

Additions to Dignity Fund Service and Allocation Plan 2020-2023

Following the March 2019 OAC meeting

ACCESS & EMPOWERMENT

ADVANCING KEY PRIORITIES FOR 2020-2023 FUNDING CYCLE

- **Increase Awareness and Accessibility of Services:** Access & Empowerment services provide a key pathway for the Department's priority of working on community awareness and utilization of services. DAAS will employ several strategies towards this aim. One tactic will be a Public Information Campaign launched over the next year with a primary focus on improving public awareness of services and how to access them. In particular, this will highlight the Department's one-stop service center managed by the DAAS Integrated Intake Unit and also key access points in the community, including the ADRC information and referral specialists. The Department will use new Dignity Fund growth to support the capacity of ADRCs to maintain staff and connect with consumers within their communities. This campaign will also publicize the Department's resources for people with disabilities and veterans, addressing findings from the Dignity Fund CNA that these populations are not widely known to be within the DAAS purview.

ADMINISTRATION

ADVANCING KEY PRIORITIES FOR 2020-2023 FUNDING CYCLE

- **Collaborate with City and Community:** For older adults and people with disabilities to live and engage in community, it is critical that San Francisco has a robust professional workforce trained in aging and disability issues to provide services and supports. DAAS will build upon its efforts to support workforce pipelines in many ways. This includes regional collaborations with other counties and universities to support bachelors and masters level education in social services and aging specialties, as well partnering with City College and the health field to explore opportunities to leverage community health worker positions and programs. The Department will also work with its community partners to explore a potential pilot project to provide compensation to student interns working in the field of aging and/or disability services. DAAS will also be working to coordinate conversations across sectors, disciplines, and regions to integrate efforts and maximize impact of this work.
- **Strengthen CBO Infrastructure:** Providing service providers with tools that support their work is a critical consideration for the Department. Within Administration services, an overarching infrastructure support that impacts the ability of providers to serve older adults and people with disabilities is the data system used to manage client enrollment in services. These databases also support evaluation of performance and client outcomes. DAAS will work towards updating its data systems to improving efficiency, minimize burden, and maximize useful of information collected for the Department and its service providers. Additionally, DAAS will consider opportunities to provide general technical assistance and capacity-building support to its providers. This includes assistance in developing and maintaining a knowledgeable and prepared workforce. In addition to the cultural competency training highlighted in the Access & Empowerment service area and the clinical support and education in Case Management & Care Navigation, DAAS will also explore opportunities to expand its training curriculum to more broadly provide education about the San Francisco network of services.