



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

FY 2023-24

Department Annual Report Highlights

Presentation to the Disability & Aging Services Commission
September 6, 2023

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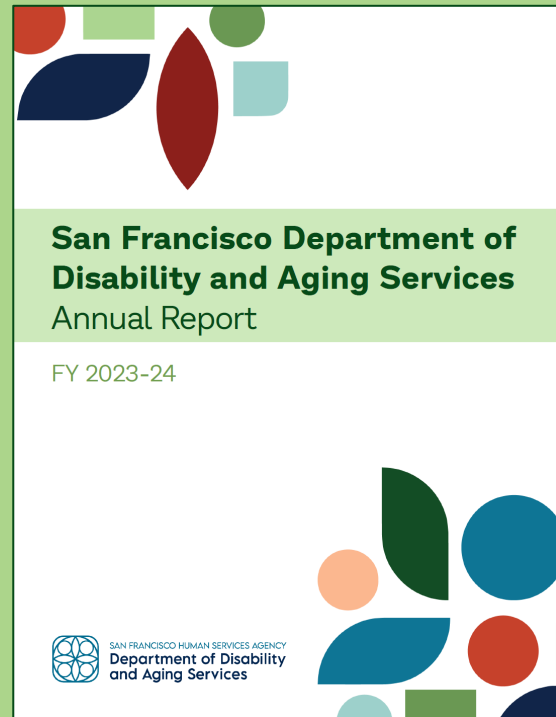
Annual Report Overview

DAS prepares an **annual strategic report** to:

- **Identify specific actions** we will complete this year, in support of our overarching strategic goals, and
- **Highlight key achievements** in the last year

Our annual action planning **aligns with the Human Services Agency Strategic Plan for FY 2022-23 through FY 2026-27**

[Link to DAS Reports Page](#)



SFHSA Strategic Plan FY23 – FY27 Goals

GOAL 1	Equity, Inclusion, and Accessibility. Everyone has equitable access and outcomes across race, ethnicity, age, ability, gender identity, sexual orientation, immigration status, and neighborhood in all of our programs, services, and systems.
GOAL 2	Strong Workforce and Collaboration. Our staff and community partners feel supported, heard, valued, and connected to one another and our common mission.
GOAL 3	Employment and Economic Security. Everyone has a stable source of income and an opportunity to increase their economic well-being.
GOAL 4	Health and Well-being. Everyone has the food, shelter, healthcare, supportive services, and community connection to thrive.
GOAL 5	Safety and Care. Everyone is safe and connected in all stages of life, free from abuse, neglect, and exploitation.



GOAL 1

Equity, Inclusion, and Accessibility. Everyone has equitable access and outcomes across race, ethnicity, age, ability, gender identity, sexual orientation, immigration status, and neighborhood in all of our programs, services, and systems.

Strategy 2: Invest in initiatives to welcome and include all community members in social and civic life

Action 1: Procure a service provider to develop and begin implementation of the Disability Community Cultural Center

**GOAL
2**

Strong Workforce and Collaboration. Our staff and community partners feel supported, heard, valued, and connected to one another and our common mission.

Strategy 4: Facilitate interagency partnerships and research to promote cross-sector collaborations and systems-level change

Action 8: Support implementation planning of recent recommendations to address unmet affordable housing needs among older and disabled adults, in partnership with lead City agencies on housing, disability, and aging

GOAL
3

Employment and Economic Security. Everyone has a stable source of income and an opportunity to increase their economic well-being.

Strategy 1: Provide training, education, and support to help people enter and advance in the workforce, particularly BIPOC and other groups who have been historically left out of the labor market or under-employed

Action 1: Implement strategies to boost IHSS Independent Provider enrollment, including enhanced recruitment and a pilot initiative waiving the Live Scan fingerprinting fee that job seekers incur during the enrollment process

GOAL 4

Health and Well-being. Everyone has the food, shelter, healthcare, supportive services, and community connection to thrive.

Strategy 3: Coordinate a network of community support to foster meaningful connections, refer people to resources, and reduce isolation

Action 1: Finish building and launch a dynamic online resource directory for aging and disability resources that incorporates identified best practices and design to strengthen community outreach and engagement, particularly to people with disabilities, and BIPOC and LGBTQ+ communities

GOAL 5

Safety and Care. Everyone is safe and connected in all stages of life, free from abuse, neglect, and exploitation.

Strategy 3: Ensure dignity and maximize independence of older people and adults with disabilities by preventing and addressing abuse, neglect, and financial exploitation

Action 1: Develop new data reports on the Indicators, Services, Outcomes (ISO) Matrix and other key APS metrics to inform individualized staff coaching and other strategies for improving service quality and equity



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Discussion