Tenderloin, Western Addition)	12%
District 6 (South of Market/SOMA, Treasure Island)	9%
District 7 (Park Merced, West Twin Peaks)	3%
District 8 (Castro, Glen Park, Noe Valley)	5%
District 9 (Mission District, Bernal Heights)	6%
District 10 (Bayview Hunters Point, Potrero, Visitacion Valley)	10%
District 11 (Excelsior, Oceanview, Merced Heights, Ingleside)	6%
I do not live in San Francisco	26%
I am unhoused and do not regularly stay in the same area	0%
I do not know what district I live in. My zip code is: _____	1%
Decline to answer	6%

Table C60. Question 22: What age range do you fall in? (Please select one).

Responses	All Respondents N = 214
17 years or younger	0%
18 – 24 years	1%
25 – 34 years	14%
35 – 44 years	25%
45 – 54 years	21%
55 – 59 years	12%
60 – 64 years	10%
65 – 74 years	12%
75 – 84 years	2%
85 years or older	0%
Decline to answer	3%

Table C61. Question 23: What best describes your race/ethnicity? (Please select all that apply).

Responses	All Respondents N = 203
American Indian/Native American/ Native Alaskan	0%
Asian	18%
Asian Indian/South Asian	<1%
Chinese	15%
Filipino	5%
Japanese	3%
Korean	<1%
Vietnamese	3%
Other Asian	0%
Black or African American	27%
Native Hawaiian or other Pacific Islander	2%
White/Caucasian	32%
Hispanic or Latino/a/x	11%
Mexican/Mexican-American/Chicano/a/x	4%
Central American	1%
Puerto Rican	1%
Caribbean (not P.R.)	1%
South American	<1%
Not Listed. Please specify	0%
Decline to answer	0%

Table C62. Question 24: What is your primary language? (Please select one).

Responses	All Respondents N = 213
American Sign Language	<1%
Arabic	0%
Cantonese	4%
English	81%
Japanese	<1%
Korean	0%
Mandarin	1%
Russian	1%
Samoan	0%
Spanish	3%
Tagalog	2%
Vietnamese	1%
Not Listed. Please specify	2%
Decline to answer	3%

Table C63. Question 25: What gender do you identify with? (Please select one).

Responses	All Respondents N = 214
Female	61%
Male	30%
Trans Female	<1%
Trans Male	0%
Genderqueer/ Gender nonbinary	5%
Not Listed. Please specify	0%
Decline to answer	4%

Table C64. Question 26: What is your sexual orientation? (Please select one).

Responses	All Respondents N = 216
Straight/Heterosexual	66%
Bisexual	10%
Gay/Lesbian/Same-Gender Loving	13%
Questioning/Unsure	0%
Not Listed. Please specify	2%
Decline to answer	9%

Appendix D: DFCNA Community Forums and Focus Groups Summary

This appendix summarizes key findings and provides detailed information on qualitative data gathered from the DFCNA community forums and focus groups.

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Overview

Community Forums

DAS hosted a total of 12 town hall-style events to capture input from more than 460 community members **on areas of need, barriers to participation in services, and broader service system issues.** These events included one 90-minute in-person forum in each of the city's 11 supervisorial districts and one 60-minute virtual citywide forum. We partnered with our Community Service Center providers to host most of the in-person forums and hosted the rest at popular neighborhood hubs like libraries. We partnered with the San Francisco Disability Cultural Center to host the virtual forum.

At each community forum, facilitators guided participants through structured, small group discussions designed to foster open dialogue, explore complex issues, and generate insights. Participants had the option to share their feedback in multiple formats, including verbally and via anonymous written comments. DAS offered language interpretation services at all the forums, and used closed captioning at the virtual forum, to maximize language and disability access across these events. Table D1 below provides a summary of participation by community forum event.

Table D1. Summary of DFCNA Community Forums

District	Location + Language Interpretation	Participants
1	**Richmond Recreation Center** Cantonese, Spanish	39
2	**Aquatic Park Senior Center** Cantonese, Russian	28
3	**North Beach Library** Cantonese	5
4	**Stonestown YMCA Annex** Cantonese	58
5	**Booker T. Washington Community Service Center** Cantonese, Japanese, Korean, Russian	33
6	**Bayanihan Equity Center** ASL, Cantonese, Tagalog, Vietnamese	27
7	**West Portal Clubhouse** Cantonese	50
8	**30th St. Senior Center / On Lok** Cantonese, Spanish	49
9	**Mission Neighborhood Center** Cantonese, Spanish	54
10	**Dr. George W. Davis Senior Center** Cantonese, Spanish	22
11	**IT Bookman / Southwest Community Corporation** Cantonese, Spanish	79
Citywide	**Virtual forum on Zoom** ASL, Cantonese, Russian, Spanish, Tagalog, Vietnamese	20

Focus Groups

DAS hosted **14 focus groups** in a mix of in person and virtual formats to supplement our community forums. About 130 individuals participated in these more narrowly focused discussions, allowing for a **deeper dive into specific issues and with distinct stakeholder populations.** Table D2 below provides a summary of participation by focus group event.

Table D2. Summary of DFCNA Focus Groups

#	Focus Group Population + Format	Participants
1	**Adults and transitional age youth with disabilities** Virtual	8
2	**Blind or low vision adults** Virtual	10
3	**D/deaf or hard of hearing adults** In person	3
4	**Adults who are unable to leave home without support** Virtual	7
5	**Pacific Islander older and disabled adults** In person	17
6	**Native American older and disabled adults** In person	7
7	**Monolingual Japanese older and disabled adults** In person	7
8	**Monolingual Korean older and disabled adults** In person	10
9	**Sexual minority (LGBQ+) older and disabled adults** In person	8
10	**Transgender and gender non-conforming older and disabled adults** In person	8
11	**Veterans** In person	9
12	**Family caregivers of older and disabled adults** Virtual	10
13	**Older and disabled adults experiencing homelessness** In person	9
14	**Adults aging with HIV** In person	15

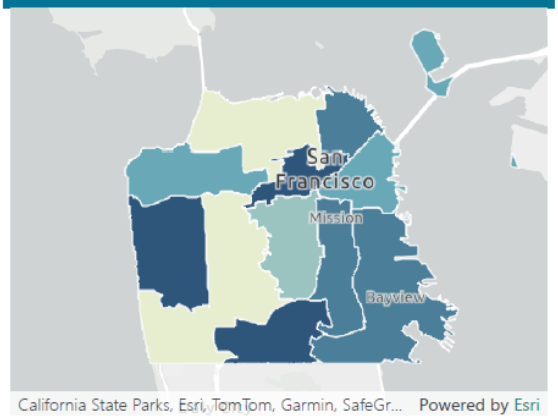
Community Forum and Focus Group Participants

Demographic Profile

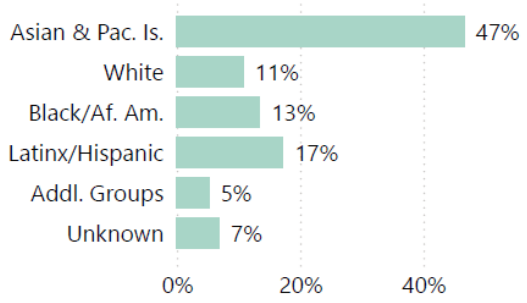
Population

Adults with Disabilities (18-59)	57
Older Adults (60+)	419
Unknown	7
Total	**483**

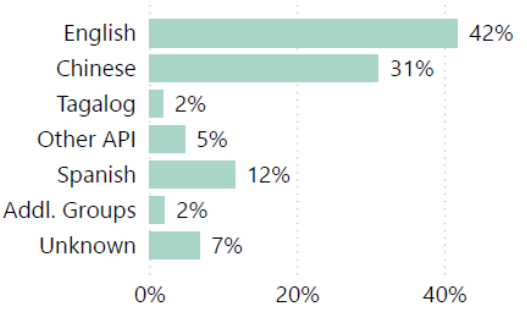
Supervisorial District of Residence



Race/Ethnicity



Primary Language



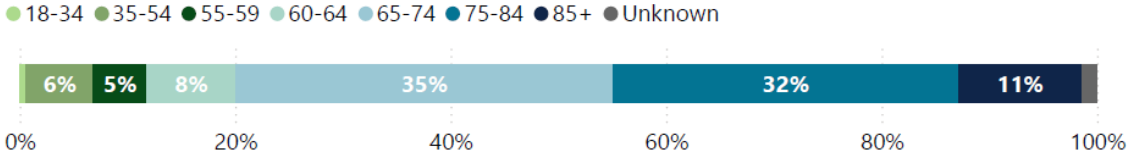
Gender Identity

	#	%
Female	353	73%
Male	89	18%
Trans Female	2	0%
Trans Male	1	0%
Addl. Groups	9	2%
Unknown	29	6%
Total	**483**	**100%**

Sexual Orientation

	#	%
Straight/Heterosexual	332	69%
Gay/Lesbian/Same-Gender Loving	25	5%
Bisexual	23	5%
Addl. Groups	13	3%
Unknown	90	19%
Total	**483**	**100%**

Age



Summary of Findings

DAS's 12 community forums and 14 focus groups elicited diverse perspectives among San Francsico's older adults and adults with disabilities. Several common themes emerged, in addition to issues specific to certain subpopulations. Findings from our conversations with the community are summarized below, and touch on consumer service needs and barriers to participation in services.

Consumer Service Needs

SAFE, AFFORDABLE, AND ACCESSIBLE HOUSING

Older adults and adults with disabilities expressed concerns about the availability, cost, stability, and quality of housing. Cost was one of the greatest challenges for consumers, with many indicating that their income and/or benefits were insufficient to cover their housing-related expenses. Those who tried to apply for subsidized housing often said the process was cumbersome or the wait lists were too long. Some participants shared negative experiences with crowded housing and poor living conditions. Others expressed worries about their future housing needs, citing particular concerns about long waitlists for senior-specific housing and the high cost of assisted living.

> *"I have a 3-story home and it's getting harder going up and down the stairs. I'm thinking about trying to move, and that's challenging. [I'm] concerned about time limits to get into new housing and to carry over financial assistance there. Who can find housing in the 6-month deadline?"*
>
> — Focus group participants (Adults aging with HIV)

> *"I have a housing subsidy, which is administered by [my service provider], but came from the feds who are trying to end [it] as well. Without [the] subsidy, I am currently unhoused."*
>
> — Community forum participant (District 8)

> *"Housing is a huge problem, and when we talk about housing, we are talking about very affordable housing owned by government and not private real estate*."
>
> — Focus group participant (Adults and transitional age youth with disabilities)

LEGAL ASSISTANCE AND FINANCIAL COUNSELING

Consumers frequently cited help with financial literacy, banking, fraud prevention, and legal assistance as a key need. They described the cost of these services as a barrier, and explained that pro-bono options often required more time and patience — for example, to go to multiple providers before their need was met.

"Legal assistance that is committed to your concerns/case, especially with landlord/tenant issues... and pro bono services [are] needed. Oftentimes, it feels like folks must go from legal office to legal office to get the support they need."

— Community forum participant (District 11)

"I went to [a local Legal Assistance provider], and now we're doing investigation regarding housing. It's very bad. I have to go higher up to [the] mayor. You have to, or else you're stuck."

— Focus group participant (Pacific Islander older and disabled adults)

MEDICAL, MENTAL, AND HOME/PERSONAL CARE

Mobility posed a significant challenge to many participants, and they expressed related needs for assistance with housework, home repairs, and adjustments to make their home safer and more navigable. Consumers also frequently described a desire for more physical activity to maintain their health, and difficulties accessing consistent medical care, finding doctors who accept their insurance, and obtaining specific health services, like dental and vision care. In addition, participants expressed need for mental health services, especially for those living alone and caregivers in need of mentorship or respite care.

"She can walk a little, but she never really goes out, and she is not the only person like this. There are many people who experience this."

— Focus group participant (Monolingual Korean older and disabled adults)

"We need a gym with trained folk, machines, free weights, floor or chair exercises."

— Focus group participant (Sexual minority (LGBQ+) older and disabled adults)

"I put all my time into caring for my mother right now. Trying to figure out time for myself and self-care is challenging."

— Focus group participant (Family caregivers of older and disabled adults)

"Psychologist[s that] come once a month to help control depression and anxiety would be a big help as well."

— Community forum participant (District 8)

SOCIAL CONNECTION AND COMMUNITY BUILDING

Participants expressed a strong desire to combat social isolation and foster community. They sought out more in-person interactions, diverse social activities (e.g., exercise classes, dance,

karaoke, mahjong, field trips, and more), and opportunities for cognitive engagement. Older adults particularly highlighted the value of community centers, which are vital in providing a sense of community and combatting social isolation.

"Socializing is very important. We need to make people that live here feel comfortable that don't like to socialize. It's so bad for us just to stay in our apartments… You wouldn't believe how many seniors in this building won't come out of their apartment."

— Community forum participant (District 10)

"Recently, because I have an EBT card, I've been able to go to some of the museums for free. I'd like to see more accessibility to more of the arts programming… Seniors can't afford it. If they could give us discounts to the ballet, theaters, we could participate."

— Community forum participant (District 1)

"We have school buildings that aren't being used at night or weekends. Schools should be part of the community, and they can be leveraged for additional programs."

— Community forum participant (District 4)

SAFE, RELIABLE, AND ACCESSIBLE TRANSPORTATION

Transportation was a major concern for consumers across all districts, spanning factors like accessibility, reliability, and safety, as well as affordability. Participants appreciated current transportation subsidies like the discounted Clipper card and Essential Trip Card, but also expressed a desire for additional financial support. Some participants described how Paratransit offers them critical support to get around the city, but also explained that vouchers for more flexible transportation alternatives like taxis and Ubers are needed. Current and anticipated cuts to Muni undermined individuals' trust in the reliability of the public transportation system in San Francisco. Consumers commonly expressed worries about safety on public transit, especially for people with mobility challenges and those using mobility assistive devices. They reported that bus drivers and passengers often were unaware of etiquette that would protect their safety, like keeping the bus stopped until someone finds their seat, and ceding seats to riders of older age or with disabilities.

"Public transit fare for BART and Muni is hard [for me to afford]. Changed routes… It's been difficult to get from one location to another. [I] can't walk in San Francisco… I need reliable transportation to be more mobile, and if I had better transport I could get what I need done in a couple days versus a week."

— Focus group participant (Veterans)

"I'd like to see improvements to the Muni. The routes don't go easily where I want. I have to take several buses. I don't drive…The trains — getting on and off is very difficult. I'm not in a wheelchair. Climbing up and down is hard… The drivers will see me approaching with a cane, and they'll leave me, because they see I have a cane."

— Focus group participant (Adults and transitional age youth with disabilities)

Barriers to Participation in Services

AFFORDABILITY AND MEETING BASIC NEEDS

Affordability was a top concern for older adults and adults with disabilities, who found cost a major barrier to meeting basic needs like housing (described in depth above), food, healthcare, and home support. The high cost of living in San Francisco meant that many people can't afford their living expenses even with the support of public benefits.

Food security was a major component of the affordability conversation. Participants highlighted the importance of food banks, nutritious and convenient food options, customized food delivery, and increased food stamp benefits. Across multiple districts, they also expressed concerns about cuts to meal programs that had led to reduction in services.

Consumers also explained their need for access to affordable and comprehensive healthcare and in-home support to address personal care needs. Participants across the community forums and focus groups explained how they rely on medical care, mental health care, and long-term care supports to age safely in the community, but sometimes struggle to get sufficient and reliable care, often due to a lack of affordability.

"I'm on GA and Food Stamps. I didn't tell them I was homeless until I had to. I used to get $200, now I get $72 because I'm homeless and don't have rent to pay."

— Community forum participant (District 3)

"Due to the high cost of living there can be a gap between being able to afford services you need and qualifying for services."

— Community forum participant (District 2)

"For those of us who are in [a] low- or middle-income place, who earn too much money to get IHSS but cannot afford private helpers, that's a hole needs to be filled. I'm 78, live alone, take care of everything on my own. [It] would be great to get help just a few hours a week."

— Focus group participant (Blind or low vision adults)

"[The] cost of assisted living is prohibitive for middle-income [people]... [It] doesn't exist for my income. Not Medi-Cal-eligible, not rich, in between."

— Focus group participant (Sexual minority (LGBQ+) older and disabled adults)

AWARENESS OF SERVICES

Lack of awareness about available services was a pervasive challenge for many consumers and even some service providers. Some participants suggested stronger outreach and awareness building around the DAS Benefits and Resource Hub to help overcome this barrier. Others recommended investing in a centralized and searchable online resource directory to help people seeking services.

"Sometimes if you don't have the right questions, you can't get the services needed. You don't know what you don't know."

— Focus group participant (Adults aging with HIV)

"A lot of people don't know the information about the City-funded program that could alleviate their situation. [I] work for [an] ADRC and encounter a lot of people who are asking for services that are there already. What do we need to do for them to know there's a lot of services in San Francisco that they can just utilize? Look for a social worker, I would suggest."

— Community forum participant (Virtual citywide)

"There's a lot of stuff that's available that people don't even know... [It] would be nice [for] that information be communicated to our management here at the shelter to help us."

— Focus group participant (Older and disabled adults experiencing homelessness)

SYSTEM NAVIGATION TO ACCESS SERVICES

Older adults and adults with disabilities reported difficulties navigating the complex bureaucratic processes required to access services. Even when individuals were aware of services, they often lacked knowledge on how to apply or determine their eligibility. They explained that they would appreciate having a single location, number, or person to reach for a variety of questions about services. In addition, some participants described their frustration with the hoops they had to jump through to continually demonstrate eligibility to maintain services.

"Trying to find the infrastructure of who do you call, how much does it cost... It's really hard to filter the [services] that you need; I have worked with care managers just to see what's out there... It's really overwhelming."

— Focus group participant (Family caregivers of older and disabled adults)

"[I] applied for IHSS for myself and husband. It took 6-7 weeks for home visits and assessment. It took 3-4 weeks for [hours] determination. A friend has been helping me. Onboarding the IHSS Independent Provider took a very long time."

— Focus group participant (D/deaf or hard of hearing adults)

"We need more help for people with AIDS getting [in-home] care… There needs to be better processes. Every year they need to come to my house [to assess eligibility]. Recertification for so many programs is stressful for families."

— Focus group participant (Adults aging with HIV)

CULTURALLY AND LINGUISTICALLY RELEVANT SERVICES

Older adults and adults with disabilities who speak a language other than English or identify as BIPOC told us about how they sought spaces that were welcoming and relevant to their cultural and linguistic identities. They expressed grief over the historic and current disinvestment in their communities. They also explained how a lack of tailored services can act as a significant barrier to participation.

LGBTQ+ participants and those living with HIV also expressed similar sentiments, explaining that they often felt unwelcome or unsupported when trying to access services. They sought care from providers with understanding of their background, greater visibility, and services specific to their communities, especially given the increasing hostility of federal policy and reduced federal funding for programs serving these populations.

"Where's our reparations? We are all deserving of reparations. First of all, we have trauma in every aspect of our lives, and we need help dealing with that. We have been living in substandard housing for years. We have miseducation for years. We have been discriminated [against] for years. We have been redlined and Prop 13 took our property away from us and would not give us money to build up our housing. Other groups have been compensated, why not us?"

— Community forum participant (District 5)

"Everywhere I go, I feel like I'm losing my culture, I feel like I'm speaking a different language. It's not just a different language; it's a cultural barrier."

— Focus group participant (Native American older and disabled adults)

"We don't know who's living in Japantown or in this community or nearby. That's a problem. Some people don't speak English, so they don't really follow the news, they're not broadcasting news in the language."

— Focus group participant (Monolingual Japanese older and disabled adults)

"I want to put together a program to train new and younger caseworkers, helping them understand gay history; they don't understand."

— Focus group participant (Adults aging with HIV)

"The current administration is attacking funding and grants specific to our community, which already doesn't have a lot of spaces/supports to begin with. It's scary."

— Focus group participant (Transgender and gender non-conforming older and disabled adults)

PUBLIC AND PERSONAL SAFETY

Participants consistently expressed concerns about street safety, ranging from reports of insufficient street and sidewalk maintenance to fear of open drug use and crime. They also frequently shared concerns about safety on public transportation. Participants explained how safety concerns could prevent people from accessing much-needed services. Residents of Districts 6, 7, and 9 were especially likely to bring up safety issues.

"The streets around here are very dangerous. I want to know: where will I be okay, where will I be safe? I don't have any idea where in this city I could be safe… I walk with fear everywhere. That's how it is."

— Community forum participant (District 9)

"Sometimes I'm riding my scooter (motorized wheelchair) on the sidewalk and people come up to me. It's the vulnerability of you being in a chair; people know you're vulnerable and come right up on you."

— Community forum participant (District 6)

"[It's] hard for older adults and those with disabilities to take the stairs down to the station… Also need more security to keep people safe — people are being harmed, accosted, robbed, and it leaves people on edge when they have to access public transportation."

— Community forum participant (District 9)

TECHNOLOGY AND DIGITAL LITERACY

Older adults in particular described their struggles with technology and lack of digital literacy, which sometimes prevented them from accessing resources. They explained that more support in this area could help lower barriers to participation for seniors. Participants in community forums and focus groups expressed appreciation for services like SF Connected technology labs and onsite technology assistance to learn how to use digital devices like phones and tablets, navigate the Internet, and use social media to connect with loved ones.

"One of the most important things [we need] is technology assistance, since smartphones are becoming essential… Even with a technology background it can be hard to use newer tech."

— Community forum participant (District 7)

"We are the older generation, and we need assistance of younger generations, such as how to use the apps, like for the train and other daily activities. It'd be great to have young people come join us at the senior center sometime to teach us."

— Focus group participant (Monolingual Korean older and disabled adults)

Appendix E: DFCNA Equity Analysis

This appendix summarizes key findings and provides detailed analysis on equity trends for each of three questions that structure the DFCNA equity analysis.

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Overview

Advancing equity is a DAS priority and guiding principle of the Dignity Fund. The equity analysis helps DAS **evaluate how well the Department is serving the city's diverse populations** and to identify possible disparities in service provision and participation. The analysis uses **population data** and **program administrative data** to develop a set of standardized metrics that help to answer the following questions:

1. Are populations with the presence of an equity factor participating in services at the same rate as the population citywide?
2. How do service participation rates among low-to-moderate-income populations compare across districts in the city?
3. How are funds spent across city districts?

In particular, the equity analysis examines service participation rates and resource allocation across the city for the DAS client population overall, and for **select subpopulations with the presence of an "equity factor"**[1] — communities that face barriers in access to resources and opportunity. These subpopulations are described in Table E1 below.

Table E1. DFCNA Equity Factors and their Definitions

Equity Factor	Definition
BIPOC	Individuals who identify with a race/ethnicity other than non-Hispanic White
LGBTQ+	Individuals who identify with a sexual orientation other than heterosexual or a gender identity other than cisgender male or female
Limited English Proficiency	Individuals who speak a primary language other than English, or who have limited or no fluency in English
Lives alone	Individuals living alone, who experience greater risk of social isolation than their peers who live with others
Low-to-moderate income	Individuals with income at or below 200% of the Federal Poverty Level

[1] DAS identified these equity factors in the first DFCNA in FY 2017-18, based on a review of existing data sources, published literature, previous needs assessments, and interviews with key stakeholders and subject matter experts.

Summary of Findings

This section provides a high-level overview of the key findings from the equity analysis. More detailed analysis and findings by research question are presented later in the appendix, with accompanying data tables.

This equity analysis examines service participation trends across five equity factors representing populations who experience systemic barriers to accessing services. These equity factors are not mutually exclusive, and many individuals identify with more than one equity population. See Table E1 on the prior page for equity factor definitions.

Client Profile

- In FY 2024-25, DAS served a total of 66,820 unique clients across Dignity Fund-eligible services administered via community-based partnerships and overseen by the DAS Office of Community Partnerships. The majority (83%) of these clients are older adults ages 60 and older. Adults with disabilities ages 18-59 account for 9% of clients.

- Clients are diverse, reflecting the Department's efforts to serve San Franciscans with the greatest need — including equity priorities focused on low-to-moderate income populations, BIPOC communities, people with limited English-speaking proficiency, LGBTQ+ identifying individuals, and those living alone.
    - More than 80% of older and disabled DAS clients have low-to-moderate income — a staggeringly high rate of representation, especially compared to the much lower share of low-to-moderate income individuals in the older and disabled San Francisco population (about 30%).
    - Most DAS clients identify as BIPOC, with 77% of older adults and 68% of adults with disabilities belonging to communities of color.
    - People with limited English proficiency are also well-represented among DAS clients, making up approximately 50% of older adults and a smaller proportion (21%) of adults with disabilities.
    - Among seniors, 45% live alone, while 64% of adults with disabilities live alone.
    - LGBTQ+ identifying people make up a smaller portion of our client populations: only about 7% of older adults and 17% of adults with disabilities are LGBTQ+.

- DAS administers more than 60 Dignity Fund-eligible services, the vast majority of which track client-level enrollment and demographic data in the centralized SF DAS GetCare database. The top ten programs by total number of unduplicated clients are listed in Table E2 on the following page, and are the basis for the program-level analysis of service participation trends presented later in this appendix.

Table E2. Unduplicated Clients in Top 10 Dignity Fund-Eligible Services, by Age Group

Service	Older Adults (age 60+)	Adults with Disabilities (age 18-59)	Other[2]	All
Aging & Disability Resource Centers (ADRCs)	12,518	1,376	1,729	15,623
Community Connector	1,476	42	12	1,530
Community Service Centers	23,293	1,005	946	25,244
Congregate Meals	17,614	1,490	960	20,064
DAS Intake	1,774	435	867	3,076
Food Pantry	2,658	N/A[3]	3	2,661
Health Insurance Counseling and Advocacy Program (HICAP)	1,876	83	45	2,004
Home-Delivered Groceries (HDG)	7,142	813	61	8,016
Home-Delivered Meals (HDM)	6,266	723	41	7,030
SF Connected	3,850	371	162	4,383

Equity Analysis Question 1: Are populations with the presence of an equity factor participating in services at the same rate as the population citywide?

- Populations with the presence of an equity factor generally utilized DAS services at a higher rate than the overall population. This is especially true among those with low-to-moderate income, those with limited English proficiency, and those who live alone.
- LGBTQ+ clients tend to participate in Dignity Fund programs at a lower rate, with rates generally between 30% to 50% of the overall population participation rate.
- Adults with disabilities participate in DAS services at significantly lower rates than older adults (16% participation compared to 29% participation overall).
- Food programs are popular among seniors and people with disabilities, with three of the top five programs with highest enrollments involving food support.
- The other two "top five" programs by enrollment were Aging and Disability Resource Centers (ADRCs) and Community Service Centers, which demonstrate high engagement with in-person support.

[2] The Other category reflects clients with missing age and/or disability status data, who therefore cannot be readily categorized as an older adult or adult with a disability.

[3] Food Pantry enrollments for adults with disabilities are not tracked at the client level. As such, they are excluded from analysis of program-level service participation trends for adults with disabilities overall and by subpopulations with the presence of an equity factor.

Equity Analysis Question 2: How do service participation rates among low-to-moderate income populations compare across districts in the city?

- Overall, participation rates are high across many city districts, especially for older and disabled adults with low-to-moderate income adults with disabilities, consistent with citywide trends captured in Equity Analysis Question 1.
- Participation rates were highest in District 5 for older adults overall, adults with disabilities overall, and low-to-moderate income adults with disabilities. The district is near the center of the city and home to many sites where clients access services.
- Among older adults with low-to-moderate income, District 2 had the highest participation rate.
- The districts with the lowest participation rates — Districts 1, 4, and 11 — were in the outer parts of the city. This trend is likely related to the greater numbers of service sites in the city center.

Equity Analyis Question 3: How are funds spent across city districts?

- The total DAS budget for Dignity Fund related programs in FY 2024-25 was $100,433,900, of which $91,793,100 was allocated to programs with participant enrollment information that supported the equity analysis.
- Notably, District 5 leads in per-district enrollments (27,570) and spending ($18.8M), consistent with trends in Equity Analysis Question 2; the district is located centrally and has a high density of very popular services funded by DAS.
- Spending by district was lowest in District 7 ($4.7M), which had fewer DAS clients (7,450).
- Overall, DAS spent an average of $673 per enrollment across Dignity Fund-eligible programs. District 6 had the highest per-enrollment cost at $1,028, while District 3 had the lowest at $528.

Methodology

DAS used several data sources to prepare the equity analysis, each of which is described in Table E3 below.

Table E3. Equity Analysis Data Sources

Data Source	Description
Population Data • 2023 American Community Survey 5-Year Estimates • 2023 San Francisco City Survey	DAS used publicly available population data to estimate the size of eligible client populations overall and with the presence of an equity factor, both citywide and in each supervisorial district. DAS also used this data to develop a demographic profile of San Francisco older adults and adults with disabilities, as well as an analysis of service participation rates to answer the first two equity analysis questions.
Program Administrative Data • SF DAS GetCare FY 2024-25 • Select other SFHSA and DAS client enrollment data	DAS used client enrollment data, primarily available through the centralized SF DAS GetCare database, to develop a demographic profile of clients participating in Dignity Fund-eligible services (administered by the DAS Office of Community Partnerships), as well as an analysis of service participation rates to answer all three equity analysis questions. Of note, the Department also leveraged other program administrative data across SFHSA and DAS systems (e.g., CalSAWs, CMIPS II, etc.) to ensure client demographic information is as complete as possible.
Program Administrative Data • F$P, FY 2024-25	DAS used program budget data available through the F$P database to develop analysis of resource allocation to answer the third equity analysis question.

To calculate participation rates, we estimated eligible populations of older adults and adults with disabilities in San Francisco overall and by supervisorial district using the 2023 American Community Survey and the 2023 San Francisco City Survey.

Service participation rates are metrics used to measure disparities between populations in a standardized way by allowing the comparison of groups of different sizes. In this report, service participation rates are presented as the number of clients per thousand eligible people and are calculated as:

Participation Rate = (# of clients ÷ eligible population) x 1,000

Differences in service participation rates are discussed in terms of being higher or lower than the citywide rate. Comparisons are measured using a ratio of two rates and are calculated as:

Rate Ratio = participation rate of group A ÷ participation rate of group B

For example, the participation rate of low-to-moderate income older adults is 871. The participation rate of older adults overall is 288. The participation rate of low-to-moderate

income older adults compared to older adults overall is: **871 ÷ 288 = 3.0.** In other words, low-to-moderate income older adults participate in programs at three times the rate of older adults overall.

For district-level analyses,[4] we counted the district in which a client's participation depending on the type of program. For site-based programs, we counted the district in which the service was provided as the district of service; a client who participates in multiple districts is counted in each district in which they were enrolled. For all other programs, we counted the district in which the client lives as the district of service.

We calculated per-enrollment financial costs using the FY 2024-25 DAS budget, dividing the total program budget by the total number of enrollments in each program. For district-level financial analyses, we calculated a per-enrollment average by program and then used that information to calculate a total estimated cost for each program by district.

[4] Census population estimates by age and income at the district level are only available for older adults ages 65 and older (whereas DAS programs define seniors as those ages 60+). As such, this analysis slightly underestimates the eligible senior population and therefore overestimates senior participation rates. Similarly, this analysis slightly overestimates the eligible disabled adult population and therefore underestimates disabled adult participation rates. Nevertheless, this analysis supports analysis of general trends, allowing us to compare service participation by population across districts.

Findings: Equity Analysis Question 1

ARE POPULATIONS WITH THE PRESENCE OF AN EQUITY FACTOR PARTICIPATING IN SERVICES AT THE SAME RATE AS THE POPULATION CITYWIDE?

Populations with the presence of an equity factor generally utilized DAS services at a higher rate than the overall population. This is especially true among those with low-to-moderate income, those with limited English proficiency, and those who live alone. BIPOC older adults and adults with disabilities participated in Dignity Fund programs at roughly the same rate as the overall population. LGBTQ+ identifying individuals are the one group with an equity factor who participated in these programs at lower rates, at about half the rate of seniors and people with disabilities overall.

Adults with disabilities participated in DAS services at significantly lower rates than older adults. Some services were especially underutilized by adults with disabilities, such as Community Connector and HICAP, indicating potential barriers to access for this population.

Food programs are popular among seniors and people with disabilities, with three of the top five programs with highest enrollments involving food support: Congregate Meals, Home-Delivered Groceries, and Home-Delivered Meals. The other two "top five" programs by enrollment were Aging and Disability Resource Centers (ADRCs) and Community Service Centers, which demonstrate high engagement with in-person support.

Highlights by equity factor include:

BIPOC

- While BIPOC individuals across both older and disabled populations generally participated in Dignity Fund programs at the same rate at the overall population, some programs show higher rates of participation, like ADRCs and Congregate Meals, in which older people of color participate at 1.4 times the rate of seniors overall.

- By contrast, BIPOC adults with disabilities were half as likely to participate in the Community Connector program compared to the disabled population generally.

LGBTQ+

- LGBTQ+ seniors and people with disabilities tend to participate in Dignity Fund programs at a lower rate than the overall population, with rates generally between 30% to 50% of the overall population participation rate.

LIMITED ENGLISH PROFICIENCY

- SF Connected, ADRCs, and Community Service Centers were particularly effective at serving eligible adults with limited English proficiency. This equity subgroup participated in these services at two to four times the rate of older adults and adults with disabilities overall, indicating high engagement with programs and/or service sites that provide robust in-language services.

- People with limited English engaged with DAS Intake at the same rate as the general population, suggesting there may be reasons for this population to seek similar information, referral, and assistance support at higher rates from ADRCs. For example, they may feel hesitant about seeking services directly from a government agency, or experience barriers related to service navigation or language access specific to the DAS Benefits and Resource Hub (where DAS Intake services are provided).

- Adults with disabilities who speak limited English participated in HICAP at a notable 2.4 times the rate of the overall population, suggesting strong language access or outreach in this program. However, the number of disabled adult enrollments in this program overall are relatively low (80), so we should be cautious about overgeneralizing from this finding.

- People with limited English proficiency were slightly less likely to participate in Home-Delivered Meals than the overall senior and disabled population, indicating there may linguistic and/or cultural barriers (such as cultural dietary needs) that pose access barriers to this program.

LIVES ALONE

- Older adults and adults with disabilities living alone participated at particularly high rates in food programs such as Congregate Meals and Home-Delivered Meals. They participated in Congregate Meals at 2 and 3.3 times the rate of the overall population, respectively. They participated in Home-Delivered Meals at 1.9 and 3.7 times the rate of the overall population, respectively. These high rates reflect the importance of varied models for food support among people living alone, including the socialization component of communal dining services and the home-based support for people with disabilities that prevent them from preparing meals.

- People living alone also participated in DAS Intake services at very high rates, nearly three times the rate of the overall senior and disabled adult populations.

LOW-TO-MODERATE INCOME

- Older and disabled adults with low-to-moderate income participated in many programs at double or triple the rate of the overall population, including ADRCs, Community Service Centers, Congregate Meals, and SF Connected.

Data Tables: Overall Service Participation Rates by Equity Factor

Table E4. Service Participation Rates by Equity Factor: All Dignity Fund-Eligible Services

Equity Factor	Older Adults				Adults with Disabilities			
	Clients	Eligible population	Participation rate per 1,000	Comparison to overall rate	Clients	Eligible population	Participation rate per 1,000	Comparison to overall rate
BIPOC	42,507	120,768	352	1.2	3,893	23,571	165	1.1
LGBTQ+	3,690	28,840	128	0.4	994	10,683	93	0.6
Limited English Proficiency	27,561	48,558	568	2.0	1,180	3,359	351	2.3
Lives alone	24,842	52,319	475	1.6	3,649	8,722	418	2.7
Low-to-moderate income	45,410	52,108	871	3.0	4,874	11,736	415	2.7
Overall	55,398	192,264	288	-	5,718	36,839	155	-

Data Tables: Service-Level Service Participation Rates by Equity Factor

The following tables show participation rates for the top ten enrolled services among the Dignity Fund program portfolio, listed in alphabetical order by service name.

Table E5. Service Participation Rates by Equity Factor: Aging and Disability Resource Centers

Equity Factor	Older Adults				Adults with Disabilities			
	Clients	Eligible population	Participation rate per 1,000	Comparison to overall rate	Clients	Eligible population	Participation rate per 1,000	Comparison to overall rate
BIPOC	10,641	120,768	88	1.4	950	23,571	40	1.1
LGBTQ+	526	28,840	18	0.3	146	10,683	14	0.4
Limited English Proficiency	9,019	48,558	186	2.9	525	3,359	156	4.2
Lives alone	5,194	52,319	99	1.5	533	8,722	61	1.6
Low-to-moderate income	11,208	52,108	215	3.3	939	11,736	80	2.1
Overall	12,518	192,264	65	-	1,376	36,839	37	-

Table E6. Service Participation Rates by Equity Factor: Community Connector

Equity Factor	Older Adults				Adults with Disabilities			
	Clients	Eligible population	Participation rate per 1,000	Comparison to overall rate	Clients	Eligible population	Participation rate per 1,000	Comparison to overall rate
BIPOC	826	120,768	7	0.9	15	23,571	1	0.6
LGBTQ+	78	28,840	3	0.4	2	10,683	0	0.2
Limited English Proficiency	562	48,558	12	1.5	9	3,359	3	2.4
Lives alone	519	52,319	10	1.3	6	8,722	1	0.6
Low-to-moderate income	933	52,108	18	2.3	31	11,736	3	2.3
Overall	1,476	192,264	8	-	42	36,839	1	-

Table E7. Service Participation Rates by Equity Factor: Community Service Centers

Equity Factor	Older Adults				Adults with Disabilities			
	Clients	Eligible population	Participation rate per 1,000	Comparison to overall rate	Clients	Eligible population	Participation rate per 1,000	Comparison to overall rate
BIPOC	18,868	120,768	156	1.3	821	23,571	35	1.3
LGBTQ+	1,401	28,840	49	0.4	142	10,683	13	0.5
Limited English Proficiency	12,041	48,558	248	2.0	333	3,359	99	3.6
Lives alone	9,894	52,319	189	1.6	615	8,722	71	2.6
Low-to-moderate income	19,303	52,108	370	3.1	892	11,736	76	2.8
Overall	23,293	192,264	121	-	1,005	36,839	27	-

Table E8. Service Participation Rates by Equity Factor: Congregate Meals

Equity Factor	Older Adults				Adults with Disabilities			
	Clients	Eligible population	Participation rate per 1,000	Comparison to overall rate	Clients	Eligible population	Participation rate per 1,000	Comparison to overall rate
BIPOC	15,204	120,768	126	1.4	1,040	23,571	44	1.1
LGBTQ+	1,134	28,840	39	0.4	301	10,683	28	0.7
Limited English Proficiency	9,226	48,558	190	2.1	243	3,359	72	1.8
Lives alone	8,460	52,319	162	2.0	1,150	8,722	132	3.3
Low-to-moderate income	15,118	52,108	290	3.2	1,369	11,736	117	2.9
Overall	17,614	192,264	92	-	1,490	36,839	40	-

Table E9. Service Participation Rates by Equity Factor: DAS Intake

Equity Factor	Older Adults				Adults with Disabilities			
	Clients	Eligible population	Participation rate per 1,000	Comparison to overall rate	Clients	Eligible population	Participation rate per 1,000	Comparison to overall rate
BIPOC	1,037	120,768	9	0.9	265	23,571	11	1.0
LGBTQ+	184	28,840	6	0.7	90	10,683	8	0.7
Limited English Proficiency	397	48,558	8	0.9	40	3,359	12	1.0
Lives alone	1,098	52,319	21	2.3	300	8,722	34	2.9
Low-to-moderate income	1,349	52,108	26	2.8	347	11,736	30	2.5
Overall	1,774	192,264	9	-	435	36,839	12	-

Table E10. Service Participation Rates by Equity Factor: Food Pantry

Equity Factor	Older Adults				Adults with Disabilities[5]			
	Clients	Eligible population	Participation rate per 1,000	Comparison to overall rate	Clients	Eligible population	Participation rate per 1,000	Comparison to overall rate
BIPOC	2,488	38,203	65	1.3	-	-	-	-
LGBTQ+	170	7,816	22	0.4	-	-	-	-
Limited English Proficiency	2,208	22,181	100	2.0	-	-	-	-
Lives alone	1,310	24,413	54	1.1	-	-	-	-
Low-to-moderate income	2,533	52,108	49	1.0	-	-	-	-
Overall	2,658	52,108	51	-	-	-	-	-

[5] Client-level enrollment information is unavailable for adults with disabilities in this program.

Table E11. Service Participation Rates by Equity Factor: Health Insurance Counseling and Advocacy Program (HICAP)

Equity Factor	Older Adults				Adults with Disabilities			
	Clients	Eligible population	Participation rate per 1,000	Comparison to overall rate	Clients	Eligible population	Participation rate per 1,000	Comparison to overall rate
BIPOC	1,233	120,768	10	1.0	62	23,751	3	1.2
LGBTQ+	80	28,840	3	0.3	13	10,683	1	0.5
Limited English Proficiency	621	48,558	13	1.3	18	3,359	5	2.4
Lives alone	669	52,319	13	1.3	53	8,722	6	2.7
Low-to-moderate income	1,188	52,108	23	2.3	82	11,736	7	3.1
Overall	1,876	192,264	10	-	83	36,839	2	-

Table E12. Service Participation Rates by Equity Factor: Home-Delivered Groceries

Equity Factor	Older Adults				Adults with Disabilities			
	Clients	Eligible population	Participation rate per 1,000	Comparison to overall rate	Clients	Eligible population	Participation rate per 1,000	Comparison to overall rate
BIPOC	5,954	14,228	418	1.1	639	5,338	120	1.1
LGBTQ+	367	2,934	125	0.3	121	2,152	56	0.5
Limited English Proficiency	4,857	9,276	524	1.4	210	1,135	185	1.7
Lives alone	4,561	10,923	418	1.1	567	2,824	201	1.8
Low-to-moderate income	7,057	19,561	361	1.0	811	7,420	109	1.0
Overall	7,142	19,561	365	-	813	7,420	110	-

Table E13. Service Participation Rates by Equity Factor: Home-Delivered Meals

Equity Factor	Older Adults				Adults with Disabilities			
	Clients	Eligible population	Participation rate per 1,000	Comparison to overall rate	Clients	Eligible population	Participation rate per 1,000	Comparison to overall rate
BIPOC	4,197	30,512	138	1.0	471	11,730	40	1.0
LGBTQ+	611	6,792	90	0.7	142	5,122	28	0.7
Limited English Proficiency	1,893	15,889	119	0.9	73	2,327	31	0.8
Lives alone	4,073	15,263	267	1.9	629	4,109	153	3.7
Low-to-moderate income	5,223	19,561	267	1.9	713	7,420	96	2.3
Overall	6,266	45,278	138	-	723	17,662	41	-

Table E14. Service Participation Rates by Equity Factor: SF Connected

Equity Factor	Older Adults				Adults with Disabilities			
	Clients	Eligible population	Participation rate per 1,000	Comparison to overall rate	Clients	Eligible population	Participation rate per 1,000	Comparison to overall rate
BIPOC	3,275	120,768	27	1.4	263	23,571	11	1.1
LGBTQ+	192	28,840	7	0.3	91	10,683	9	0.8
Limited English Proficiency	2,317	48,558	48	2.4	56	3,359	17	1.7
Lives alone	1,809	52,319	35	1.7	274	8,722	31	3.1
Low-to-moderate income	3,216	52,108	62	3.1	337	11,736	29	2.9
Overall	3,850	192,264	20	-	371	36,839	10	-

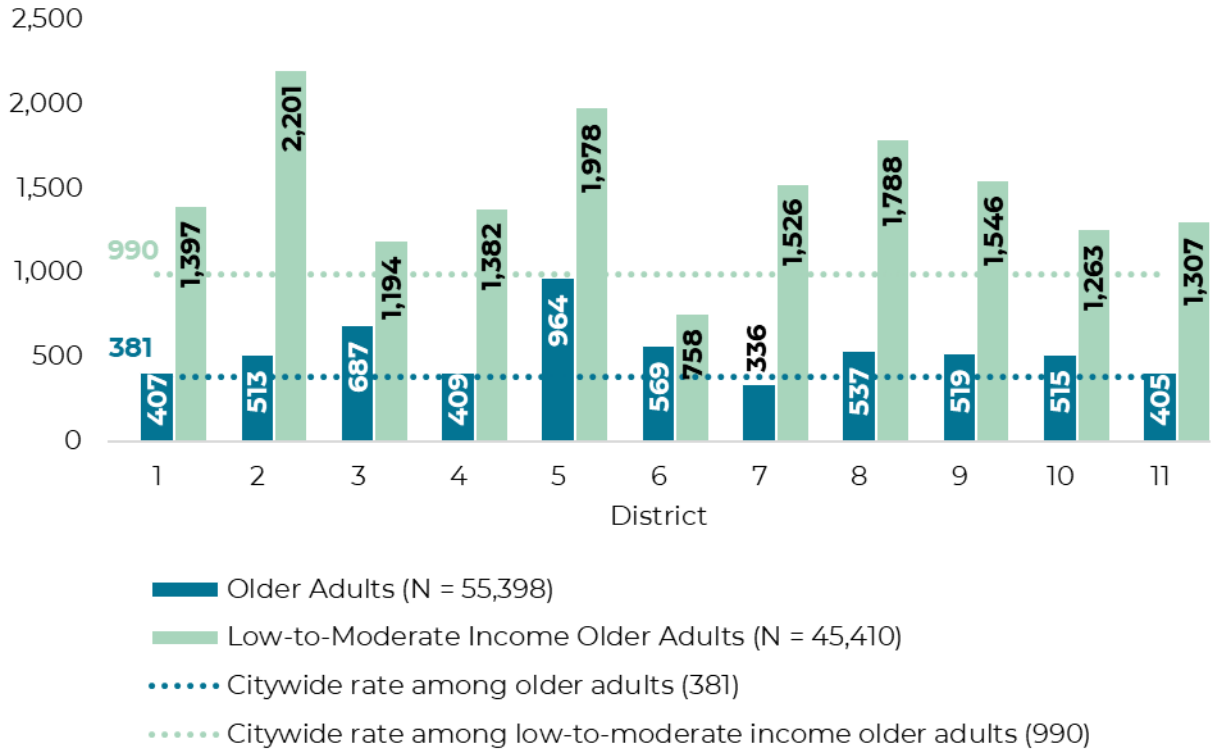
Findings: Equity Analysis Question 2

HOW DO SERVICE PARTICIPATION RATES AMONG LOW-TO-MODERATE INCOME POPULATIONS COMPARE ACROSS DISTRICTS IN THE CITY?

Older Adults

Participation rates were highest in District 5 for older adults overall. In District 5, the participation rate among seniors was 2.5 times the citywide rate, due in part to the fact that District 5 is a centrally located district that is home to a high density of site-based services such as Community Service Centers, ADRCs, Congregate Meal sites, and SF Connected technology labs, each of which provide services to a high volume of clients in person. **Among older adults with low-to-moderate income, District 2 had the highest participation rate at 2.2 times the citywide rate.** District 2, like District 5, has a large concentration of site-based services, and also has a much smaller eligible population — both factors that may contribute to higher rates of participation in this district.

Figure E1. Participation Rate by 1,000 Eligible among Older Adults



Note: Some district participation rates exceed 1,000 because people participate in services in those districts who do not live there.

Participation among older adults in the top ten enrolled programs varied widely across districts, although the districts that are more centrally located tended to have higher participation rates than outer districts, such as Districts 1, 4, and 11. These trends are due in

large part to the greater numbers of service sites in the city center. Participation trends by program are described below:

- **Aging and Disability Resource Centers (ADRCs):** Participation in ADRCs was highest in District 3 both for older adults overall and low-to-moderate income older adults — likely because there are several ADRCs located in this district. In addition, many of the city's older adults with limited English proficiency live in this district, and a core service at ADRCs is in-language assistance with forms and translation. Participation was also at or above the citywide rate in Districts 5, 8, and 9 for older adults overall. The same was true for older adults with low-to-moderate income, who also participated at a higher rate in District 7. Participation rates were lowest in District 10.

- **Community Connector:** Participation in the Community Connector program was highest in District 7, and was above the citywide rate in Districts 10 and 11 for both older adults overall and low-to-moderate income older adults. There were no older adult participants in this program in District 8.

- **Community Service Centers:** Participation in Community Service Centers was highest in District 5 for older adults overall and in District 2 for older adults with low-to-moderate income. Above-citywide participation rates were also evident in Districts 4, 9, and 10 for older adults overall, and in Districts 1, 4, 8, and 9 for older adults with low-to-moderate income. Participation was lowest in District 7 for older adults overall and in District 6 for older adults with low-to-moderate income.

- **Congregate Meals:** This program saw highest participation rates in District 5 for older adults overall and in District 2 for older adults with low-to-moderate income. For older adults overall, Districts 8 and 10 had participation rates above the citywide rate, while participation was lowest in District 4. Districts 4 and 6 had the lowest participation rates for older adults with low-to-moderate income.

- **DAS Intake:** All participation in DAS Intake occurred in District 6, where the DAS Benefits and Resource Hub is located. This analysis treats the information, referral, and assistance services provided by DAS Intake as site-based, although many clients access DAS Hub services over the phone, and to a lesser degree, online.

- **Food Pantry:** Food Pantry participation was highest in District 10, with participation rates above the citywide rate in Districts 1, 5, 9 and 11. District Participation was lowest in District 8.

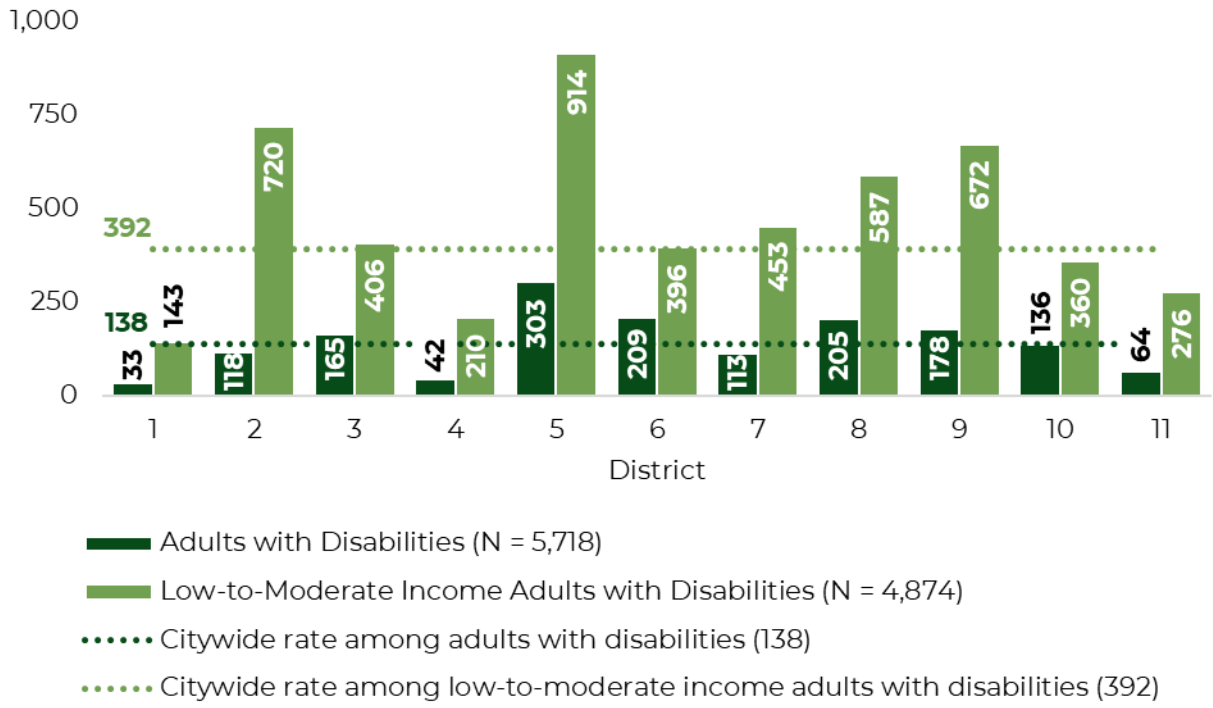
- **Health Insurance Counseling and Advocacy Program (HICAP):** Participation in HICAP was highest in District 3 for older adults overall, and Districts 5 and 10 for older adults with low-to-moderate income. There was not significant variation in participation rates across the different districts for this program, although District 7 had the lowest participation rate by a small margin for older adults overall, and District 5 had the lowest participation rate for older adults with low-to-moderate income.

- **Home-Delivered Groceries (HDG):** Participation rates in Home-Delivered Groceries were highest in District 11, and lowest in District 6 for both older adults overall and older adults with low-to-moderate income.
- **Home-Delivered Meals (HDM):** District 5 had the highest rates of participation for this program, while participation was lowest in District 7.
- **SF Connected:** Participation rates were highest in District 6 for older adults overall and District 9 for older adults with low-to-moderate income. For both groups, participation rates were lowest in District 7.

Adults with Disabilities

Participation rates were highest in District 5 for both adults with disabilities overall and adults with disabilities with low-to-moderate income. The participation rate in District 5 was about two times the citywide rate, likely because this district is central in the city and has a high concentration of site-based services in which a large number of clients are enrolled. Participation rates in more central districts like Districts 3, 6, 8, and 9 were consistent with or higher than the citywide rate. Participation rates were lowest in District 1.

Figure E2. Participation Rate by 1,000 Eligible among Adults with Disabilities



As among seniors, participation adults with disabilities in the top ten enrolled programs varied widely across districts, although the districts that are more centrally located tended to have higher participation rates than outer districts, such as Districts 1, 4, and 11. These trends

are due in large part to the greater numbers of service sites in the city center. Participation trends by program are described below:

- **Aging and Disability Resource Centers (ADRCs):** Participation in ADRCs among adults with disabilities was highest in District 8, followed by District 3. Notably, while disabled adults access services at ADRCs located throughout the city, District 3 is home to an ADRC that specializes in serving people with disabilities.

- **Community Connector:** Participation in the Community Connector program was highest in Districts 7, 10, and 11 for both adults with disabilities overall and disabled adults with low-to-moderate income.

- **Community Service Centers:** District 9 had the highest rate of disabled adult participation in Community Services Centers, while District 3 had the lowest. Participation was also above the citywide average in Districts 5, 6, and 10 for adults with disabilities overall, and in Districts 2, 5, 9, and 10 for low-to-moderate income adults with disabilities.

- **Congregate Meals:** Congregate Meal participation was highest in District 5 and lowest in District 4 for both adults with disabilities overall and disabled adults with low-to-moderate income.

- **DAS Intake:** All participation in DAS Intake occurred in District 6, where the DAS Benefits and Resource Hub is located. This analysis treats the information, referral, and assistance services provided by DAS Intake as site-based, although many clients access DAS Hub services over the phone, and to a lesser degree, online.

- **Food Pantry:** Client-level enrollment information is unavailable for adults with disabilities in this program; as such, we cannot report Food Pantry participation trends for this population.

- **Health Insurance Counseling and Advocacy Program (HICAP):** HICAP participation was highest in District 5 for adults with disabilities overall and in District 4 for low-to-moderate income adults with disabilities.

- **Home-Delivered Groceries (HDG):** Participation in Home-Delivered Groceries was highest in District 11. Districts 2, 5, 7, 9, and 10 also had higher participation rates than the citywide average for this program.

- **Home-Delivered Meals (HDM):** Participation in Home-Delivered Meals was highest in District 5, at over triple the rate of any other district. Participation rates in all other districts sat at or below citywide rate.

- **SF Connected:** Participation was highest in this program in Districts 5 and 6 for both adults with disabilities overall and disabled adults with low-to-moderate income. Participation in District 2 was also higher than citywide rates for low-to-moderate income people with disabilities.

Data Tables: Service Participation Rates by District and Service for Older Adults (Summary)

District participation was estimated identifying the district in which services were provided. Some services are provided to the clients where they live (e.g. Home-Delivered Meals). In these cases, district participation reflects the client's district of residence. Other services are site-based (e.g. Aging and Disability Resource Centers). In these cases, district participation reflects the district in which the service is located.

Table E15. Service Participation Rates per 1,000 Eligible by District and Service: All Older Adults

Service	Supervisorial District											Citywide
	1	2	3	4	5	6	7	8	9	10	11	
Aging & Disability Resource Centers (ADRCs)	43	45	319	59	189	27	71	145	171	8	47	89
Community Connector	4	4	4	3	4	1	36	0	0	22	28	10
Community Service Centers	169	262	139	230	265	140	114	190	228	212	131	165
Congregate Meals	99	154	151	60	443	128	94	226	147	233	95	125
DAS Intake	-	-	-	-	-	141	-	-	-	-	-	13
Food Pantry	79	26	43	47	83	21	24	19	66	103	86	58
Health Insurance Counseling and Advocacy Program (HICAP)	8	11	18	9	16	14	7	13	12	13	10	13
Home-Delivered Groceries (HDG)	164	153	111	138	182	60	130	103	173	247	266	156
Home-Delivered Meals (HDM)	39	28	36	44	84	49	30	33	46	35	32	44
SF Connected	18	13	33	23	38	52	10	20	30	24	28	27
All services	407	513	687	409	964	569	336	537	519	515	405	381

Table E16. Service Participation Rates per 1,000 Eligible by District and Service: Older Adults with Low-to-Moderate Income

Service	Supervisorial District											Citywide
	1	2	3	4	5	6	7	8	9	10	11	
Aging & Disability Resource Centers (ADRCs)	174	223	581	232	373	39	387	466	537	20	166	244
Community Connector	11	11	5	8	7	1	122	0	1	40	74	20
Community Service Centers	600	1,111	243	743	544	193	517	656	689	506	428	421
Congregate Meals	371	677	265	200	930	186	417	810	444	564	308	330
DAS Intake	-	-	-	-	-	166	-	-	-	-	-	29
Food Pantry	68	26	42	43	82	21	23	18	64	97	82	55
Health Insurance Counseling and Advocacy Program (HICAP)	22	27	26	24	29	18	19	23	27	29	27	26
Home-Delivered Groceries (HDG)	157	152	111	138	182	60	128	102	172	243	261	154
Home-Delivered Meals (HDM)	135	120	60	152	186	71	126	103	135	86	92	114
SF Connected	65	56	58	73	86	67	43	69	92	60	87	87
All services	1,397	2,201	1,194	1,382	1,978	758	1,526	1,788	1,546	1,263	1,307	990

Data Tables: Service Participation Rates by District and Service for Adults with Disabilities (Summary)

District participation was estimated identifying the district in which services were provided. Some services are provided to the clients where they live (e.g. Home-Delivered Meals). In these cases, district participation reflects the client's district of residence. Other services are site-based (e.g. Aging and Disability Resource Centers). In these cases, district participation reflects the district in which the service is located.

Table E17. Service Participation Rates per 1,000 Eligible by District and Service: All Adults with Disabilities

Service	Supervisorial District											Citywide
	1	2	3	4	5	6	7	8	9	10	11	
Aging & Disability Resource Centers (ADRCs)	5	17	96	9	43	7	27	138	59	2	2	33
Community Connector	1	0	1	0	0	0	2	1	0	2	2	1
Community Service Centers	7	12	3	8	34	29	9	20	64	39	9	24
Congregate Meals	4	38	17	3	104	45	24	5	52	67	8	36
DAS Intake	-	-	-	-	-	49	-	-	-	-	-	11
Food Pantry[6]	-	-	-	-	-	-	-	-	-	-	-	-
Health Insurance Counseling and Advocacy Program (HICAP)	1	2	2	3	4	1	3	1	2	2	1	2
Home-Delivered Groceries (HDG)	43	76	48	67	84	22	91	49	84	109	142	66
Home-Delivered Meals (HDM)	6	7	15	8	58	15	11	7	14	14	7	17
SF Connected	0	5	4	0	18	24	2	2	4	3	1	9
All services	33	118	165	42	303	209	113	205	178	136	64	138

[6] Client-level enrollment information is unavailable for adults with disabilities in this program.

Table E18. Service Participation Rates per 1,000 Eligible by District and Service: Adults with Disabilities with Low-to-Moderate Income

Service	Supervisorial District											Citywide
	1	2	3	4	5	6	7	8	9	10	11	
Aging & Disability Resource Centers (ADRCs)	19	102	181	44	123	15	112	280	220	6	10	76
Community Connector	2	0	2	0	0	0	4	3	0	5	3	2
Community Service Centers	28	76	11	38	100	53	27	89	244	86	36	72
Congregate Meals	19	227	54	17	318	91	97	24	198	157	32	110
DAS Intake	-	-	-	-	-	84	-	-	-	-	-	28
Food Pantry[7]	-	-	-	-	-	-	-	-	-	-	-	-
Health Insurance Counseling and Advocacy Program (HICAP)	4	8	6	15	11	3	11	7	7	6	6	7
Home-Delivered Groceries (HDG)	43	76	48	67	84	22	91	49	84	109	140	65
Home-Delivered Meals (HDM)	28	42	52	40	180	33	44	36	56	42	29	57
SF Connected	0	30	12	0	54	48	8	8	16	8	5	27
All services	143	720	406	210	914	396	453	587	672	360	276	392

[7] Client-level enrollment information is unavailable for adults with disabilities in this program.

Findings: Equity Analysis Question 3

HOW ARE FUNDS SPENT ACROSS CITY DISTRICTS?

The total DAS budget for Dignity-Fund related programs in FY 2024-25 was $100,433,900. Of this amount, $91,793,100 was allocated to programs with participant enrollment information that could be used to support equity analysis.[8] Using this enrollment and budget information, we calculated total expenditures by district and the average cost per enrollment by district.

Spending was highest in District 5: approximately 21% of funds ($18.8M) were spent to support services provided at service sites and to residents located in this district. This trend reflects the commercial nature of this centrally located district; it is home to a high number of very popular site-based services funded by DAS. In FY 2024-25, the Department facilitated nearly 27,570 enrollments in District 5. **Spending was lowest in District 7** ($4.7M), where enrollments were also lowest (7,450).

There was some variation in per-enrollment spending by district, driven largely by the types of site-based services available in each district and the total number of enrollments attributable to a given district. **Overall, across all programs, DAS spent an average of $673 per enrollment.** District 6 had the highest per-enrollment cost at $1,028 per enrollment. District 3 had the lowest per-enrollment cost at $528 per enrollment — likely due to high participation in several low-cost programs in this district, such as the three ADRCs there. While District 5 saw the greatest spending of any district, the per-enrollment cost in this district ($683 per enrollment) was just above the citywide average, due to the high number of enrollments in low-cost, often site-based services in this district. Average per-enrollment cost by district is shown in Figure E3 on the next page; the dotted line represents the average across districts.

[8] These programs include all programs that collect client-level enrollment data in the centralized SF DAS GetCare database, which is used by service providers of most Dignity Fund-eligible services to manage enrollments and collect client demographic information. They exclude a small number of programs for which client-level enrollment data is not available in SF DAS GetCare. They also exclude programs that are not client-facing, such as DAS and community-based service provider staff training or administrative costs.

Figure E3. Average Cost per Enrollment, by District

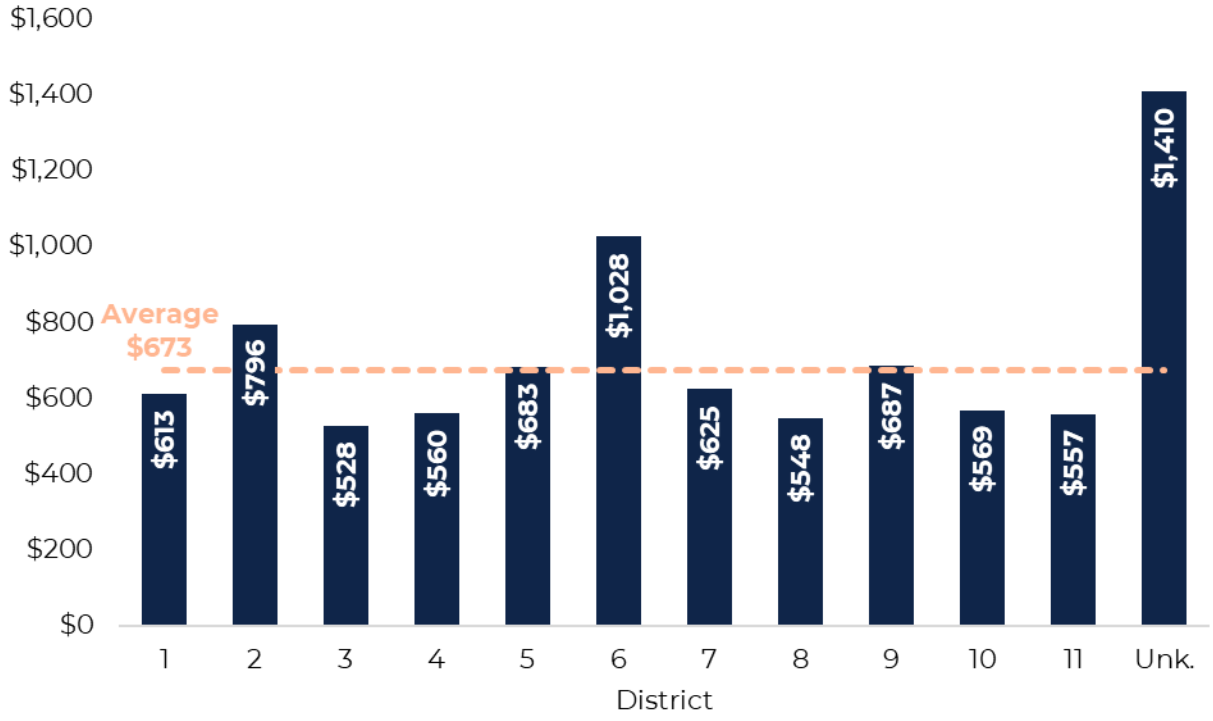


Table E19. Financial Allocation and Average Per-Participant Cost

District	Total Enrollments	Total Cost	Average per-enrollment cost
1	8,730	$5,350,203	$613
2	7,578	$6,060,234	$796
3	16,921	$8,929,031	$528
4	8,992	$5,037,148	$560
5	27,565	$18,835,115	$683
6	13,597	$13,981,108	$1,028
7	7,446	$4,653,952	$625
8	10,709	$5,869,197	$548
9	11,862	$8,144,434	$687
10	11,164	$6,354,543	$569
11	9,524	$5,306,593	$557
Unknown	2,341	$3,301,566	$1,410
Total	136,429	$91,793,125	$673

Figure E4. Average Per-Enrollment Cost, by District

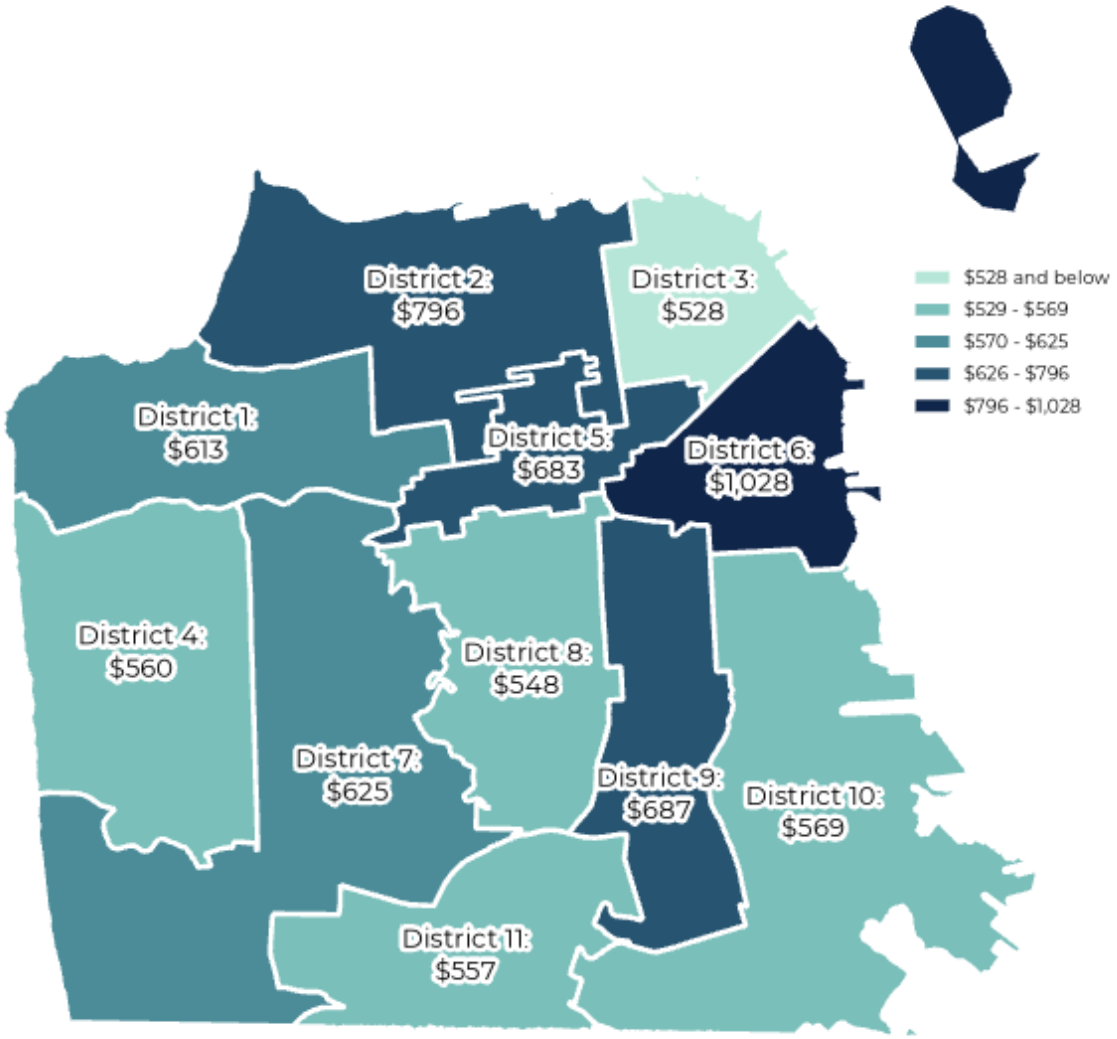


Table E20. Dignity Fund-Eligible Services Reflected in the Equity Analysis

Service Area	Service	FY 2024-25 Budget
Access & Empowerment	Aging and Disability Resource Centers (ADRCs)	$2,420,178
	DAS Intake	$3,642,092
	Disability Cultural Center	$1,259,369
	Employment Navigation and Benefits Support	$259,375
	Empowerment Programs	$535,292
	Health Insurance Counseling and Advocacy Program (HICAP)	$506,588
	LGBTQ+ Financial Literacy	$89,992
	Transportation	$110,566
Caregiver Support	Adult Day Programs	$1,474,429
	Caregiver Respite	$842,307
	Family Caregiver Support Program	$992,019
Case Management & Care Navigation	Case Management	$4,118,289
	Community Living Fund (CLF)	$5,197,306
	LGBTQ+ Care Navigation	$2,388,384
	Money Management	$226,354
	Veterans Justice Court Case Management	$250,000
Community Connection & Engagement	Community Connector	$973,554
	Community Service Centers	$12,920,138
	Creative Arts for Older Adults & Adults with Disabilities	$545,919
	Employment Support	$1,080,297
	Intergenerational Programs	$931,972
	LGBTQ+ Mental health Connections	$584,251
	Neighborhood-Based Pilot Programs	$584,440
	Senior Companion	$102,933
	SF Connected	$2,085,273
	Technology at Home	$442,850
	Transgender and Gender Non-Conforming (TGNC) Supports	$336,414
	Veterans Drop-In Center	$159,775
	Village Programs	$831,388
	Volunteer Visitors	$100,924
Housing Supports	Housing Subsidies	$1,347,038
	Rental Assistance Demonstration	$1,938,284
	Scattered Site Housing	$3,428,758
	Veterans Services Connect	$391,018

Service Area	Service	FY 2024-25 Budget
Nutrition & Wellness	Congregate Meals	$12,864,267
	Culturally Responsive Nutrition Support	$324,250
	Food Pantry	$2,799,144
	Health Promotion – Physical Fitness	$428,527
	Home-Delivered Groceries	$1,614,332
	Home-Delivered Meals	$16,585,854
	Nutrition as Health	$589,526
	Nutrition Education	$167,777
Self-Care & Safety	Senior Escorts	$784,713
	Short-Term Home Care for Seniors	$204,918
	Support at Home	$1,943,606
	Support Services for People with Collecting Behaviors	$342,031
	Video Doorbells	$36,313

Additional Reference Tables

This section contains information on source data used for the equity analysis. We used the Census data below in Table E23 below to develop citywide estimates of the eligible older and disabled adult populations, overall and by equity factor, for Equity Analysis Question 1.

For most programs, the eligible population included all income levels and disability statuses with no further criteria. For some programs, there were additional eligibility criteria based on income and/or the presence of specific types of disabilities (in the Eligibility Criteria column in the table below, "Disability" refers to ambulatory, independent living, and self-care disabilities only, a subset of six disability types captured by the Census).

Specifically, for Home-Delivered Meals, the eligibility criteria was all income levels with a disability. For Food Pantry the criteria was at or below 200% FPL. For Home-Delivered Groceries the criteria was at or below 200% FPL with a disability.

Table E23. Census Data by Equity Factor, Used for Equity Analysis Question 1

Equity Factor	Eligibility Criteria	Eligible Population: Older Adults	Eligible Population: Adults with Disabilities
Black, Indigenous, or People of Color (BIPOC) Overall	All income levels	120,768	23,571
	All income levels with Disability	30,512	11,730
	At or below 100% FPL	18,887	4,889
	At or below 100% FPL with Disability	7,387	2,920
	At or below 200% FPL	38,203	8,314
	At or below 200% with Disability	14,228	5,338
	At or below 300% FPL	53,366	11,389
	At or below 300% with Disability	17,424	7,004
LGBTQ+	All income levels	28,840	10,683
	All income levels with Disability	6,792	5,122
	At or below 100% FPL	3,864	2,041
	At or below 100% FPL with Disability	1,543	1,145
	At or below 200% FPL	7,816	3,403
	At or below 200% with Disability	2,934	2,152
	At or below 300% FPL	10,850	4,562
	At or below 300% with Disability	3,551	2,787
Limited English Proficiency	All income levels	48,558	3,359
	All income levels with Disability	15,889	2,327
	At or below 100% FPL	10,844	839
	At or below 100% FPL with Disability	5,001	599
	At or below 200% FPL	22,181	1,574
	At or below 200% with Disability	9,276	1,135
	At or below 300% FPL	29,272	2,265
	At or below 300% with Disability	10,755	1,633

Equity Factor	Eligibility Criteria	Eligible Population: Older Adults	Eligible Population: Adults with Disabilities
Lives alone	All income levels	52,319	8,722
	All income levels with Disability	15,263	4,109
	At or below 100% FPL	15,421	2,966
	At or below 100% FPL with Disability	6,879	1,862
	At or below 200% FPL	24,413	4,204
	At or below 200% with Disability	10,923	2,824
	At or below 300% FPL	29,385	5,046
	At or below 300% with Disability	11,368	3,182
Overall	All income levels	192,264	36,839
	All income levels with Disability	45,278	17,662
	At or below 100% FPL	25,762	7,038
	At or below 100% FPL with Disability	10,286	3,948
	At or below 200% FPL	52,108	11,736
	At or below 200% with Disability	19,561	7,420
	At or below 300% FPL	72,332	15,730
	At or below 300% with Disability	23,674	9,611

Data sources: 2023 American Community Survey, 5-Year Estimates (IPUMS)
2023 San Francisco City Survey

Table E24 below shows estimates of the eligible population by district we used to answer Equity Analysis Question 2. The Census data available to estimate the district-level population by age and income are not available in alignment with the age threshold DAS uses to distinguish older adults (ages 60 and older) from adults with disabilities (ages 18 to 59). As such, the San Francisco citywide population estimates in this table differ from the total population estimates used in Question 1.

Table E24. Census Data by District and Income, Used for Equity Analysis Question 2

District	Eligible Population: Older Adults 65+	Eligible Population: Low-to-Moderate Income Older Adults 65+ (at or below 200% FPL)	Eligible Population: Adults with Disabilities 18-64	Eligible Population: Low-to-Moderate Income Adults with Disabilities 18-64 (100% FPL)
1	13,972	3,176	2,421	537
2	9,360	1,747	1,691	264
3	14,903	7,878	3,855	1,144
4	15,755	3,656	2,472	476
5	12,720	5,369	4,453	1,416
6	12,583	8,143	8,928	4,114
7	14,928	2,533	2,211	528
8	10,226	2,393	3,014	615
9	11,581	3,490	4,415	1,133
10	11,076	3,747	4,366	1,418
11	14,128	3,765	3,540	784
San Francisco	141,232	45,867	41,366	12,429

Data Sources: 2023 American Community Survey 5-Year Estimates (IPUMS NHGIS)
Table B17024 – Age by Ratio of Income to Poverty Level in the Past 12 Months
Table C18130 – Age by Disability Status by Poverty Status

Rates of missing demographic data are shown below in Table E25, organized by characteristics and by program. Missing data was a notable challenge for the Aging and Disability Resource Centers, Community Connector, DAS Intake, and HICAP programs. For example, ADRC and DAS Intake information, referral, and assistance services are often light-touch interactions; for DAS Intake in particular, a significant portion of clients access services by phone and decline to provide their demographic information. Meanwhile, HICAP data is collected outside the centralized SF DAS GetCare database, and does not capture several of the demographic characteristics used to support this equity analysis.

Table E25. Missing Demographic Data, by Program and Demographic Characteristic

Service	Total Clients	Missing Age		Missing Race/Ethnicity		Missing English proficiency	
		#	%	#	%	#	%
Aging & Disability Resource Centers	15,623	5,815	37%	1,755	11%	2,502	16%
Community Connector	1,530	4	0%	327	21%	337	22%
Community Service Centers	25,244	455	2%	1,280	5%	2,595	10%
Congregate Meals	20,064	220	1%	792	4%	2,217	11%
DAS Intake	3,076	1,490	48%	794	26%	711	23%
Food Pantry	2,268	2	0%	20	1%	182	8%
HICAP	2,004	28	1%	83	4%	703	35%
Home-Delivered Groceries	8,016	7	0%	76	1%	188	2%
Home-Delivered Meals	7,030	6	0%	58	1%	102	1%
SF Connected	4,383	98	2%	336	8%	627	14%
All services	66,820	8,715	13%	6,373	10%	10,334	15%

Table E25, Continued

Service	Total Clients	Missing Gender Identity		Missing Sexual Orientation		Missing Income		Missing Living Alone Status	
		#	%	#	%				
Aging & Disability Resource Centers	15,623	757	5%	2,479	16%	2,325	15%	2,597	17%
Community Connector	1,530	87	6%	425	28%	143	9%	344	23%
Community Service Centers	25,244	275	1%	1,654	7%	754	3%	1,987	8%
Congregate Meals	20,064	190	1%	1,020	5%	429	2%	1,518	8%
DAS Intake	3,076	183	6%	1,109	36%	1,053	34%	807	26%
Food Pantry	2,268	2	0%	121	5%	58	2%	43	2%
HICAP	2,004	25	1%	956	48%	695	35%	890	44%
Home-Delivered Groceries	8,016	13	0%	120	1%	8	0%	41	1%
Home-Delivered Meals	7,030	4	0%	116	2%	250	4%	254	4%
SF Connected	4,383	165	4%	559	13%	230	5%	507	12%
All services	66,820	2,211	3%	9,611	14%	6,894	10%	9,643	14%