

AGE & DISABILITY FRIENDLY IMPLEMENTATION WORKGROUP

Monday, August 27, 2:00-4:00 PM

Zoom:

<https://sfhsa.zoom.us/j/88558857708?pwd=Cisa4pnXbpsUaRoJf4zkVEEXbhLulB.1>

MINUTES

Monday, August 27, 2025

2:00 – 4:00 PM

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- I. INTRODUCTIONS** – Eileen Norman, co-chair Executive Director of IHSS Public Authority and Kelly Dearman, Director of Department of Disability and Aging Services facilitated introductions of meeting participants popcorn style.

ATTENDANCE – Eileen Norman, Kelly Dearman, Catherine Callahan, Debby Kaplan, Eli Gelardin, Min Chang, Alicia Contreras Langagne, Maddy Ruvolo, Jaytuon A, Jennifer Walsh, Stuart Fong, Karla Suomala, Damara Lopez-Nelson, Beverly Ng, Andrew Broderick, Lana Nieves, Shannon Morgan, Cindy Kauffman, Lucas Tobin, Daniel Gallagher, Katherine Lauerman, Maceo Persson

II. Review final recommendations for the 2026-28 ADF Action Plan

Presenter: Maceo Persson

Discussion: Updates from ADF Members and Review of the gaps and recommendations discussed at the ADF Workgroup Meeting on August 27.

III. Discussion on final ADF Action Plan recommendations

Housing

Recommendation: Make the affordable housing application process more accessible and transparent for older adults with disabilities.

Action Items:

- Develop a core competencies curriculum for housing navigation at ADRCs and Hubs.
- Conduct targeted outreach to inform community members about available housing navigation support.
- Leads: DAS Office of Community Partnerships and ADRC/Hub partners.

Discussion Highlights:

- Emphasis on SMART goals (Specific, Measurable, Attainable, Realistic, Time-bound).
- Questions raised about the relationship with MOHCD and the Dahlia portal.
- Clarification that this effort complements, rather than replaces, existing support from ILRC and SHE.

Outdoor Spaces & Buildings

Recommendation: Build a universally designed, accessible transit hub at the gateway of union square (Hallidie Plaza)

Action Items:

- Engage and incorporate community feedback throughout the design phase of the Hallidie Plaza redesign.
- Ensure continued engagement through the construction phase.
- Leads: OEWD, Department of Public Works (DPW), and HSA Communications.

Discussion Highlights:

- The project aims to embed accessibility and universal design from the start.
- Community engagement is central to both the design and construction phases.
- The project is considered specific, measurable (via engagement milestones), attainable, and realistic.

For more information, please visit link: <https://sfrecpark.org/1555/Sunset-Dunes>

Recommendation: Ensure accessible public parks by incorporating disability and older adult community feedback at the onset of new construction.

Action Items:

- Engage the community in the design and planning of Sunset Dunes Park.
- Remove access barriers and incorporate assistive technology stations and universal design features.
- Lead: San Francisco Recreation and Park Department (Rec & Park).

Discussion Highlights:

- Rec & Park is currently in the community outreach phase for Sunset Dunes.
- Beverly Ng introduced herself as a new point of contact for accessibility and policy at Rec & Park.
- Community members requested to be included in future engagement sessions.
- A project website was shared for ongoing updates and feedback opportunities.

- Coordination between Rec & Park departments (e.g., capital projects and programmatic access) was emphasized.

Transportation & Mobility

Recommendation: Re-visit and update current MTA disability training in partnership with disability community to ensure it incorporates current concerns

Action Items:

- Revisit and update SFMTA's disability training curriculum in partnership with the disability community.
- Ensure the training reflects current concerns and best practices.
- Explore ongoing education opportunities beyond initial operator training (e.g., posters, videos, events).
- Lead: SFMTA, with support from the ADF Workgroup and community partners.

Discussion Highlights:

- SFMTA's operator training team is enthusiastic and has begun brainstorming improvements.
- The goal is to embed disability awareness into both onboarding and ongoing staff development.
- Community input will be central to shaping the updated curriculum and supplemental materials.

Recommendation: Produce a program evaluation of the wheelchair repair program to advocate for enhanced programming.

Action Items:

- Conduct a formal evaluation of the existing wheelchair repair program.
- Use findings to advocate for expanded or improved services.
- Lead: Independent Living Resource Center (ILRC).

Discussion Highlights:

- The evaluation will help identify service gaps and inform future funding or program design.
- The project is considered specific, measurable (via completion of the evaluation), attainable, and realistic.

Communication, Information & Technology

Recommendation: Increase the engagement of SF Health Network's older adult and disability communities in managing their own health care by building their fluency in digital skills and confidence to utilize patient portal platforms and scale the reach and impact of the patient portal training intervention systemwide to include different health systems over time.

Action Items:

- Expand SF Tech Council's *Your Chart* patient portal training within the San Francisco Health Network.
- Customize and scale the training for other health systems (e.g., UCSF, Kaiser, Sutter).
- Track training outcomes using pre- and post-training surveys.
- Collect user feedback on accessibility barriers to inform future advocacy.
- Explore partnerships with CalAIM providers to offer peer-led digital navigation support.
- Leads: SF Tech Council, with potential collaboration from DAS, CalAIM providers, and health systems.

Discussion Highlights:

- The training platform and curriculum are ready for SF Health Network; expansion to other systems would require additional funding and customization.
- Concerns were raised about the accessibility of platforms like Epic, which powers many patient portals.
- Participants emphasized the importance of not just training users but also advocating for more accessible systems.
- CalAIM providers may offer a promising model for peer-led support and case management.
- SF Tech Council is actively seeking funding and partnerships to support expansion.
- A suggestion was made to formally collect data on user barriers to strengthen advocacy with vendors like Epic.

Engagement & Inclusion

Recommendation: Cultivate a strong disability cultural identity of San Francisco.

Action Items:

- Establish a Disability Cultural District.
- Leads: Disability Cultural Center (DCC), with support from Supervisor Bilal Mahmood, Mayor Lurie, and potentially MOHCD.

Discussion Highlights:

- Alignment with DAS's four-year community needs assessment.
- Suggestion to clarify MOHCD's role as co-lead or supporting agency.

IV. Creating the 2026-2028

NEXT STEPS

- Finalize recommendations and work plan in October.
- Continue outreach to leads and stakeholders.
- Incorporate feedback from this meeting into the final draft.

Adjournment:

Meeting concluded with appreciation for participants' contributions and a reminder to stay tuned for the October meeting date.

ADJOURN: Meeting adjourned at 2:53 pm.

NEXT MEETING: October TBD

Additional meeting information can be found here:

<https://www.sfhhsa.org/about/departments/departments-disability-and-aging-services-das/age-disability-friendly-sf>