



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

Area Plan Update FY 2026-27

Presentation to the DAS Advisory Council

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February 18, 2026



Agenda

- Overview of the Area Plan Update
- Sections Highlights
 - Population Estimates
 - Anticipated Service Levels (aka “Service Unit Plan Objectives”)
 - Narrative Goals & Objectives
- Next Steps

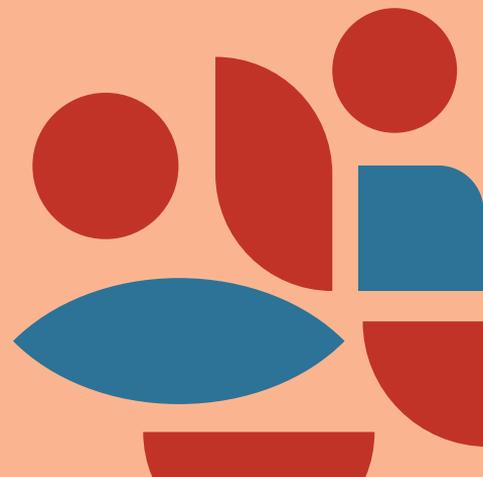


SAN FRANCISCO HUMAN SERVICES AGENCY

**Department of Disability
and Aging Services**

Overview of the Area Plan Update

Purpose and Intent



Purpose of the Area Plan

- Older Americans Act requirement
 - All Area Agencies on Aging must submit a 4-Year Area Plan to the California Department of Aging
- Purpose of plan:
 - Assess demographic trends and population needs
 - Outline Area Agency on Aging plans to use Older Americans Act funding to support seniors with greatest economic and social needs
 - To support coordinated system of supportive services
- Area Plan Update developed annually in interim years

Area Plan Update FY 2025-26

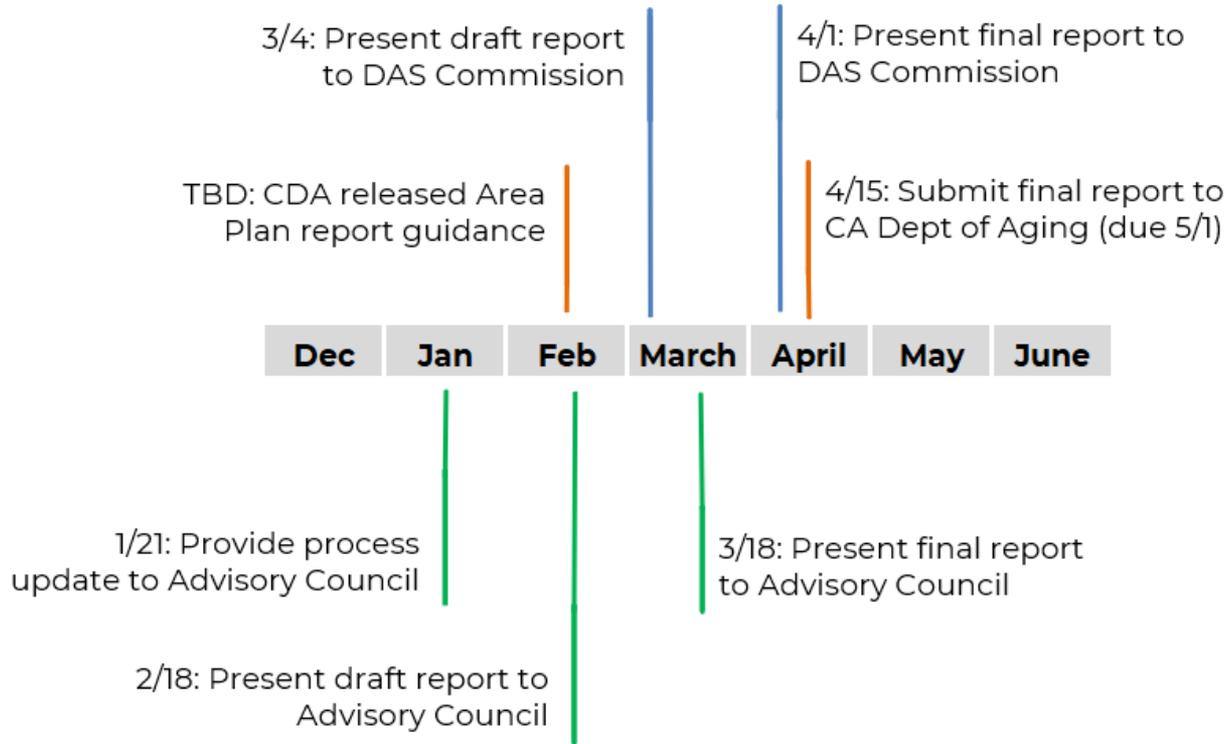


Area Plan Update FY 26/27

due May 1, 2026



Timeline



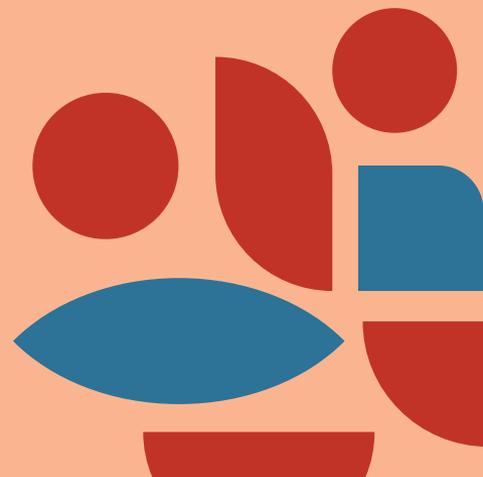


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**Department of Disability
and Aging Services**

Section Highlights

Area Plan Update FY 2026-27



Population Estimates

Chart A. Older Adults (Age 60+)
Total = 192,264

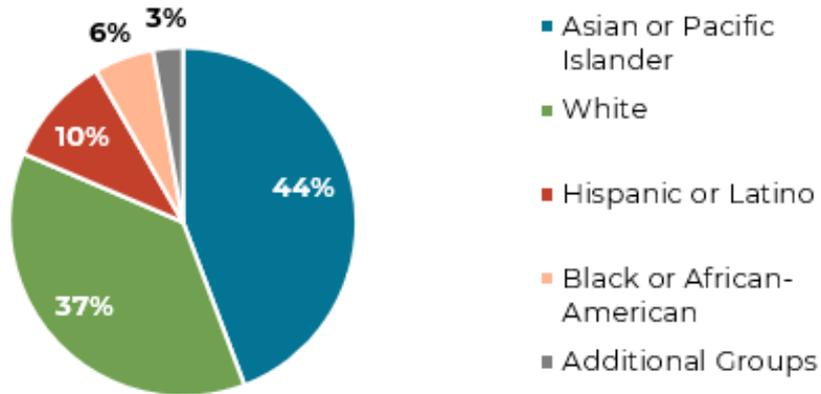
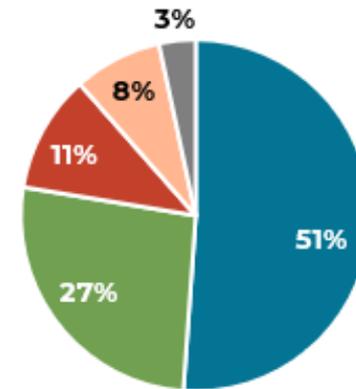


Chart B. Older Adults (Age 60+) in Poverty
Total = 25,099



Source: American Community Survey 2023 5-Year Estimates

Anticipated Service Levels

(Service Unit Plan Objectives)

↑ Increase

- Transportation
- Home-Delivered Meals
- Elder Abuse Prevention

↓ Decrease

- Congregate Meals

↑ ○ Mixed

- Long-Term Care Ombudsman

○ No change

- Nutrition Education
- Nutrition Counseling
- Personal Care, Homemaker, Chore
- Information and Assistance
- Legal Assistance
- Family Caregiver Support Program



Narrative Goals & Objectives

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.

Objective A: Promote the inclusion of people with disabilities in community and civic life

- The Disability Cultural Center (DCC) held the grand opening of its brick-and-mortar site in July 2025.
- Since its official opening, the DCC has hosted a variety of hybrid and in-person events, including a mini concert with the SF Symphony and the Superfest Disability Film Festival.



GOAL 2

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

Objective A: Facilitate development and implementation of recommendations for an Age- and Disability-Friendly San Francisco (ADFSF).

- DAS implemented several recommendations put forward by the Age- and Disability-Friendly San Francisco (ADFSF) workgroup. These actions included:
 - Increasing the number of ramp taxis to help create more dedicated, on-demand wheelchair-accessible transportation; and
 - Implementing the citywide digital accessibility and inclusion standards with over 40 city departments completing the transition over to a newly designed, fully accessible website.



GOAL 3

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

Objective C: Implement strategies to boost engagement with veterans and help connect them to VA benefits.

- The CVSO is currently exploring technology solutions for an online tool to help veterans efficiently prepare supporting documents necessary to file a benefits claim prior to meeting with a Veterans Claims Representative.
- Over the next year, the CVSO plans to continue providing taxi vouchers through the Veterans Transportation Program to help veterans get to and from in-person veterans service appointments



GOAL 4

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

Objective C: Streamline navigation and connection to Department and community resources for disability and aging.

- DAS formalized a contract with a new vendor and initiated development of the Online Resource Directory (ORD) in early FY 2025-26. After a period of user testing, we estimate launching the tool in Spring 2026.
- The second phase of this project is slated to start immediately after the public site is finalized, integrating the ORD within the DAS system of record, SF DAS GetCare. We anticipate completing the integration with GetCare by September 2026.



GOAL 5

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

Objective B: Support quality care in long-term care settings.

- The Long-Term Care Ombudsman Program delivered exceptional advocacy for San Francisco's long-term care residents last year. The program achieved 100% coverage of Skilled Nursing Facilities and Residential Care Facilities for the Elderly, and resolved 84% of complaints.
- The program completed 1,350 consultations, served 2,620 unduplicated consumers, and dedicated 6,440 hours to complaint investigations.



Discussion

