



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

Dignity Fund Data & Evaluation Report FY 2023-24

Presentation to the Dignity Fund Oversight and Advisory Committee
February 24, 2025



Agenda

- Refresher: Dignity Fund Outcome & Evaluation Plan
- Dignity Fund Data & Evaluation Report FY 2023-24



SAN FRANCISCO HUMAN SERVICES AGENCY

**Department of Disability
and Aging Services**

Refresher: Dignity Fund Outcome & Evaluation Plan

Dignity Fund 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., Housing Subsidies analysis)
 - Explore topic areas of interest (e.g., caregiver needs)
 - **Cycle-End Evaluation Report**
 - Evaluate impact of cycle investments and initiatives
- + Outcome Objective Framework





SAN FRANCISCO HUMAN SERVICES AGENCY

**Department of Disability
and Aging Services**

Data & Evaluation Report FY 2023-24

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

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.

NUTRITION & WELLNESS SERVICES

- CalFresh Healthy Living
- Chronic Disease Management Programs
- Congregate Meals
- Culturally Responsive Nutrition Services
- Food Pantry
- Health Promotion – Physical Fitness
- Home-Delivered Groceries
- Home-Delivered Meals
- Nutrition as Health
- Nutrition Education

PRIMARY OUTCOME MEASUREMENT THEMES

- **Community Stability and Independence:** Clients are able to live stably and independently in the community.
- **Healthy Nutrition Habits:** Clients enhance their understanding of nutrition and make healthy dietary choices.
- **Increased Food Security:** Clients have increased access to healthy and nutritious food that meets their dietary needs.

FY 2023-24 HIGHLIGHTS

- We served about 35,000 clients* with a total of nearly 64,200 enrollments across all Nutrition & Wellness services. In total, DAS allocated \$37.8 million for services in this area.
- DAS community-based nutrition partners provided a range of culturally responsive services including more than 4.5 million meals and/or food bags to 34,991 unduplicated clients.
- One of our largest Nutrition & Wellness providers opened a new community center in District 4. While a range of support services are available, Congregate Meals are a core service offered at this new location.
- DAS funded physical fitness programs to support older adults to exercise and maintain their health as they age. A total of 100% of surveyed clients reported improved health and fitness due to participation in the group exercise classes.

DIGNITY FUND FY 2023-24: NUTRITION & WELLNESS SERVICES

Total Enrollments	Total Unduplicated Clients*	Total Funding
64,199	34,991	\$37,772,442

* Does not include services for which client-level data is not captured in DAS GetCare (CalFresh Healthy Living and Chronic Disease Management Programs)

Performance Profile by Service

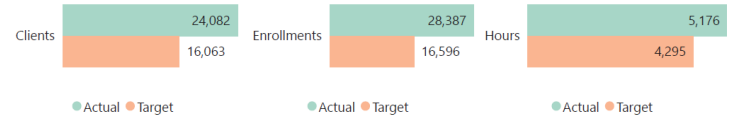
Community Service Centers

Community Service Centers provide a wealth of social activities and other programs to promote engagement and inclusion in the community. Across 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.

Funding
\$12,838,541

Providers
22

Service Objectives

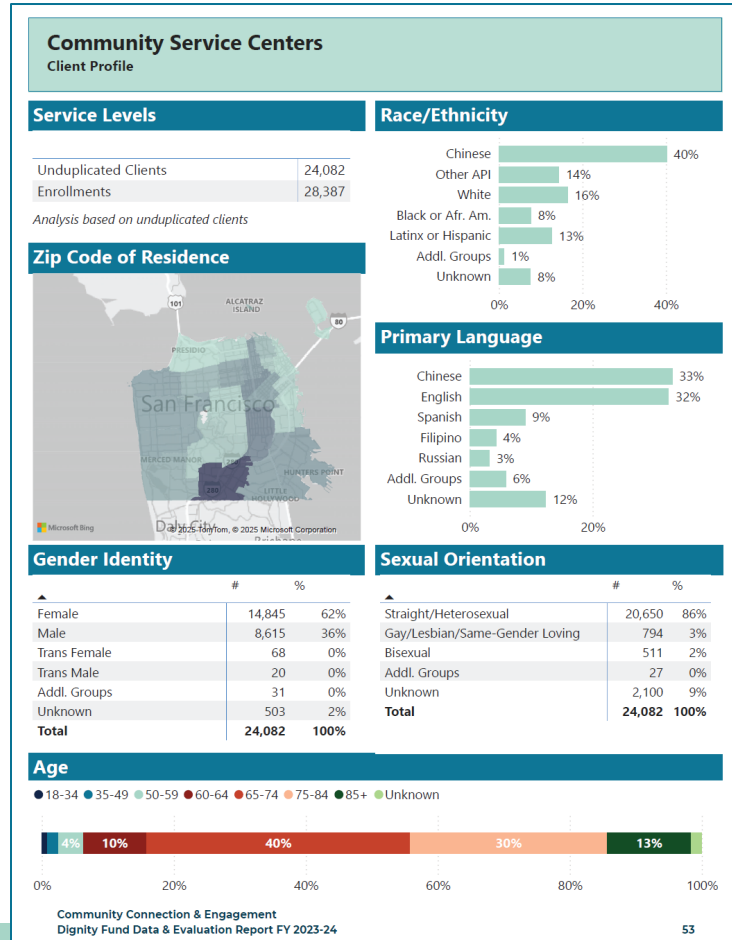


Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Engagement & Socialization*	Clients report that services provide increased opportunities for socialization and interacting with others	6,007	98%	80%
Service Connection*	Clients report that they received the support they need (e.g., services, activities)	6,344	99%	80%
Physical Fitness & Health	Clients participating in physical activity programming report positive health impacts	5,950	98%	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	6,067	98%	80%

*Key Measurement Theme for Service Area

Client Profile by Service



Access and Empowerment

Educate, empower, and support older adults and adults with disabilities to access needed benefits and participate in services

Total Enrollments	Total Unduplicated Clients*	Total Funding
35,550	22,919	\$12,812,928

**Does not include services for which client-level data is not captured in DAS GetCare (Advocacy Services, CalFresh Outreach, HICAP, Legal Assistance, LGBTQ+ Cultural Competency Trainings, LGBTQ+ Legal & Life Planning, Naturalization, Peer Ambassadors, Transportation, and Veterans Service Linkages Pilot)*

Spotlight: 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.



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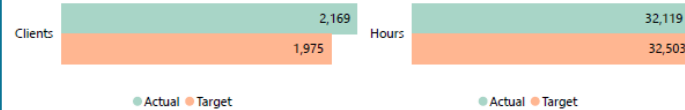
Funding

\$2,709,584

Providers

6

Service Objectives



Outcome Objectives

Outcome Theme	Outcome Objective	Actual	Target
Quantity/Service Objective	Total cases closed		1,652
Empowerment*	Number of cases closed in which clients obtained life planning documents		225
Service Connection*	Number of cases closed that preserved or increased clients' income (including public benefits)		181
Housing Stability	Number of cases closed that increased clients' housing stability		408
Stability in the Community	Number of cases closed that prevented or obtained clients' protection from elder/dependent adult abuse		93

*Key Measurement Theme for Service Area

Note: Outcome Objective performance targets not specified in provider contracts. OCP is actively working with providers and the database vendor to enhance business processes to improve tracking case outcomes.



Spotlight: Legal Assistance

- *Legal Assistance provides legal representation, counseling on legal issues, and drafting of legal documents. Services provided range from a short counseling and advice session up through full scope legal representation in court.*
- For fiscal year 23-24, our network of six legal providers assisted 2,169 clients with 32,119 hours of legal assistance.

Asian Pacific Islander Legal Outreach	La Raza Centro Legal	Open Door Legal
Independent Living Resource Center – San Francisco	Legal Assistance to the Elderly	UC Law SF – Medical Legal Partnership for Seniors



Legal Assistance: how do we measure impact?

- As each case is closed by legal services staff, they are asked to categorize the outcome of the services provided into pre-defined outcome descriptions.
- SF DAS GetCare database was customized to collect this information as part of the case closure process. There are 108(!) pre-defined outcomes to choose from, but use of case closure type selection narrows the outcomes to around 10 selections.

Legal Assistance Services Case Disposition

Case Contract: Older Adult	Internal Case ID: LA-7467
Open Case Date: 09/12/2023	Closed Case Date: 11/02/2023
Region: Department of Disability and Aging Services (San Francisco County)	Provider: Legal Assistance to the Elderly, Inc.
Case Category: Representation	Case Type: Housing
Case Closure Type: Housing	Case Closure Outcome: Enforced rights to safe and habitable housing



Legal Assistance: what did we learn?

- For FY 23/24 Data and Eval report, we analyzed data from 1,652 reported case outcomes.
- Case outcomes are overwhelmingly positive, indicating that clients are receiving information and support to stabilize housing, prevent financial loss, and ensure legal rights.
- Looked at outcomes a bit deeper, with focus on intensive outcomes which have a clear, tangible impact:

Obtained relief from foreclosure or property scam	Obtained, preserved, or increased disability or age-related (income) benefit	Obtained a will	Obtained protection from elder or dependent adult abuse
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- These more intensive outcomes are represented in Data and Eval report (pg 21)
- Next steps: review with legal services providers for feedback, better distinguish or weight outcomes, continue to improve data analysis process



Caregiver Support

Strengthen the wellbeing of family and friend caregivers and their care recipients through education, counseling, resources, and connection

Total Enrollments	Total Unduplicated Clients	Total Funding
2,038	958	\$3,828,943

Case Management & Care Navigation

Facilitate service connections and support individuals with complex needs to navigate available resources that promote stability in the community

Total Enrollments	Total Unduplicated Clients*	Total Funding
1,979	1,670	\$12,084,071

** Does not include services for which client-level data is not captured in DAS GetCare (Community Living Fund and Veterans Justice Court Case Management)*

Community Connection & Engagement

Provide opportunities for older people and adults with disabilities to socialize, build community, and participate in a meaningful way in their community

Total Enrollments	Total Unduplicated Clients*	Total Funding
41,690	29,894	\$22,898,477

** Does not include services for which client-level data is not captured in DAS GetCare (Adult Day Health Centers and Senior Companion)*

Spotlight: SF Connected

This 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. A primary goal is to address barriers to social connection and provide social media tools to help individuals overcome isolation and access resources for healthy living.



Spotlight: SF Connected

SF Connected

Located at sites throughout the City, including many DAS-funded Community Service Centers, this 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. A primary goal is to address barriers to social connection and provide social media tools to help individuals overcome isolation and access resources for healthy aging.

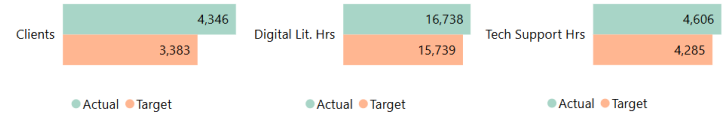
Funding

\$2,773,363

Providers

6

Service Objectives



Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Engagement & Socialization*	Clients connect with relatives and friends through email and social media using skills learned from program	1,444	97%	75%
Empowerment*	Participants improve their self-sufficiency by accessing digital services they learned through the program (e.g., housing, online maps, banking, and shopping)	1,451	96%	75%
Empowerment*	Clients keep up to date with changing technology through the program	1,451	98%	75%
Physical Fitness & Health	Clients enhance their health and wellbeing by using learned skills to search online for programs and services	1,449	98%	75%

*Key Measurement Theme for Service Area

Spotlight: SF Connected

4,346 clients served with over 21,000 hours of Digital literacy training/support services

Key Achievements

- ***Upgraded Internet at our 29 SF Connected tech labs:*** upgrade with new equipment and bandwidth from (50-75 Mbps) to 100 Mbps
- ***Distributed 1400 ipads :***
 - Through Partners : the Arc of San Francisco, Curry Senior Center , Community Living Campaign, Community Tech Network, Self Help for the Elderly, The Coalition of Agencies Serving the Elderly(CASE)- subcommittee of San Francisco Adult Day Service Network)
 - Collaborated with DAS Benefits and Resources HUB for referrals
- ***Built and Strengthened our partnerships:*** Collaborated with SF Tech Council to implement ***Digital Inclusion Projects***



Spotlight: SF Connected



Enhanced Internet at SF Connected labs



A digital skills workshop at the Mission Branch Library. Photo credit (Kelly Waldron of Mission Local)



Photo Walks in Golden Gate Park and the Mission –



Spotlight: Transgender and Gender Non-Conforming (TGNC) Supports

TGNC Supports provide programming and social services in a supportive and gender affirming environment. Activities are centered around creating social connections, building community, and addressing unmet social service needs for TGNC older adults and adults with disabilities living in San Francisco.



Spotlight: Transgender and Gender Non-Conforming (TGNC) Supports

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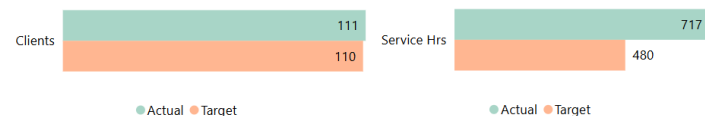
Funding

\$336,414

Providers

2

Service Objectives



Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Education & Awareness of Services*	Clients develop new knowledge of services available to older people and adults with disabilities and/or TGNC-specific services	15	93%	75%
Engagement & Socialization*	Clients report increased opportunities for positive social interaction due to participation in program	0		75%
Reduced Social Isolation*	Clients report a decrease in loneliness (of those identified as "lonely" using an evidence-based screening tool)	0		50%
Service Quality	Clients feel safe and welcomed by program staff	15	100%	75%

*Key Measurement Theme for Service Area

Note: One provider did not administer a survey, preventing reporting on two of the Outcome Objectives unique to that provider's contract.





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Transgender and Gender Nonconforming Services

- **Curry Senior Center**
- **Openhouse**

TGNC Services

- Programs continues to grow
- Participants are in need of case management
- Common these of issues participants are facing
 - Homelessness
 - Domestic Violence
 - Discrimination by medical providers
 - Safety and Violence
- Very intergenerational, younger adults with disabilities participate in programming
- “I have found my home.”



Housing Support

Help seniors and adults with disabilities to maintain stable housing through service connection and community engagement

Total Enrollments	Total Unduplicated Clients*	Total Funding
2,931	831	\$10,066,873

** Does not include services for which client-level data is not captured in DAS GetCare (Rental Assistance Demonstration)*

Nutrition & Wellness

Promote physical health and wellbeing for older adults and adults with disabilities by providing nutritious foods and supporting healthy lifestyles

Total Enrollments	Total Unduplicated Clients*	Total Funding
64,199	34,991	\$37,772,442

** Does not include services for which client-level data is not captured in DAS GetCare (CalFresh Healthy Living and Chronic Disease Management Programs)*

Spotlight: Health Promotion – Physical Fitness

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.



Spotlight: Health Promotion – Physical Fitness

Health Promotion - Physical Fitness

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.

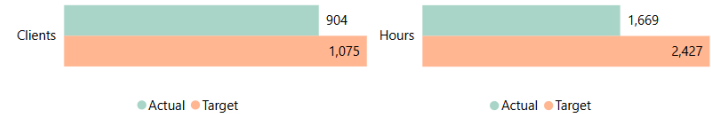
Funding

\$428,527

Providers

1

Service Objectives



Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Physical Fitness & Health*	Clients in group exercise classes demonstrate better functional fitness levels than the average older adult nationwide (based on standardized assessment tools)	75	35%	70%
Physical Fitness & Health*	Clients in the Fall Prevention course maintain or improve their functional fitness levels (based on standardized assessment tools)	36	100%	70%
Physical Fitness & Health*	Clients report improved health and/or fitness due to participation in group exercise classes	302	100%	85%

*Key Measurement Theme for Service Area

Spotlight: Health Promotion – Title IID

- Title IID are evidenced-based health promotion programs. These are the three offerings during FY 21-25
 - Chronic Disease Self-Management Program
 - Chronic Pain Self-Management Program
 - Diabetes Empowerment Education Program (DEEP)
- Annual Reach
 - 600 seniors in San Francisco
 - 47 health education workshops
- Language Capacity
 - English, Spanish, Chinese
- Sample Locations
 - 30th St. Senior Center, Aquatic Park, Dr. Davis Senior Center, Mercy Housing, Mission Neighbor Center, Richmond Senior Center, San Francisco Public Libraries
- *Program Offering Expansion in 2025*
 - *Tai Chi for Arthritis*
 - *Aging Mastery*



Diabetes Empowerment Education Program



- 6-week course, 2-hours per week
- Ed teaches DEEP to empower other older adults
- Ed has been a Type II diabetic for over 25 years
- Able to reverse diabetes through diet and exercise in his 70s
- Was taking metformin, a diabetes medication, for 20 years, but after a lifestyle change, Ed no longer needs to take it
- Ed is teaching this class to motivate others

Self-Care & Safety

Help older adults and people with disabilities to meet their needs in the most independent setting, safe from abuse and self-neglect

Total Enrollments	Total Unduplicated Clients*	Total Funding
9,136	597	\$5,563,686

** Does not include services for which client-level data is not captured in DAS GetCare (Elder Abuse Prevention Services, Long-Term Care Ombudsman, Suicide Prevention & Emotional Support, Senior Escorts, Support at Home, Wheelchair Repair, and Workforce Support)*

Reflections & Next Steps

- Continue to improve data collection and consumer survey administration
- Share information with providers and conduct collaborative discussion. Ensure providers can access information for their own advocacy efforts
- Use report as formal reference for Mayoral, City Agency and media inquiries



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Thank You

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Outcome Objective Framework

Service Area	Primary Goal	Outcome Themes
<p>Access & Empowerment <i>e.g., Aging and Disability Resource Centers, Empowerment Programs, Legal Assistance</i></p>	<p>To educate, empower, and support older adults and people with disabilities to access needed benefits and participate in services</p>	<ul style="list-style-type: none"> • Education and Awareness of Services • Empowerment • Provider Training and Cultural Competence • Service Connection
<p>Caregiver Support <i>e.g., Adult Day Programs, Caregiver Respite</i></p>	<p>To support the wellbeing of family and friend caregivers and their care recipients through education, counseling, resources, and connection</p>	<ul style="list-style-type: none"> • Ability to Care for Recipient • Avoidance of Institutionalization • Caregiver Health and Wellbeing

Outcome Objective Framework (continued)

Service Area	Primary Goal	Outcome Themes
<p>Case Management & Care Navigation <i>e.g., Community Living Fund, Money Management</i></p>	<p>To facilitate service connections and support individuals with complex needs to navigate available resources and promote stability in the community</p>	<ul style="list-style-type: none"> • Service Connection • Stability in the Community
<p>Community Connection & Engagement <i>e.g., Community Service Centers, Employment Support</i></p>	<p>To provide opportunities for older people and adults with disabilities to socialize, build community, and participate in a meaningful way in their community</p>	<ul style="list-style-type: none"> • Community Participation and Engagement • Service Connection • Social Inclusion • Socialization and Reduced Isolation

Outcome Objective Framework (continued)

Service Area	Primary Goal	Outcome Themes
Housing Support <i>e.g., Housing Subsidies, Scattered Site Housing</i>	To support seniors and adults with disabilities to maintain stable housing through service connection and community engagement	<ul style="list-style-type: none"> • Housing Stability • Service Connection • Socialization and Engagement
Nutrition & Wellness <i>e.g., Home-Delivered Meals, Nutrition Education, Health Promotion</i>	To promote physical health and wellbeing for older adults and adults with disabilities by providing nutritious foods and supporting healthy lifestyles	<ul style="list-style-type: none"> • Community Stability and Independence • Healthy Nutrition Habits • Increased Food Security • Physical Fitness and Health
Self-Care & Safety <i>e.g., Elder Abuse Prevention, Long Term-Care Ombudsman</i>	To support older adults and people with disabilities to meet their needs in the most independent setting, safe from abuse and self-neglect	<ul style="list-style-type: none"> • Empowerment and Self-Determination • Provider Training • Stability in the Community

Refresher: Contract Schedule Groups

Service Areas by Contract Schedule

Group A	Group B	Group 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

	2021-22	2022-23	2023-24	2024-25	2025-26	2026-27	2027-28	2028-29	
Planning Activity	CNA	SAP			CNA	SAP			
Group A <ul style="list-style-type: none"> Case Management & Care Navigation Community Connection & Engagement 		*	4 Year Contract Term				*		
Group B <ul style="list-style-type: none"> Access & Empowerment Caregiver Support Housing Support 			*	4 Year Contract Term				*	
Group C <ul style="list-style-type: none"> Nutrition & Wellness Self-Care & Safety 				*	4 Year Contract Term				*

Outcome & Evaluation Plan Timeline

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			