

AGE & DISABILITY FRIENDLY SF

ACTION PLAN 2018-2021: FINAL ASSESSMENT & EVALUATION

OVERVIEW

The Department of Disability and Aging Services launched San Francisco’s Age and Disability Friendly Action Plan in 2018¹. This report provides a snapshot of the 24 recommendations included in the Action Plan that were implemented over the course of three years (2018-2020). The recommendations spanned across eight domains and included items such as policy proposals, program pilots, research initiatives, and advocacy. These recommendations were in collaboration with over 115 community organizations, City agencies, businesses, and residents.

In addition to leveraging existing collaborative efforts, the recommendations also attempted to differentiate needs and inequities from a broader perspective by comparing gaps, assets, and opportunities across all eight domains. For example, some domains had clearly defined needs and identified partners actively engaged in addressing recognized challenges. However, there were other domains that were more difficult to tackle due to a range of issues, which included: a lack of clarity on the actions that would best address the identified problem; the bandwidth to obtain leadership support of identified partners; non-existent data or best practices; or just the need to better understand the core issue. In these cases, the Age and Disability Friendly (ADF) Implementation Workgroup was required to dig deeper into understanding the issue and/or using the lived experiences of community members or advocates as a guide. Yet, these differences demonstrated the success of the initiatives’ framework, as it allowed the group to compare challenges and investments across domains and therefore, across silos.

A Citywide, dynamic approach to tracking, improving, and evaluating the accessibility of San Francisco from the perspective of eight broad domains was critical in beginning the process of addressing the often interrelated, complicated, and diverse needs residents face. Every new version of the Action Plan will build upon the work that preceded it, by incorporating the previous challenges, assets, opportunities, partners, and gaps, thereby providing a more thoughtful and nuanced view of how to achieve a truly accessible and inclusive San Francisco.

IMPACT OF COVID

The initiative was developed to be a dynamic process, with recommendations and partners changing as needed, yet nothing could have prepared the team for the impact brought on by the COVID pandemic. In March 2020, all projects that were deemed non-essential were immediately shutdown including a number of very promising and innovative ADF projects. During this time, all efforts were shifted to address the essential needs of San Francisco’s seniors, people with

¹ https://www.sfhsa.org/sites/default/files/Report_Age%20and%20DisabilityFriendly%20SF_2018-21.pdf

disabilities, and their caregivers. The ADF Workgroup did not meet between February – December 2020, finally meeting again January 2021. While most ADF recommendations were completed, some were no longer feasible either due to budget concerns, shifting priorities of partners, or higher needs taking precedence. The impact of COVID, including lessons learned, will be incorporated into the next draft of the Action Plan.

NEXT STEPS

At the beginning of 2021, the ADF Implementation Workgroup began the yearlong process of developing the next Action Plan. This process includes feedback from the community and partner organizations. It also incorporates updated data sets, reports from other task forces, departments, and organizations, as well as lessons learned from the previous plan and COVID-19. Each recommendation will also strive to address diversity, equity and inclusion, in addition to the ADF specific SMART goals, within the Action Plan. The San Francisco Age and Disability Friendly Action Plan 2022-2025 will be published Spring 2022, implemented for the following three years, and evaluated by the end of 2025.

Please join us! All meeting and workgroup information can be found here:
<https://www.sfhsa.org/about/departments/department-disability-and-aging-services-das/age-disability-friendly-sf>

COMMUNITY SUPPORT & HEALTH SERVICES

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

GOALS PRIORITIZED:

- Care and services are accessible.
- There is a robust workforce and volunteer support.

GOAL: CARE AND SERVICES ARE ACCESSIBLE.

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

Ref.	Action	
CSHS-1	Evaluate and expand ableism and ageism training for 3-5 health care and caregiver organizations.	
Status	Complete	Fall 2018
Partners	University of California, San Francisco (UCSF) and Senior and Disability Action (SDA)	
Summary	A pilot project that developed a training curriculum focused on addressing ableism and ageism within the practices of healthcare professionals. The team provided three separate trainings, which included a one-hour didactic and/or a four-hour skill based course and was implemented at three local hospitals, including San Francisco VA Medical Center, the University of California San Francisco (UCSF), and Zuckerberg San Francisco General Hospital. Trainings included over 50 professionals and medical students. Informal feedback from participants was very positive. The workgroup expressed interest in exploring ways to continue funding these trainings.	

GOAL: CARE AND SERVICES ARE ACCESSIBLE.

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

Ref.	Action	
CSHS-2	Develop an outreach campaign focused on services and information available for older adults, people with disabilities, and caregivers in San Francisco.	
Status	In-Process	Spring 2020 – Fall 2021

Partners	Department of Disability and Aging Services (DAS) Intake and Resource Hub, Human Services Agency (HSA), Shanti, Aging and Disability Resource Centers (ADRCs)
Summary	<p>DAS Intake & Resource Hub (Hub) developed an outreach strategy focused on increasing public awareness of existing services, with the goal of reaching previously unconnected residents. Deliverables included a public information/awareness campaign and targeted population outreach (including both consumers and professionals), while also leveraging the Department’s existing efforts, such as Reframing Aging. While the work is ongoing, current goals achieved include:</p> <ul style="list-style-type: none"> • A mailer describing services sent to 70,000 residents; • Targeted outreach conducted through new campaigns (such as the Great Plates program and the COVID-19 Emergency Response Volunteer program); • An updated website with improved accessibility; and • Partnerships with local community based organizations to provide presentations on existing services and eligibility. <p>These efforts resulted in an increase in calls to the Hub and increased enrollment for existing services and programs. Currently, the partners are developing a strategy for targeted outreach to traditionally underserved populations, including Latinx, Black, LGBTQ and Asian Pacific Islander communities. Outreach to community providers will also expand and continue.</p>

GOAL: THERE IS A ROBUST WORKFORCE AND VOLUNTEER SUPPORT.

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

Ref.	Action	
CSHS-3	Increase respite care programs and services, particularly with a focus on: informal and/or family caregivers, low-income, immigrant and/or communities of color.	
Status	Complete (and ongoing)	2018-2020
Partners	Family Caregiver Alliance (FCA), Catholic Charities of San Francisco, Self Help for the Elderly (SHE), Department of Disability and Aging Services (DAS)	
Summary	<p>The respite care program is funded by DAS, managed and implemented by Family Caregiver Alliance in partnership with Catholic Charities and Self Help for the Elderly. The program deliverables included respite care to over 300 participants, which constituted over 24,800 hours of support. Services and supports were available in five languages and included adaptive aides, counseling, information and education as well as legal and financial consulting. In response to the increased needs associated with COVID, respite care shifted to home care as well as support accessing critical resources such as food, PPE, personal and home medical supplies, and information related to housing security. Based on the success of the program and the families they support, caregiver respite services and programs will continue to be funded through 2021-2022.</p>	

ENGAGEMENT & INCLUSION

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

GOALS PRIORITIZED:

- Ableism and ageism are addressed through public and private efforts.

GOAL: ABLEISM AND AGEISM ARE ADDRESSED THROUGH PUBLIC AND PRIVATE EFFORTS.

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

Ref.	Action	
EI-1	Develop a resource guide, site or tool that will be available for a wide range of users. Effort will incorporate dementia and palliative care, but ultimately will be larger in scope than one individual focus.	
Status	In-Process	2019-2022
Partners	Department of Disability and Aging Services (DAS)	
Summary	Various surveys, community assessments and partners have all highlighted the need for a comprehensive, accessible and dynamic online resource directory for disability and aging related services in San Francisco. Recognizing the significant resources and information needed for such an undertaking, DAS identified the phases and timeline for the project. Phase one included working with a consultant to research resource directory models and identify key considerations. The consultants completed their research and submitted a report to DAS in 2019, which was shared with the ADF Implementation Workgroup. Based on that report, phase two, beginning in 2021, will include developing a request for qualifications (RFQ) to identify a vendor who will develop and pilot the resource directory by 2022.	

GOAL: ABLEISM AND AGEISM ARE ADDRESSED THROUGH PUBLIC AND PRIVATE EFFORTS

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

Ref.	Action	
EI-2	Develop strategies and outreach that ensure small businesses have accessible front entrances (per Ordinance No. 51-16 “Mandatory Disabled Access Improvements Ordinance”).	
Status	Complete (and ongoing)	2017-2019

Partners	Mayor’s Office on Disability (MOD), Department of Public Works (DPW), Department of Building Inspection (DBI), Office of Small Business, Department of Planning
Summary	One significant consideration in achieving an age- and disability-friendly business is ensuring an accessible entrance. In 2016, San Francisco adopted legislation to mandate accessible entrances for public serving businesses (Ordinance No. 51-16: Mandatory Disabled Access Improvements Ordinance). However, as the Department of Building Inspection has very little capacity to enforce the required modifications on more than 6,700 (as of Jan 2020) small businesses, there was a role for the ADF workgroup to support the community outreach and education needed to increase implementation. From 2017-2019 the partners identified opportunities to provide outreach, offer presentations and strategize around educating small businesses and property owners. The partners have directly contacted every small business at least three times regarding the mandate and next steps. The ADF workgroup, however, has been on hold since March 2020, due to COVID. This work will continue to be important moving forward, but with the closure of businesses and shifting needs of the populations served by the partners, next steps will be postponed until further notice.

GOAL: ABLEISM AND AGEISM ARE ADDRESSED THROUGH PUBLIC AND PRIVATE EFFORTS

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

Ref.	Action	
EI-3	A public marketing strategy that uses positive images and narrative to counter assumptions about seniors and people with disabilities.	
Status	Complete (partial)	Fall & Winter 2020
Partners	Department of Disability and Aging Services (DAS), Community Living Campaign, Metta Fund, the ReFraming Aging Workgroup	
Summary	<p>San Francisco’s ReFraming Aging initiative is a long-range, multi-phased effort to address ageism. The initiative is a collaboration of over 36 community based organizations, City departments, and businesses and has three phases:</p> <ul style="list-style-type: none"> • Phase One: a citywide marketing campaign (aimed at adults 30-50 years old) that sought to increase public awareness of ageism. • Phase Two: Temporarily postponed due to COVID, this phase will help older individuals recognize implicit ageism and connect them with valuable aging resources. The Workgroup will further develop a strategy, next steps, and a timeline in 2021. • Phase Three: Foster inter-generational connections in the community and workplace, next steps and timeline TBD. <p>In October 2019, DAS and the ReFraming Aging Workgroup launched Phase One of ReFraming Aging which ran for two months and included outdoor ads on light poles, bus shelters, businesses, MUNI and CalTrains. In addition, the campaign included running ads and articles regarding ending ageism on social media as well as hosting</p>	

	<p>an event. The Workgroup also created a multilingual website that highlighted and discussed the campaign, asked participants to pledge to end ageism, and shared resources and services.</p>
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COMMUNICATION, INFORMATION & TECHNOLOGY

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

GOALS PRIORITIZED:

- Improve the availability of information through a variety of means.
- Prioritize programs & policies that allow for accessible & inclusive technology.

GOAL: IMPROVE THE AVAILABILITY OF INFORMATION THROUGH A VARIETY OF MEANS.

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

Ref.	Action	
CIT-1	Develop and disseminate a "best practices" guide to accessibility in information sharing for both public and private agencies.	
Status	Complete	Spring 2020
Partners	Mayor’s Office on Disability (MOD), the Committee on Information Technology (COIT) and City department partners	
Summary	An impact of COVID has been the increased use of websites and online resources to access information, resources and services. In response, the partners developed website accessibility policy recommendations, which included trainings designed specifically for City managed websites, but would also be available for the wider community. The recommendations were submitted for review in March 2020, but have not yet been adopted and next steps are to be determined.	

GOAL: PRIORITIZE PROGRAMS & POLICIES THAT ALLOW FOR ACCESSIBLE & INCLUSIVE TECHNOLOGY.

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

Ref.	Action	
CIT-2	Ensure that seniors and people with disabilities have access to affordable, reliable, and high-quality technology.	
Status	Complete	Spring 2019
Partners	San Francisco Public Library (SFPL), Mayor’s Office of Housing and Community Development (MOHCD), Department of Disability and Aging Services (DAS), Microsoft and dozens of other nonprofits and City Departments	
Summary	<p>Started in 2017, Connect with Tech Week is an annual event and initiative hosted by the SF Public Library in partnership with MOHCD, DAS, and many other City agencies and nonprofits. Designed to promote online access and technology skill-building to reduce digital disparities, Connect to Tech Week is free, open to the public and offers a broad range of events and activities. In addition to raising awareness, offering classes and trainings, and hosting various events that engage more than 700 participants, the event gave away over 150 computers to participants who attended and graduated from CBO led classes through a partnership between the SF Public Library, MOHCD, and Tech Exchange. Unfortunately, due to COVID, Connect with Tech was put on hold in 2020. However, partners anticipate this initiative to continue once conditions allow.</p> <p>In addition, MOHCD also partnered with the Department of Technology, with support from Mayor Breed, on the Citywide initiative “Fiber to Housing,” which provided free, high-speed internet to low-income residents living in affordable housing. As of Summer 2020, City staff connected over 3,000 residents to the internet.</p>	

GOAL: PRIORITIZE PROGRAMS & POLICIES THAT ALLOW FOR ACCESSIBLE & INCLUSIVE TECHNOLOGY.

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

Ref.	Action	
CIT-3	Increase digital literacy for seniors and people with disabilities: supporting the launch of the Digital Literacy Innovation Program.	
Status	Complete	2019-2020
Partners	Originally with the Committee on Information Technology (COIT), then Mayor’s Office of Housing and Community Development (MOHCD)	

Summary	Based on the findings and recommendations from the Digital Equity Strategic Plan (2019-2024), innovative grants were piloted through community partnerships that directly addressed digital literacy. Grants included: digital literacy training for residents with intellectual/developmental disabilities; a peer to peer computer support program, where consumers offered drop-in computer help for people with disabilities; a cyber café for seniors; and an intergenerational hub, where youth learned advanced computer skills and helped older adults with computer basics. As of this writing, the grants were a one-time funding opportunity. Future opportunities are unclear due to the financial impact of COVID on City funding.
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EMPLOYMENT & ECONOMIC SECURITY

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

GOALS PRIORITIZED:

- Ensuring employment policies & priorities exist to meet the needs of elders, people with disabilities, & caregivers.
- There are efforts to address ableism & ageism within the employment process.
- Prioritize efforts that support economic security for elders, people with disabilities, and caregivers.

GOAL: ENSURING EMPLOYMENT POLICIES & PRIORITIES EXIST TO MEET THE NEEDS OF ELDERS, PEOPLE WITH DISABILITIES, & CAREGIVERS.

Recommendation: Support and develop individualized and diverse employment efforts.

Ref.	Action	
EE-1	Promote and support employment programs for older adults and people with disabilities (City, non-profit, and for-profit).	
Status	Incomplete (ongoing)	N/A
Partners	Access to City Employment (ACE) program, Mayor’s Office on Disability (MOD), Human Services Agency (HSA), Department of Disability and Aging Services (DAS), Mayors Disability Council (MDC)	
Summary	The initial (and continued) intention has been to support the Access to City Employment (ACE) program in partnership with ACE staff. The ADF team was able to connect ACE to and support outreach within the Human Services Agency and the Department of Disability and Aging Services resulting in a number of ACE employees being placed in various positions. The ACE program and the Mayor’s Disability Council (MDC) have developed an ongoing partnership to identify and address challenges within the ACE program, particularly as it relates to current and potential employees as well as hiring managers. While it’s unclear the role ADF will take in this ongoing partnership, the partnership and resources will be incorporated into the workgroup as needed.	

GOAL: THERE ARE EFFORTS TO ADDRESS ABLEISM & AGEISM WITHIN THE EMPLOYMENT PROCESS.

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

Ref.	Action	
EE-2	Advocacy for a workforce that better represents the diversity of San Francisco’s demographics, particularly with regard to people with disabilities and seniors.	
Status	Incomplete	TBD
Partners	Mayor’s Office on Disability (MOD), Department of Disability and Aging Services (DAS), Department of Human Resources (DHR), Office on Employment and Workforce Development (OEWD), Work Matters Collaborative	
Summary	<p>The original project involved developing an ableism/ageism training for the Department of Human Resource’s manager modules and increasing one on one mentoring. COVID related challenges have postponed the larger focus but the hope is that these projects will pick-up again in 2022.</p> <p>Additional projects supporting this action that have occurred include: an ongoing partnership with MOD and Office of Employment and Workforce Development (OEWD), including a job fair specifically for people with disabilities and seniors as well as an increase in general awareness around disability employment needs as evidenced by job fair and community event attendance and ongoing discussions.</p>	

GOAL: PRIORITIZE EFFORTS THAT SUPPORT ECONOMIC SECURITY FOR ELDERS, PEOPLE WITH DISABILITIES, AND CAREGIVERS.

Recommendation: Assess the current demand for benefits counseling, particularly for people with disabilities and based on results, support that service appropriately.

Ref.	Action	
EE-3	Partner with and implement the Empowered Cities initiative in San Francisco, specifically focusing on employment and financial empowerment opportunities for people with disabilities.	
Status	Complete (and ongoing)	2019-2021
Partners	Mayor’s Office on Disability (MOD), Department of Disability and Aging Services (DAS), Thriving in Place	
Summary	<p>San Francisco was one of five cities chosen to join the Empowered Cities program in 2019. The goal of the Empowered Cities national initiative is to enable municipalities to expand financial empowerment and economic inclusion for people with disabilities and their families. San Francisco’s proposed project would have entailed developing a needs assessment regarding the employment, financial empowerment, and housing challenges and opportunities specific to people with</p>	

	<p>disabilities. However, due to COVID the entire national program pivoted, prioritizing direct and immediate COVID responses in lieu of the original projects. As a result, MOD, in partnership with Thriving in Place, implemented a one-time personal protective equipment (PPE) program for San Franciscans with disabilities, particularly residents that were currently underserved or not connected to existing nonprofits or services. In the summer of 2020, over 470 PPE kits were distributed to residents and caregivers in need, including kits specific to people who are Deaf or hard of hearing. The hope is that the Empowered Cities partnership can continue towards the original project idea once COVID is no longer a risk, however ADF may or may not be part of the ongoing work.</p>
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HOUSING

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

GOALS PRIORITIZED:

- A range of affordable housing options is available for seniors & people with disabilities.
- Support is available for seniors & people with disabilities at risk or currently experiencing homelessness.

GOAL: A RANGE OF AFFORDABLE HOUSING OPTIONS IS AVAILABLE FOR SENIORS & PEOPLE WITH DISABILITIES.

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

Ref.	Action	
H-1	Identify the challenges faced by assisted living facilities (ALFs) and develop recommendations that will support and expand their capacity.	
Status	Complete	Summer 2018 – Winter 2019
Partners	Department of Disability and Aging Services (DAS), Human Services Agency (HSA), Department of Public Health (DPH), Long Term Care Coordinating Council (LTCCC), Office of Employment and Workforce Development (OEWD), 6bed.org	
Summary	The Assisted Living Workgroup was convened specifically to focus on the availability of assisted living (including residential care facilities for the elderly, adult residential facilities) for low-income San Franciscans. The workgroup met between August-December 2018 and the work entailed two phases. The first was identifying factors that impact the supply of facilities, consumer demand and unmet need. The second was to develop strategies, based on the findings of phase one, that would support access to affordable assisted living in San Francisco. The final report was released January 2019 and specific recommendations included increasing outreach and support for operators and owners regarding existing City services as well as supporting State and local policy efforts. The report also increased awareness concerning the loss of facilities in San Francisco.	

GOAL: SUPPORT IS AVAILABLE FOR SENIORS & PEOPLE WITH DISABILITIES AT RISK OR CURRENTLY EXPERIENCING HOMELESSNESS

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

Ref.	Action	
H-2	Support and expand programs that enable people to remain in their homes, such as in-home supportive services, outreach, advocacy, legal services, and eviction protection.	
Status	Complete	2019-2020
Partners	Department of Disability and Aging Services' Adult Protective Services (APS), Institute on Aging (IOA)	
Summary	<p>The Home Safe pilot program was established in 2019 by California Department of Social Services (CDSS) and designed to help APS clients at risk of eviction or who had recently lost their housing. In San Francisco, the pilot was established to intervene with self-neglecting elders and adults with disabilities who were still housed but at imminent risk of losing their housing (notice in hand). DAS partnered with the Institute on Aging to provide enhanced case management offering swifter interventions than traditional APS casework. Interventions often included connections with legal aid services. Through the last 18 months, APS has served over 50 clients and of the closed cases, were able to stabilize housing for 80% of clients.</p> <p>The Home Safe pilot was designed to run for 2 years, but with the eviction moratorium and internal program shifts due to the COVID pandemic, many services were disrupted, but Home Safe continued providing in-person response throughout. The COVID pandemic impacted the pilot statewide, however, and the state will hopefully extend the program through FY 21-22 (budget approval pending) due to the eviction moratorium and underspending across all counties.</p>	

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

Ref.	Action	
H-3	Explore opportunities to ensure that the affordable accessory dwelling unit (ADU) pilot program is accessible for older adults and people with disabilities.	
Status	Incomplete	N/A
Partners	Department of Disability and Aging Services (DAS), Department of Planning (DP)	
Summary	The intention was to identify opportunities within the ADU program and ongoing policies that would ensure accessibility is included either as a template or model for potential homeowners interested in building an ADU. This goal was not achievable due to a number of challenges, but may be brought back to the ADF working group for evaluation in the next cycle.	

TRANSPORTATION

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

GOALS PRIORITIZED:

- Residents have the information & tools they need to make informed travel choices.
- Active transportation (bicycling and walking) is encourage and supported, through policies, design, and programs.
- Private transportation policies or programs should ensure accessibility & equity.

GOAL: RESIDENTS HAVE THE INFORMATION & TOOLS THEY NEED TO MAKE INFORMED TRAVEL CHOICES.

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

Ref.	Action	
T-1	Support MTA's Mobility Management efforts, including collaborating on innovative approaches to increase outreach and utilization of existing transportation tools, services and resources. Develop a user-friendly directory for all transit options.	
Status	Complete (and ongoing)	2019-2020
Partners	TransDev, Municipal Transportation Agency (MTA), Department of Disability and Aging Services (DAS), and the Mobility Management workgroup (a range of nonprofits)	
Summary	The collaboration and support of the Mobility Management effort was a success. It included the development of an accessible website that consolidates transportation opportunities and resources for people with disabilities and seniors; increased outreach and collaboration ensuring that the transportation needs of seniors and people with disabilities are met; and direct outreach to consumers about the available resources and on-line tool. While the community engagement aspects have been temporarily put on hold during COVID, other aspects of implementation continue within TransDev.	

GOAL: ACTIVE TRANSPORTATION (BICYCLING AND WALKING) IS ENCOURAGED AND SUPPORTED, THROUGH POLICIES, DESIGN, AND PROGRAMS.

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

Ref.	Action	
T-2	Increase crosswalk timing at intersections.	
Status	Complete	Spring 2018
Partners	Department of Public Health (DPH), Vision Zero Senior & Disability Workgroup (including Senior & Disability Action, Walk SF, Municipal Transportation Agency (MTA), Mayor’s Office on Disability (MOD), Department of Disability and Aging Services (DAS) and others), Department of Public Works (DPW)	
Summary	After much advocacy, the crosswalk timing at all San Francisco intersections will be increased to 3ft per second over the course of 5-years. Based on the DPW’s implementation plan, crosswalks that are already undergoing upgrades or on the high injury network (per Vision Zero’s goals) will be prioritized first. Community 311 calls will also be prioritized. Implementation begins the Summer of 2018 and with a goal of wrapping up the Fall of 2021.	

GOAL: PRIVATE TRANSPORTATION POLICIES OR PROGRAMS SHOULD ENSURE ACCESSIBILITY & EQUITY.

Recommendation: Address the impact of transportation network companies (TNCs) on seniors & people with disabilities through policy or practice.

Ref.	Action	
T-3	Explore opportunities and support efforts to increase accessible transportation with regards to TNC's.	
Status	Complete (and ongoing)	Fall 2018
Partners	Mayor’s Office on Disability (MOD), Municipal Transportation Agency (MTA), California Public Utilities Commission (CPUC), other California-wide coalitions	
Summary	Recognizing the growing impact that transportation network companies (such as Lyft, Uber, etc.) were having within San Francisco and the greater Bay Area, local transportation agencies, various nonprofits and partners began to advocate for legislation that would ensure accessible options are included in the ride share boom. As a result, in September 2018, California SB 1376 was signed into law, which required the California Public Utilities Commission (which oversees TNCs) to establish a program that ensures accessible ride options as part of regulating TNCs. The law did not distinguish the logistics of how or who would provide that service, but left the implementation details to the CPUC to identify, with community input. The CPUC convened an ongoing workgroup which included regional transportation	

	<p>agencies, TNCs, advocacy and nonprofit organizations which have continued to meet, first to develop recommendations to design and launch the program as well as to monitor ongoing implementation. Key partners, including MTA and MOD, have continued to participate in the implementation workgroup.</p> <p>Additionally, as a direct result of this advocacy, the partners have expanded their advocacy to ensure that there is accessible autonomous vehicle passenger service, as regulated by the CPUC.</p>
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OUTDOOR SPACES & BUILDINGS

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

GOALS PRIORITIZED:

- A diversity of accessible & clean outdoor public spaces.
- Public right of ways, such as sidewalks, should be accessible & inclusive.

GOAL: A DIVERSITY OF ACCESSIBLE & CLEAN OUTDOOR PUBLIC SPACES.

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

Ref.	Action	
OSB- 1	Identify and establish aging and disability friendly park best practices as a policy initiative for developing and maintaining public parks.	
Status	Incomplete	n/a
Partners	SF Public Library (SFPL), former Supervisor Fewer’s Office, SF Rec and Parks, SF Department of Public Works (DPW), Richmond Senior Center and other community based organizations	
Summary	<p>In Fall 2017, Supervisor Fewer’s Office, in collaboration with the SF Public Library, SF Recreation and Parks, Department of Public Works and community groups, was to create and develop an age-friendly fitness park in the Richmond District. The hope was that this project would serve as an inspiration and possible demonstration park for creating parks for all ages and abilities across San Francisco.</p> <p>Anticipated to be a multi-year process, the partners had identified a location and were actively engaging community members for feedback on the design, brainstorming the name, and beginning to draft the park proposal when it was paused due to COVID. As of now, the project is on hold, due to shifting department priorities, funding cuts, and the transition of Supervisor Fewer off of the Board of Supervisors. Next steps are unclear at this time.</p>	

GOAL: A DIVERSITY OF ACCESSIBLE & CLEAN OUTDOOR PUBLIC SPACES.

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

Ref.	Action	
OSB- 2	(1) Increase awareness and outreach for existing programs and opportunities for people with disabilities. (2) Ensure there are adequate activity opportunities and capacity for people with different disabilities.	
Status	Complete	Fall 2019
Partners	Coalition of Agencies Serving the Elderly (CASE), Department of Disability and Aging Services (DAS), Livable City - Sunday Streets, San Francisco Public Library (SFPL)	
Summary	In 2019, the partners kicked off “Getting There Together: a Celebration of All Ages & Abilities” (GTT), a community based festival for San Franciscans of all ages and all abilities. GTT blocked off streets in front of City Hall and hosted a variety of performances, exercise classes, food trucks, resource and information tables, and a mobile library. The festival partnered with Sunday Streets which closed down streets through the Tenderloin and had multiple pop-up activity areas; the collaboration expanded the number of festival participants, while also raising awareness of this inclusive and accessible event and various community resources and services. Overall, “Getting There Together” engaged over 1,000 participants, hosted 38 vendors, and received great reviews from participants. While the partners were unable to host it in 2020 due to COVID, the intention is to hold this event annually once conditions allow to congregate safely.	

GOAL: PUBLIC RIGHT OF WAYS, SUCH AS SIDEWALKS, SHOULD BE ACCESSIBLE & INCLUSIVE.

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

Ref.	Action	
OSB- 3	Focus on installing curb cuts at major intersections and ensure that seating is available in key locations.	
Status	Incomplete (partial)	2019-2020
Partners	Department of Public Works (DPW), Mayor’s Office on Disability (MOD)	
Summary	San Francisco’s Curb Ramp Program is the City’s key program designed for tracking, repairing, and expanding curb cuts and ramps throughout San Francisco. Funded by City and County general funds, DPW and MOD work together to prioritize curb ramps annually including: <ul style="list-style-type: none"> • Execution and construction of curb ramps; • Tracking and replacing all damaged curb ramp tiles; • Managing the Citywide database of existing and potential ramps; and • Receiving, investigating, and responding to community curb ramp requests. 	

	<p>Program goals include installing 1,300 new curb ramps each year and designing 10 sub-sidewalk basement curb ramps (extremely complicated and cost intensive work, as they are installed over existing underground business basements). In 2019-2020, 143 curb ramps were requested by residents and over 3,350 curb ramps and 217 truncated domes were installed or replaced. Additionally, 71% of existing curb ramps of the City total (40,949) were considered in “good” condition, 3% were in “fair” condition, and 7% were in “poor” condition. There were an additional 19% that had no ramp and were considered potential locations.</p> <p>Addressing the need for seating has not yet been addressed and faces significant challenges including: an active partner, designated funding, and a citywide polity or approach.</p>
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RESILIENCY & EMERGENCY PREPAREDNESS

OVERVIEW: The Resiliency & Emergency Response domain includes programs, policies, and strategies that involve preparing for an emergency, the response immediately following a disaster and the long-term recovery, for individuals and neighborhoods city-wide. Examples include the city-sponsored training for community volunteers, Neighborhood Emergency Response Teams (NERT), the citywide disaster response system, and the Neighborhood Empowerment Network (NEN) efforts to empower communities and advance resilience.

GOALS PRIORITIZED:

- Individuals, families & caregivers have the support & training to prepare for disasters.
- Emergency response efforts include the unique needs of seniors & people with disabilities.

GOAL: INDIVIDUALS, FAMILIES & CAREGIVERS HAVE THE SUPPORT & TRAINING TO PREPARE FOR DISASTERS.

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

Ref.	Action	
REP- 1	Assess how to best reach unconnected vulnerable residents that are not connected to social service networks.	
Status	Incomplete	TBD
Partners	Disabilities and Access and Functional Needs (DAFN) Coordination Workgroup which includes: Mayor’s Office on Disability (MOD); Department of Emergency Management (DEM), Department of Disability and Aging Services (DAS), Department of Public Health (DPH), Red Cross, and other community organizations	
Summary	While this has been a topic of much concern and discussion within the Disabilities and Access and Functional Needs (DAFN) Coordination Workgroup, particularly in response to specific population needs, the body has not yet developed a strategy or proposal. All DAFN meetings have been on hold since COVID, although the intention is for the group to revisit this topic once the partners are no longer engaged in COVID response.	

GOAL: INDIVIDUALS, FAMILIES & CAREGIVERS HAVE THE SUPPORT & TRAINING TO PREPARE FOR DISASTERS.

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

Ref.	Action	
REP- 2	Collaborate and support the City’s Hazard and Climate Resilience Plan to ensure that the needs and challenges experienced by seniors and people with disabilities are incorporated.	
Status	Complete	Summer 2020
Partners	Office of Resiliency and Capital Planning, Department of Emergency Management (DEM), Mayor’s Office on Disability (MOD) and others	
Summary	<p>The Office of Resiliency and Capital Planning created a critical planning strategy, “The Hazards and Climate Resiliency Plan²”, to guide the City in how to ensure San Francisco would be safer and more resilient by mitigating the impacts of seismic and climate hazards within communities, buildings, and infrastructure, while adapting to those we cannot mitigate. The development process involved significant input from 70 participating organizations (including City agencies and nonprofits), 30 strategy sessions, and feedback from 597 survey respondents. Approved by the Board of Supervisors in June 2020 and approved by the Federal Emergency Management Agency (FEMA) in July 2020, the work is now in the implementation phase.</p> <p>Within the final strategy, there are at least four recommendations that ADF will be a partner on during the implementation phase. Beginning February 2021, the Office of Resiliency and Capital Planning will host workshops on implementation, reporting, expectations and next steps.</p>	

GOAL: EMERGENCY RESPONSE EFFORTS INCLUDE THE UNIQUE NEEDS OF SENIORS & PEOPLE WITH DISABILITIES.

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

Ref.	Action	
REP- 3	Ensure that there is a strategy in place for evacuating people with mobility challenges in multi-story buildings.	
Status	Incomplete	2021-2025
Partners	Mayor’s Office on Disability (MOD), Department of Disability and Aging Services (DAS), Disabilities and Access and Functional Needs (DAFN) Coordination	

² https://onesanfrancisco.org/sites/default/files/inline-files/HCR-SummaryReport_210126_comp.pdf

	<p>Workgroup, Department of Emergency Management (DEM), San Francisco Fire Department (SFFD), Department of Building Inspection (DBI), Department of Public Health (DPH)</p>
<p>Summary</p>	<p>The Office of Resiliency and Capital Planning created a critical planning strategy, “The Hazards and Climate Resiliency Plan³”, to guide the City in how to ensure San Francisco would be safer and more resilient by mitigating the impacts of seismic and climate hazards within communities, buildings, and infrastructure, while adapting to those we cannot mitigate (see REP-2 for more info).</p> <p>One of the four recommendations, in which ADF will participate, is to “establish an evacuation strategy for people with access and functional needs” (C-5.09) which will begin to address this much needed ADF action item. Another recommendation is to “assess vertical evacuation options in high-hazard areas and guidance for large-building refuges” (C-1.07) and will also inform the strategy in implementing the ADF action. For next steps, beginning February 2021, the Office of Resiliency and Capital Planning will host workshops on implementation, reporting, expectations and next steps. Based on that, the project partners will need to develop next steps and an anticipated timeline. Given the scope of this ADF action and its need for multiple partners as well as funding, it will likely continue into the second ADF Action Plan.</p>

³ https://onesanfrancisco.org/sites/default/files/inline-files/HCR-SummaryReport_210126_comp.pdf