



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

Dignity Fund Data & Evaluation Report FY 2021-22

Presentation to the Dignity Fund Oversight and Advisory Committee
July 17, 2023



Agenda

- Refresher: Outcome & Evaluation Plan
- Data & Evaluation Report FY 2021-22



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**Department of Disability
and Aging Services**

Refresher: Outcome & Evaluation Plan

Outcome & Evaluation Plan Components

- **Annual Data & Evaluation Report**
 - Provide annual snapshot of service and outcome performance
 - Develop shared context across DAS service network and partners
 - Share progress, identify areas for work, and build momentum
 - **Focus Area Reports** (“Deep Dives”)
 - Examine trends in select programs (e.g., Legal Services analysis)
 - Explore topic areas of interest (e.g., caregiver needs)
 - **Cycle-End Evaluation Report**
 - Evaluate impact of cycle investments and initiatives
- + Outcome Objective Framework



Outcome & Evaluation Plan Timeline (Updated)

Component	FY 17/18	FY 18/19	FY 19/20	FY 20/21	FY 21/22	FY 22/23	FY 23/24	FY 24/25	FY 25/26	FY 26/27
	CNA	SAP			CNA	SAP			CNA	SAP
Planned Funding			Y1	Y2	Y3	Y4	Y1	Y2	Y3	Y4
Annual Data & Evaluation Report		X	—	X	X	X	X	X	X	X
Focus Area Reports (“Deep Dives”)		X	X	X		X	X	X		X
Cycle-End Evaluation Report							X			



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Data & Evaluation Report FY 2021-22

Report Purpose

- Provide annual snapshot of service and outcome performance
- Develop shared context across DAS service network and partners
- Share progress, identify areas for work, and build momentum



Report Structure and Approach

- Structured by seven service areas
- Each section contains:
 - Overview of service area
 - Performance profiles by service
 - Client profiles by service (where data is available)
- Building groundwork to focus on outcome themes

Service Area Overview

Community Engagement & Connection

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

COMMUNITY CONNECTION & ENGAGEMENT SERVICES

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

PRIMARY OUTCOME MEASUREMENT THEMES

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

FY 2021-22 HIGHLIGHTS

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

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

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

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

Community Engagement & Connection
Dignity Fund Data & Evaluation Report FY 2021-22

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Performance Profile by Service

Community Service Centers

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

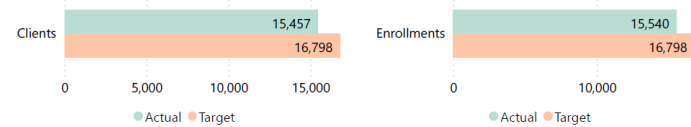
Funding

\$10,575,395

Providers

29

Service Objectives



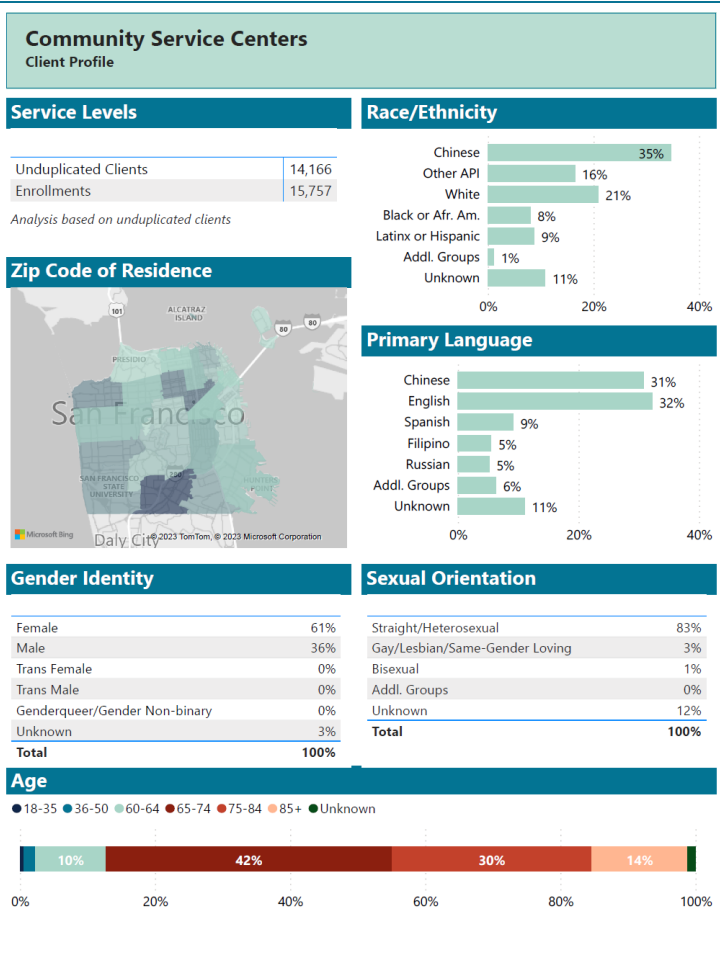
Outcome Objectives

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

*Key Measurement Theme for Service Area

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

Client Profile by Service



Key Highlights from FY 2021-22

- **Access & Empowerment**

- Served 20,200 clients* with a total of 26,100 enrollments.
- We supported nearly 2,300 Naturalization clients with approximately 3,400 classes and 2,200 hours of legal counseling.

- **Caregiver Support**

- Served 800 clients with a total of 2,100 enrollments.
- Collectively across our Caregiver Support programs,[^] about 97% of caregivers experienced positive outcomes with respect to their health and wellbeing.

*Excludes programs for which client-level data is not available

[^]Adult Day Programs, Caregiver Respite, and the Family Caregiver Support Program

Key Highlights from FY 2021-22

- **Case Management & Care Navigation**
 - Served 1,900 clients* with a total of 2,000 enrollments.
 - We provided 12,900 hours of care navigation support to more than 400 LGBTQ+ Care Navigation clients, including social isolation and animal support services.
- **Community Connection & Engagement**
 - Served 17,600 clients* with a total of nearly 21,500 enrollments.
 - We supported positive outcomes for 93% of clients across our services with respect to engagement and socialization.

*Excludes programs for which client-level data is not available

^Adult Day Health Centers, Community Connector, Community Service Centers, Intergenerational Programs, Neighborhood Choirs, Neighborhood-Based Programs, SF Connected, Technology at Home, TGNC Supports, and Volunteer Visitors



Key Highlights from FY 2021-22

- **Housing Support**

- Served 850 clients* with a total of over 3,000 enrollments.
- We served 350 Veterans Services Connect clients residing in veterans housing developments. About 96% of clients felt a greater sense of connection to their residential community due to participation.

- **Nutrition & Wellness**

- Served 28,200 clients* with a total of more than 44,700 enrollments.
- Our core food programs—Congregate Meals, Food Pantry, Home-Delivered Groceries, and Home-Delivered Meals—served more than 4 million meals and/or food bags

*Excludes programs for which client-level data is not available



Key Highlights from FY 2021-22

- **Self-Care & Safety**
 - Served 270 clients* with a total of 890 enrollments.
 - Over 60 trainees graduated from our Workforce Support program. About 92% of trainees demonstrated increased caregiver competencies.

*Excludes programs for which client-level data is not available

Reflections & Next Steps

- Resume efforts to strengthen outcome objectives and align with outcome objective framework and similar metrics
- Ensure key datapoints (performance and # surveyed) are consistently collected and recorded
- Use this information with providers – share and incorporate into collaborative discussion
- Build on FY 2020-21 and FY 2021-22 Data & Evaluation Report insights to support our first-ever Dignity Fund Cycle-End Evaluation later this fiscal year



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Thank You

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Refresher: Contract Schedule Groups

Figure 6. Service Areas by Contract Schedule Group.

Schedule A	Schedule B	Schedule C
<ul style="list-style-type: none">• Case Management & Care Navigation• Community Connection & Engagement	<ul style="list-style-type: none">• Access & Empowerment• Caregiver Support• Housing Support	<ul style="list-style-type: none">• Nutrition & Wellness• Self-Care & Safety

Funding & Contract Schedule

Figure 7. Contract Schedule Timeline.

	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25	
Planning Activity	CNA	SAP			CNA	SAP			
Cycle A • Case Management & Care Navigation • Community Connection & Engagement		*	4 Year Contract Term				*		
Cycle B • Access & Empowerment • Caregiver Support • Housing Support			*	4 Year Contract Term				*	
Cycle C • Nutrition & Wellness • Self-Care & Safety				*	4 Year Contract Term				*

* Procurement process