



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

Dignity Fund Community Needs Assessment

FY 2025-26

Appendices

April 2026



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This report was prepared by SFHSA Planning on behalf of the Department of Disability and Aging Services. Please contact Adithi Vellore (vellore.adithi@sfgov.org) with any questions.

Appendix A: DAS Services List and Descriptions

This appendix provides a brief description of services directly provided or administered by the San Francisco Department of Disability and Aging Services (DAS) through partnerships with community-based organizations. All DAS programs are included in this list to provide a full picture of the Department’s operations, including services that are eligible for support through the Dignity Fund. The tables below indicate whether services are Dignity Fund-eligible. This list reflects DAS services as of FY 2024-25.

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DAS Service List

The table below lists DAS services alphabetically and identifies which one of seven broad service areas each service falls into. It also indicates which services are Dignity Fund-eligible.

Table A1. DAS Service List

| Service | Service Area | DF Eligible |
|--|-----------------------------------|-------------|
| Adult Day Health Centers (ADHCs) | Community Connection & Engagement | Y |
| Adult Day Programs | Caregiver Support | Y |
| Adult Protective Services (APS) | Self-Care & Safety | N |
| Advocacy: Home Care | Access & Empowerment | Y |
| Advocacy: Housing | Access & Empowerment | Y |
| Advocacy: Long-Term Care | Access & Empowerment | Y |
| Aging and Disability Resource Centers (ADRCs) | Access & Empowerment | Y |
| Assisted Living Facilities (ALF) Support | Housing Support | N |
| CalFresh Healthy Living | Nutrition & Wellness | Y |
| CalFresh Outreach | Access & Empowerment | Y |
| Caregiver Respite | Caregiver Support | Y |
| Case Management | Case Management & Care Navigation | Y |
| Chronic Disease Management Programs | Nutrition & Wellness | Y |
| Community Bridge | Community Connection & Engagement | Y |
| Community Connector | Community Connection & Engagement | Y |
| Community Living Fund (CLF) | Case Management & Care Navigation | Y |
| Community Service Centers | Community Connection & Engagement | Y |
| Congregate Meals | Nutrition & Wellness | Y |
| County Veterans Service Office (CVSO) | Access & Empowerment | N |
| Creative Arts for Older Adults and Adults with Disabilities | Community Connection & Engagement | Y |
| Culturally Responsive Nutrition Services | Nutrition & Wellness | Y |
| DAS Intake | Access & Empowerment | Y |
| Disability Cultural Center | Access & Empowerment | Y |
| Elder Abuse Prevention Services | Self-Care & Safety | Y |
| Employment Navigation and Benefits Support | Access & Empowerment | Y |
| Employment Support | Community Connection & Engagement | Y |
| Empowerment Programs | Access & Empowerment | Y |

| Service | Service Area | DF Eligible |
|--|-----------------------------------|--------------------|
| Family Caregiver Support Program | Caregiver Support | Y |
| Food Pantry | Nutrition & Wellness | Y |
| Health Insurance Counseling and Advocacy Program (HICAP) | Access & Empowerment | Y |
| Health Promotion – Physical Fitness | Nutrition & Wellness | Y |
| Home-Delivered Groceries | Nutrition & Wellness | Y |
| Home-Delivered Meals | Nutrition & Wellness | Y |
| Housing Subsidies | Housing Support | Y |
| In-Home Supportive Services (IHSS) | Self-Care & Safety | N |
| Intergenerational Programs | Community Connection & Engagement | Y |
| Legal Assistance | Access & Empowerment | Y |
| LGBTQ+ Care Navigation | Case Management & Care Navigation | Y |
| LGBTQ+ Community Services in Adult Day Health Centers (ADHCs) | Community Connection & Engagement | Y |
| LGBTQ+ Cultural Competency Trainings | Access & Empowerment | Y |
| LGBTQ+ Financial Literacy | Access & Empowerment | Y |
| LGBTQ+ Legal & Life Planning | Access & Empowerment | Y |
| LGBTQ+ Mental Health Connections | Community Connection & Engagement | Y |
| Long-Term Care Ombudsman | Self-Care & Safety | Y |
| Money Management | Case Management & Care Navigation | Y |
| Naturalization | Access & Empowerment | Y |
| Neighborhood Choirs | Community Connection & Engagement | Y |
| Neighborhood-Based Programs | Community Connection & Engagement | Y |
| Nutrition as Health | Nutrition & Wellness | Y |
| Nutrition Education | Nutrition & Wellness | Y |
| Peer Ambassadors | Access & Empowerment | Y |
| Public Administrator | Self-Care & Safety | N |
| Public Conservator | Self-Care & Safety | N |
| Public Guardian | Self-Care & Safety | N |
| Rental Assistance Demonstration | Housing Support | Y |
| Representative Payee | Self-Care & Safety | N |
| Scattered Site Housing | Housing Support | Y |
| Senior Companion | Community Connection & Engagement | Y |
| Senior Escorts | Self-Care & Safety | Y |
| Senior Ex-Offender Program | Community Connection & Engagement | Y |

| Service | Service Area | DF Eligible |
|--|-----------------------------------|--------------------|
| SF Connected | Community Connection & Engagement | Y |
| Short-Term Home Care for Seniors | Self-Care & Safety | Y |
| Suicide Prevention and Emotional Support | Self-Care & Safety | Y |
| Support at Home | Self-Care & Safety | Y |
| Support Services for People with Collecting Behaviors | Self-Care & Safety | Y |
| Technology at Home | Community Connection & Engagement | Y |
| Transgender and Gender Non-Conforming (TGNC) Supports | Community Connection & Engagement | Y |
| Transportation | Access & Empowerment | Y |
| Veterans Drop-In Center | Community Connection & Engagement | Y |
| Veterans Justice Court Case Management | Case Management & Care Navigation | Y |
| Veterans Services Connect | Housing Support | Y |
| Video Doorbells | Self-Care & Safety | Y |
| Village Programs | Community Connection & Engagement | Y |
| Volunteer Visitors | Community Connection & Engagement | Y |
| Wheelchair Repair | Self-Care & Safety | Y |
| Workforce Support | Self-Care & Safety | Y |

DAS Service Descriptions by Service Area

The following sections provide a brief description of DAS services, organized by seven broad service areas: (1) Access & Empowerment, (2) Caregiver Support, (3) Case Management & Care Navigation, (4) Community Connection & Engagement, (5) Housing Support, (6) Nutrition & Wellness, and (7) Self-Care & Safety.

Access & Empowerment

Access & Empowerment services educate, empower, and support older adults and adults with disabilities to access needed benefits and participate in services.

Table A2. Access & Empowerment Service Descriptions

| Service | Description | DF Eligible |
|---|--|-------------|
| Advocacy: Home Care | Home care advocacy services provide systems-level advocacy to maintain a seamless and responsive home care system for meeting the in-home and personal care needs of older adults and people with disabilities. Services include facilitating a task force responsible for addressing issues such as systemic gaps in service access and coordinating responses to state policy and budget changes related to In-Home Supportive Services. | Y |
| Advocacy: Housing | Housing counseling and advocacy services help to improve housing conditions by providing both direct services, such as information and assistance for individuals at risk of eviction, and systems-level advocacy, such as training for individuals and groups to inform the public about the need for affordable and accessible housing in San Francisco. | Y |
| Advocacy: Long-Term Care | Long-term care advocacy services provide assistance and education to consumers to help them learn about long-term care services and understand the basic rights that are guaranteed to them by the various long-term care services in San Francisco. | Y |
| Ageing and Disability Resource Centers (ADRCs) | Ageing and Disability Resource Centers (ADRCs) are centralized resources for free information, service referral, and assistance on issues affecting old adults and people with disabilities, regardless of their income. These hubs are located throughout the city, with at least one ADRC located in each Supervisorial District; information, referral, and assistance are offered in multiple languages to meet the needs of non-English speaking residents. | Y |

| Service | Description | DF Eligible |
|---|--|-------------|
| CalFresh Outreach | CalFresh Outreach services provide outreach and application assistance to encourage enrollment and participation in CalFresh benefits. | Y |
| County Veterans Service Office (CVSO) | The County Veterans Service Office (CVSO) supports veterans and their dependents to understand, apply for, and obtain benefits and entitlements from the U.S. Department of Veterans Affairs. | N |
| DAS Intake | DAS Intake serves as a centralized hub for accessing Department services. Through a single call or visit to the DAS Benefits and Resource Hub at 2 Gough, older adults and adults with disabilities may receive information about and assistance applying for various services, including Case Management, Community Living Fund, Home-Delivered Meals, and In-Home Supportive Services. Information, referral, and assistance services are offered in multiple languages to meet the needs of non-English speaking residents. | Y |
| Disability Cultural Center | The Disability Cultural Center brings diverse people with disabilities together to access resources, advance social justice, and foster Disability culture, community, and pride. Programming is available in a mix of in-person, virtual, and hybrid formats. | Y |
| Employment Navigation and Benefits Support | Employment Navigation and Benefits Support provides education and ongoing support in navigating means tested benefit rules for people interested in working but unsure how it will impact their benefits. | Y |
| Empowerment Programs | Empowerment Programs provide trainings on organizing, leadership, and civic engagement and advocacy. Participants have the opportunity to build tangible skills like conducting effective meetings and resolving conflict, and also learn how to access essential benefits and services in the community. | Y |
| Health Insurance Counseling and Advocacy Program (HICAP) | Health Insurance Counseling and Advocacy Program (HICAP) services support San Francisco residents receiving Medicare to maximize their health benefits. HICAP Counselors provide consumers with information and counseling about Medicare, supplemental health policies, and long-term care insurance, in addition to assistance with filing insurance claims and preparing appeals if their claims are denied. | Y |

| Service | Description | DF Eligible |
|---|---|-------------|
| 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. | Y |
| LGBTQ+ Cultural Competency Trainings | DAS funds two LGBTQ+ trainings for service providers. One is a cultural sensitivity training, focused on improving awareness of current issues faced by LGBTQ+ seniors and adults with disabilities. The other is an LGBTQ+ Dementia Care Training, focused on facilitating service provider efforts to assist LGBTQ+ persons with dementia and to connect these clients to needed services and supports. | Y |
| LGBTQ+ Financial Literacy | LGBTQ+ Financial Literacy provides one-on-one counseling to empower LGBTQ+ clients to manage their finances and achieve financial goals. Services are tailored to each client's needs and work toward countable outcomes, such as opening savings and/or checking accounts, establishing a safe and affordable banking account, decreasing debt by at least ten percent, and establishing or improving credit scores. This program was launched in response to a recommendation of the LGBT Aging Policy Task Force. | Y |
| LGBTQ+ Legal & Life Planning | LGBTQ+ Legal & Life Planning helps LGBTQ+ clients identify and memorialize their end-of-life decisions. The goal of this service is to support and protect chosen family relationships and individual preferences for care through formal legal documentation, such as wills and trusts, advanced care directives, and hospital visit authorizations. This program was launched in response to a recommendation of the LGBT Aging Policy Task Force. | Y |
| Naturalization | Naturalization services help older adults and adults with disabilities who are legal permanent residents to complete the process of becoming United States citizens. Services include citizenship and English as a Second Language classes to help clients successfully pass their naturalization tests; one-on-one counseling and support to prepare naturalization documents and navigate the citizenship process; and assistance with applications for disability and/or language waivers so clients may access the accommodations to which they are entitled. | Y |

| Service | Description | DF Eligible |
|-------------------------|--|-------------|
| Peer Ambassadors | Peer Ambassadors are older adults or adults with disabilities trained to conduct outreach and share information about DAS programs and services widely in the community. This program not only helps to raise consumer awareness of and connection to DAS services, but also offers seniors and disabled adults opportunities for meaningful employment. | Y |
| Transportation | DAS-funded Transportation services are designed to increase accessibility to services that support older adults and adults with disabilities. This includes group van services to community service centers and grocery stores, taxi vouchers for trips to vital services such as medical appointments, and assistance accessing reduced cost Paratransit and taxi services. | Y |

Caregiver Support

Caregiver Support services strengthen the wellbeing of family and friend caregivers and their care recipients through education, counseling, resources, and connection.

Table A3. Caregiver Support Service Descriptions

| Service | Description | DF Eligible |
|--|--|-------------|
| Adult Day Programs (Adult Social Day and Alzheimer's Day Care Resource Centers) | Adult Day Programs are hosted at state-licensed, community-based centers to provide social and recreational activities, nutrition, and personal care support for clients who require help with basic daily tasks. Serving clients who need supervision and thus are not able to independently participate in Community Service Centers, these programs provide respite for family and friend caregivers during daytime hours. Some sites have specialized programs for persons with moderate-to-late stage dementia and Alzheimer's disease. | Y |
| Caregiver Respite | Caregiver Respite provides in-home and out-of-home respite care, such as attendance at an Adult Day Program, to unpaid caregivers of older adults and adults with disabilities. Respite services may be provided for intermittent periods and/or in the event of an emergency. The program seeks to reduce caregiver burden and prevent or delay institutionalization of the care recipient, thereby enabling care recipients to live safely in their own homes and communities. | Y |
| Family Caregiver Support Program | The Family Caregiver Support Program provides a variety of services to unpaid caregivers, including counseling, caregiver training, and respite care. The program also provides caregivers with referrals to other supportive services, such as case management. | Y |

Case Management & Care Navigation

Case Management & Care Navigation services facilitate service connections and support individuals with complex needs to navigate available resources that promote stability in the community.

Table A4. Case Management & Care Navigation Service Descriptions

| Service | Description | DF Eligible |
|------------------------------------|--|-------------|
| Case Management | Case Management services help clients navigate and access services needed to live safely in the community. Case managers provide a range of support to clients, including client needs assessment, service planning and monitoring, and coordination of services across providers. | Y |
| Community Living Fund (CLF) | The Community Living Fund (CLF) program provides a variety of services to support safety and stability in the community, as an alternative to institutionalization at a Skilled Nursing Facility. These services include intensive case management and purchase of goods and services that promote stability in the community. They also include CalAIM Enhanced Care Management and select CalAIM Community Supports services to help clients discharging from nursing facilities transition safely to community-based settings. | Y |
| LGBTQ+ Care Navigation | LGBTQ+ Care Navigation helps LGBTQ+ older adults and adults with disabilities navigate service systems to access healthcare resources and social supports. Peer volunteers visit clients regularly to reduce isolation, also helping them overcome barriers that may inhibit access to needed services. Many clients have pets that represent the only consistent source of compassion and unconditional love in their lives; for those struggling to care for their animal companion, this program also provides pet care resources to maintain this important source of support. | Y |
| Money Management | Money Management is a voluntary program that provides assistance to consumers in the management of income and assets. This may include, but is not limited to, payment of rent and utilities, purchase of food and other necessities, and payment of insurance premiums, deductibles and co-payments. | Y |

| Service | Description | DF Eligible |
|---|--|-------------|
| Veterans Justice Court Case Management | Veterans Justice Court Case Management provides specialized case management support to veterans facing criminal charges in San Francisco’s Veterans Justice Court, helping them access social service, education, and other supports they need to lead productive and independent lives. | Y |

Community Connection & Engagement

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.

Table A5. Community Connection & Engagement Service Descriptions

| Service | Description | DF Eligible |
|--|--|-------------|
| Adult Day Health Centers (ADHCs) | Adult Day Health Centers (ADHCs) are state-licensed, community-based facilities that provide social and recreational activities, supervision, physical and occupational therapy, and personal care support for clients with skilled nursing level of care needs and/or cognitive impairment (e.g., dementia). This program is a Medi-Cal benefit that also accepts private pay clients who can afford the daily rate. | Y |
| Community Bridge | Based out of a Community Service Center, the Community Bridge program blends off-site service coordination, development of social networks, and recruitment of volunteers with site-based activities. This program began as a pilot project 'hybrid' between the neighborhood-focused Village Model and site-based Community Service Center program. | Y |
| Community Connector | Community Connector services provide diffuse, neighborhood-based opportunities for community and social connection. These services are facilitated by a local resident and advisory board, and are an important means of supporting social engagement and inclusion in those neighborhoods not already being served by a Community Service Center. | Y |
| 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. | Y |
| Creative Arts for Older Adults and Adults with Disabilities | Creative Arts services include visual arts, music, and other arts programming designed to create opportunities for social connection, expression and exploration of ideas, and a sense of belonging. | Y |

| Service | Description | DF Eligible |
|--|---|-------------|
| Employment Support | Employment Support services include subsidized job placements and other job-related supports to older adults and adults with disabilities seeking work. These services not only help to supplement participants' incomes, but also offer opportunities for social engagement and greater inclusion in the community. | Y |
| Intergenerational Programs | Intergenerational Programs facilitate social engagement and exchange between older adults or adults with disabilities and individuals belonging to other generations. | Y |
| LGBTQ+ Community Services in Adult Day Health Centers (ADHCs) | LGBTQ+ Community Services in Adult Day Health Centers (ADHCs) provides community center activity programming in ADHC settings, with the intention of creating a welcoming and inclusive space for members of the LGBTQ+ community. Site staff are trained on LGBTQ+ topics to increase competency and ensure services are inclusive of the LGBTQ+ community. Program offerings, including social activities, educational presentations, and referral assistance are tailored to be relevant and engaging to LGBTQ+ identifying program participants. | Y |
| LGBTQ+ Mental Health Connections | The LGBTQ+ Mental Health Connections program connects older adults and adults with disabilities to culturally competent mental health services. The program engages licensed health providers through recruitment, training, and stipend support. The program also offers clients with technology support to help them access telehealth services, including tech training and even provision of digital devices. This program was launched in response to community research demonstrating the severe impact of the COVID-19 pandemic on the mental health and wellbeing of LGBTQ+ older adults. | Y |
| Neighborhood Choirs | Neighborhood Choirs are neighborhood-focused or neighborhood-based choirs designed to engage older adults and adults with disabilities. Participation in this type of program has been shown to build social supports and connection, provide an increased sense of belonging, reduce feelings of loneliness, and increase interest in life. | Y |

| Service | Description | DF Eligible |
|------------------------------------|---|-------------|
| Neighborhood-Based Programs | Neighborhood-Based Programs are designed to engage older adults and adults with disabilities in underserved neighborhoods or districts. These programs use diverse approaches in delivering services and activities to help increase awareness of services, foster empowerment, support engagement and socialization, and reduce social isolation. Programs vary by neighborhood and can include activities like interactive arts, field trips, reading groups, cooking classes, housing-based supports, and many more. | Y |
| Senior Companion | Senior Companion services provide low-to-moderate income older adults with the opportunity to volunteer at local community organizations. In addition to providing a small stipend, this program enhances participants' feelings of self-worth and connection with the community. The organizations where these volunteers are placed benefit from their expanded capacity to deliver needed services. | Y |
| Senior Ex-Offender Program | The Senior Ex-Offender Program provides support and a new start for formerly incarcerated older adults. The program offers comprehensive services including counseling, case management, and housing assistance. DAS funding supports a portion of the overall program, including ex-offender focused community center programs such as social activities and support group programs. | Y |
| SF Connected | Located at sites throughout the city, including many DAS-funded Community Service Centers, the SF Connected 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. The program's goal is to address barriers to social connection and provide technology tools to help individuals overcome isolation and access resources for healthy aging. | Y |
| Technology at Home | Technology at Home seeks to reduce isolation and support self-management of health through the use of technology. The program provides participants with a long-term loan of a tablet computer or similar devices, trains clients one-on-one to use these devices, and provides ongoing technical and troubleshooting to support clients' self-sufficiency and social engagement. | Y |

| Service | Description | DF Eligible |
|--|---|-------------|
| Transgender and Gender Non-Conforming (TGNC) Supports | Transgender and Gender Nonconforming (TGNC) Supports provides programming and social services in a supportive and gender affirming environment. Activities focus on creating social connections, building community, and addressing unmet social service needs for TGNC older adults and adults with disabilities living in San Francisco. | Y |
| Veterans Drop-In Center | The Veterans Drop-In Center provides co-located DAS community center programs and veterans services in the South of Market neighborhood. DAS funding supports educational workshops, peer support groups, social activities, and a dedicated meditation space. The Veterans Drop-In Center site also provides multiple non-DAS funded services including case management, rapid re-housing and eviction prevention, legal services, benefits assistance, employment services, and more. | Y |
| Village Programs | Village Programs support members' ability to live independently in their homes, helping them to build and maintain meaningful relationships with other members of their community as part of a neighborhood network of support. These programs use a membership model in which paid staff and volunteers coordinate services and social activities for Village members. | Y |
| Volunteer Visitors | Volunteer Visitors matches volunteers with older adults and adults with disabilities who are socially isolated or at heightened risk of isolation, with the goal of reducing these individuals' feelings of loneliness and isolation. Volunteers visit client participants at least twice monthly for a period of six months or more, to support successful pairings and meaningful relationship building. | Y |

Housing Support

Housing Support services help seniors and adults with disabilities to maintain stable housing through service connection and community engagement.

Table A6. Housing Support Service Descriptions

| Service | Description | DF Eligible |
|---|--|-------------|
| Assisted Living Facilities (ALF) Support | Assisted Living Facilities (ALF) Support defrays costs and promotes sustainability of ALF operations. ALFs are an important long-term care option in the range of services designed to help people avoid institutionalization. By providing these funds, DAS seeks to slow the trend of ALF closures. | N |
| Housing Subsidies | The Housing Subsidies program seeks to prevent loss of housing by identifying currently-housed persons facing imminent eviction and helping to stabilize their housing situation through the use of a housing subsidy payment. The subsidy amount varies based on client income and rent amount, but with the universal goal to bring the rent burden to 30%. In addition to the rental subsidy, staff members provide clients with help connecting to other social services and resources that promote their housing stability. | Y |
| Rental Assistance Demonstration | Rental Assistance Demonstration provides supportive services to public housing residents to promote housing retention and community connection. Outreach and engagement efforts, such as tenant newsletters, monthly meetings, and onsite activities, aim to develop a sense of community. This program also provides health and wellness support and directly promotes housing stability by helping tenants address issues related to their housing, such as safety concerns and delinquent rent payments. | Y |
| Scattered Site Housing | The Scattered Site Housing and Rental Subsidy Program provides rental subsidies in private market housing and ongoing housing retention services to ensure clients are able to stay housed. This program is focused on supporting persons transitioning out of institutional care, such as nursing homes; their needs tend to be complex, and they benefit from ongoing support and connection to resources to maintain their housing. | Y |

| Service | Description | DF Eligible |
|----------------------------------|---|-------------|
| Veterans Services Connect | Veterans Services Connect is based out of veterans housing developments, providing services that promote veteran residents' independence and ability to remain safely and stably housed in their community. Services include help connecting to supportive services and resources, as well as outreach and engagement to develop a sense of community at these housing sites. | Y |

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.

Table A7. Nutrition & Wellness Service Descriptions

| Service | Description | DF Eligible |
|---|---|-------------|
| CalFresh Healthy Living | CalFresh Healthy Living provides evidence-based nutrition education and obesity prevention services. Services include direct education and environmental change approaches to increasing fruit and vegetable intake and increasing physical activity. | Y |
| Chronic Disease Management Programs | Chronic Disease Management Programs provide evidence-based education to older adults and adults with disabilities with ongoing health conditions that affect their quality of life, such as heart disease, chronic pain, depression, and HIV. Topics covered include setting achievable goals for managing chronic conditions; improving nutrition and eating healthier; relaxation and stress management skills; and communicating better with family, friends, and health care providers. | Y |
| Congregate Meals | Congregate Meals, sometimes known as community dining programs, provide lunch every day at various locations throughout the city. This program not only supports nutrition by providing healthy meals, but also offers diners the opportunity to socialize with their peers and engage in community activities at meal sites. | Y |
| Culturally Responsive Nutrition Services | Culturally Responsive Nutrition Services provide tailored cultural groceries and meals to older adults and adults with disabilities. The program empowers participants to maintain cultural integrity and choice while accessing nutrition services that support their independence and wellbeing. | Y |
| Food Pantry | The Food Pantry program provides supplemental grocery bags to low-income older adults and adults with disabilities for pick-up at various pantry sites located throughout the city. This program reduces food insecurity and improves access to nutritious and culturally responsive foods. | Y |

| Service | Description | DF Eligible |
|--|---|-------------|
| Health Promotion - Physical Fitness | Health Promotion - 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. | Y |
| Home-Delivered Groceries | The Home-Delivered Groceries program delivers groceries directly to the homes of older adults and adults with disabilities with limited mobility. This program not only helps seniors and people with disabilities to access fresh, nutritious produce, but also helps program participants to maintain their independence and quality of life. | Y |
| Home-Delivered Meals | The Home-Delivered Meals program delivers meals to homebound seniors and adults with disabilities who are unable to shop or prepare their own meals due to a physical or mental impairment. Emergency home-delivered meals are also available to clients who may have immediate, short-term need for these meals, such as those individuals discharging from the hospital and returning to the community. | Y |
| Nutrition as Health | Nutrition as Health services provide nutritious meals designed to meet dietary recommendations for disease management for people who are food insecure and have a chronic health condition (such as heart disease, diabetes, or HIV). These meals are supplemented with supportive services such as one-on-one nutrition counseling, nutrition education classes, and cooking demonstrations to support client outcomes. | Y |
| Nutrition Education | Nutrition Education provides nutrition clients with information to promote healthy food selection and eating habits. This service is primarily provided at Congregate Meal sites as public presentations or demonstrations, as well as small group discussions. | Y |

Self-Care & Safety

Self-Care & Safety services help older adults and people with disabilities to meet their needs in the most independent setting, safe from abuse and self-neglect.

Table A8. Self-Care & Safety Service Descriptions

| Service | Description | DF Eligible |
|---|---|-------------|
| Adult Protective Services (APS) | Adult Protective Services (APS) investigates possible abuse or neglect of older adults and adults with disabilities, including self-neglect. Protective service workers provide short-term intensive case management and help connect clients to other supportive services to promote their stability and mitigate risk of harm. Additionally, APS collaborates with community and government partners to address individual cases and systemic trends in abuse. | N |
| Elder Abuse Prevention Services | The Elder Abuse Prevention program provides outreach and educational trainings to professionals and the general public to prevent and mitigate abuse of older adults and adults with disabilities. The community-based service is supported by the Adult Protective Services program. Services also include coordination of the Adult Maltreatment Multi-Disciplinary Team (formerly known as the Forensic Center), whose members include legal, medical, law enforcement, and social service professionals who meet regularly to collaborate on complex cases and share expertise and resources. | Y |
| In-Home Supportive Services (IHSS) | In-Home Supportive Services (IHSS) is a Medi-Cal benefit that funds home care workers to care for low-income seniors and people with disabilities, to support these individuals to remain in their homes rather than reside in an institution. Homecare workers assist with household chores, non-medical personal care like bathing, grooming, feeding or dressing, cooking and more physically challenging home maintenance activities. IHSS consumers who are unable to oversee their own care are served through a home care agency. | N |
| Long-Term Care Ombudsman | The Long-Term Care Ombudsman is tasked to investigate allegations of abuse and neglect occurring in nursing homes, residential care facilities for the elderly, adult residential care facilities, and other settings, in accordance with California Law. | Y |

| Service | Description | DF Eligible |
|-----------------------------|---|-------------|
| Public Administrator | The Public Administrator investigates and resolves the estates of persons who die with no known next of kin able to administer the estate, or who die without a will. In the event that attempts to locate next of kin or a will are unsuccessful, the Public Administrator will serve as the Court-appointed representative of the estate. The Public Administrator may also act as a neutral stakeholder in contested estates. | N |
| Public Conservator | The Public Conservator provides mental health conservatorship, a legal procedure that authorizes psychiatric treatment of a person who is found by the Court to be gravely disabled due to serious mental illness or severe substance use disorders, and who is unable or unwilling to accept voluntary treatment. In addition to supervising treatment of conservatees and providing reports for Court hearings related to conservatorship and placement, the Public Conservator serves as an advocate for the least restrictive placement of the conservatee. | N |
| Public Guardian | The Public Guardian provides conservatorship to people who are frail, elderly, and/or disabled, and who are substantially unable to provide for their own personal needs, manage their finances, or resist fraud or undue influence. The Public Guardian develops and executes a care plan for immediate and long-term care of conservatees. These tasks include procuring appropriate housing, medical, and social service supports for the conservatee, and managing their finances and estate to protect their assets. | N |
| Representative Payee | The Representative Payee manages money for older adults and adults with disabilities who cannot manage their own funds to ensure their daily living needs are met. The Representative Payee supports clients' wellbeing and independence by helping them to apply for and maintain government benefits, and by collaborating with case managers to issue appropriate spending allowances to clients for their personal use. | N |

| Service | Description | DF Eligible |
|--|---|-------------|
| Senior Escorts | Senior Escorts accompany older adults on errands such as trips to medical appointments, banks, and grocery stores. Trips may be individual or group trips. The program was designed and launched in response to the rise in public violence targeting Asian and Pacific Islander community members during the COVID-19 pandemic. Escorts help people feel safe and willing to venture out into the community. This program is open to anyone who feels unsafe or unsure about leaving their home. | Y |
| Short-Term Home Care for Seniors | Short-Term Home Care for Seniors provides time-limited help at home with personal care, homemaker, and chore needs to allow older adults to live safely in the community, thereby preventing premature institutionalization. A program model outlined by the California Department of Aging, services are focused on older adults discharging from the hospital and/or applying for In-Home Supportive Services (a Medi-Cal benefit). | Y |
| Suicide Prevention and Emotional Support | The Suicide Prevention and Emotional Support program includes a variety of services, such as peer and professional psychological counseling, and grief counseling and support groups, as well as information and referral services to help connect clients with other needed supportive services. The program also provides the Friendship Line, which serves as an emergency telephone hotline for crisis intervention services, and as a warmline to reduce callers' feelings of loneliness and social isolation. | Y |
| Support at Home | Support at Home provides home care subsidies for people who have too much income to qualify for In-Home Supportive Services (a Medi-Cal benefit) but not enough to afford to privately pay for home care. | Y |
| Support Services for People with Collecting Behaviors | Support Services for People with Collecting Behaviors facilitates support groups and psychoeducation for individuals who compulsively acquire possessions and are unable to discard them. The program also coordinates a citywide task force and provides education and training to professionals working with people with collecting behaviors (i.e., hoarding and cluttering). | Y |

| Service | Description | DF Eligible |
|--------------------------|--|-------------|
| Video Doorbells | The Video Doorbells program provides access to residential video doorbells to enhance safety and security. The program provides for acquisition, installation, and training on use of the video doorbell. Initially launched as a pilot program in District 4, it now offers services citywide. | Y |
| Wheelchair Repair | Wheelchair Repair provides wheelchair repairs, preventative maintenance, and opportunities to learn about upkeep and basic repairs. This pilot program seeks to decrease lengthy wheelchair repair times and the corresponding negative outcomes associated with out-of-service assistive equipment. | Y |
| Workforce Support | The Workforce Support program is designed to strengthen the competencies of paid caregivers and home care workers who provide care to older adults and adults with disabilities in San Francisco. In addition to building basic caregiving skills, knowledge, and abilities, the training offered by the program includes education on cultural sensitivity so that caregivers may serve diverse clients, such as those with limited English-speaking proficiency. | Y |

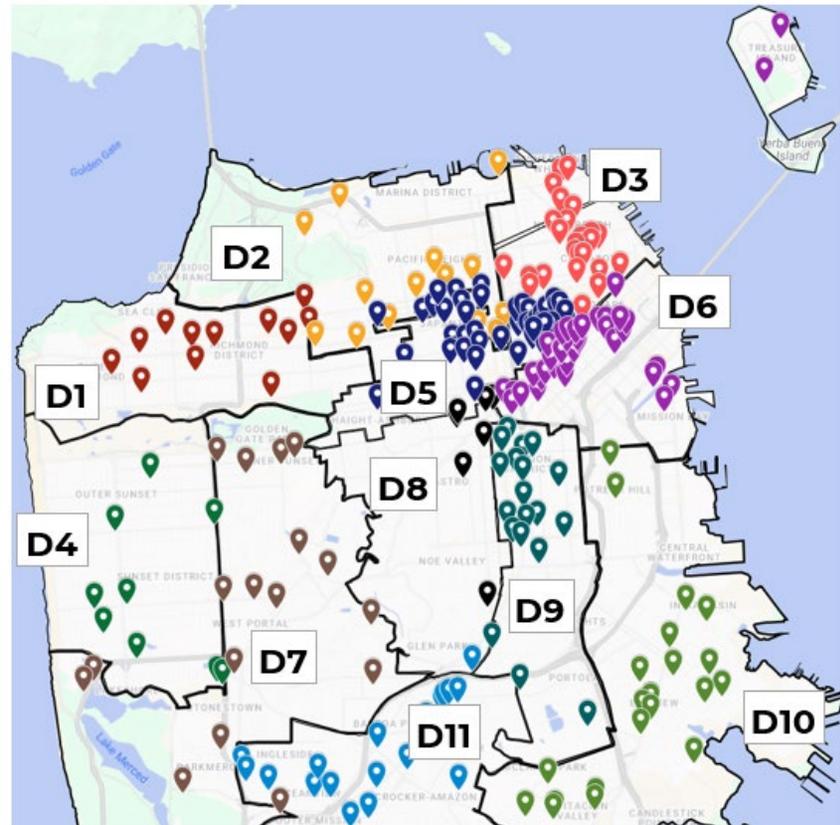
Appendix B: DAS Service Site Guide

This appendix provides a map and list of sites throughout the city — organized by Supervisorial District — where services are directly provided or administered by DAS through partnerships with community-based organizations. This guide reflects updates through August 2025.

In addition to the services listed in this guide, DAS provides many services that are not site-specific, such as home-delivered meals and in-home care. These services are available citywide (accessible via phone or provided to the client in their home). For a complete list and description of DAS services, including those supported by the Dignity Fund, please see *Appendix A*.

Service Sites by Supervisorial District

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District 1 ●



Service Sites in District 1

- 1 Lafayette RDNC
- 2 491 31st Avenue
- 3 Richmond Neighborhood Center
- 4 Richmond Senior Center
- 5 Self-Help for the Elderly Adult Day Services
- 6 Jackie Chan Senior Center
- 7 YMCA: Richmond
- 8 San Francisco Village
- 9 CHAMPSS Venus Cafe
- 10 George Peabody RNC
- 11 St. Johns Presbyterian
- 12 345 Arguello Boulevard

To learn more about these service sites, as well as our home-based services, contact the DAS Benefits and Resources Hub at (415) 355-6700

Service Sites in District 1: Services Available by Site

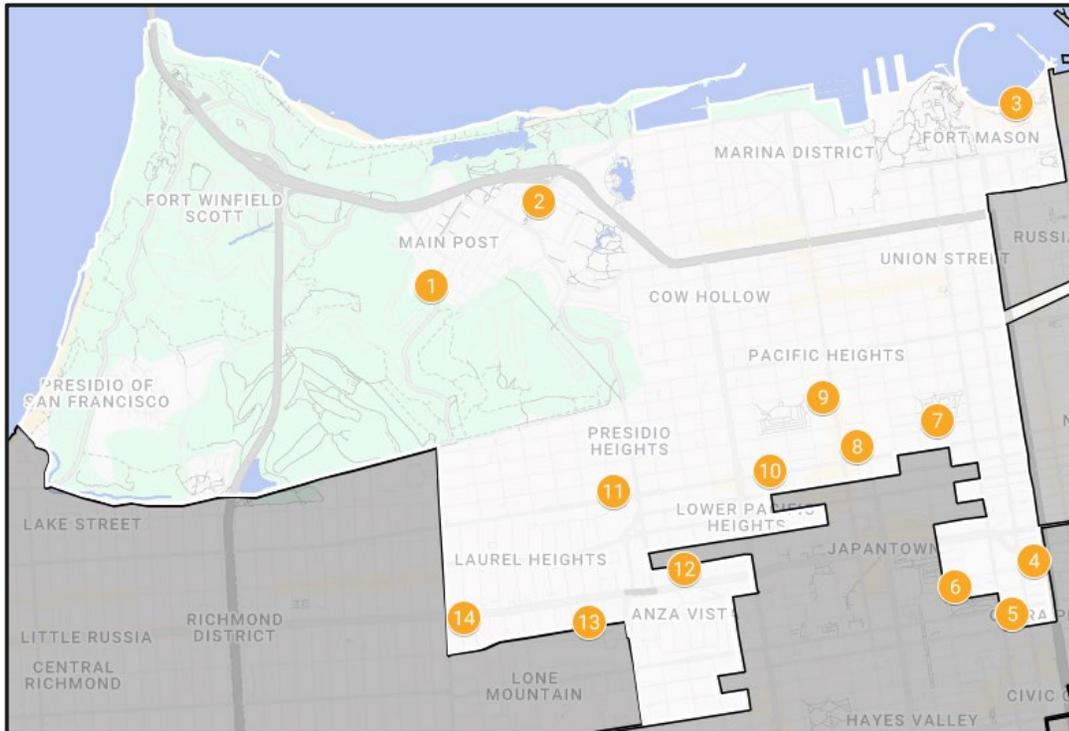
| # | Site | Address | Zip | Service | Agency |
|------------------|--|-----------------|-------|---|--------------------------------------|
| 1 | Lafayette RDNC | 4545 Anza St | 94121 | Food Pantry | SF Marin Food Bank |
| 2 | 491 31st Avenue | 491 31st Ave | 94121 | Rental Assistance Demonstration | Mercy Housing California |
| 3 | Richmond Neighborhood Center | 741 30th Ave | 94121 | Food Pantry | SF Marin Food Bank |
| | | | | Neighborhood Choirs | Community Music Center |
| 4 | Richmond Senior Center | 6221 Geary Blvd | 94121 | Aging and Disability Resource Centers (ADRCs) | Golden Gate Senior Services |
| | | | | Chronic Disease Management Programs | On Lok |
| | | | | Community Service Centers | Golden Gate Senior Services |
| | | | | Congregate Meals | Project Open Hand |
| | | | | Health Promotion - Physical Fitness | On Lok |
| | | | | SF Connected | Community Living Campaign |
| | | | | | Community Tech Network (digitalLIFT) |
| | | | | | Felton Institute |
| Village Programs | Golden Gate Senior Services | | | | |
| 5 | Self-Help for the Elderly Adult Day Services | 408 22nd Ave | 94121 | Adult Day Programs | Self-Help for the Elderly |
| 6 | Jackie Chan Senior Center | 5757 Geary Blvd | 94121 | Community Service Centers | Self-Help for the Elderly |
| | | | | Congregate Meals | Self-Help for the Elderly |
| | | | | Intergenerational Programs | Self-Help for the Elderly |
| | | | | Naturalization | Self-Help for the Elderly |
| | | | | Senior Escorts | Self-Help for the Elderly |
| 7 | YMCA: Richmond | 360 18th Ave | 94121 | Chronic Disease Management Programs | On Lok |
| | | | | Community Service Centers | YMCA |
| | | | | Food Pantry | SF Marin Food Bank |

To learn more about these service sites, as well as our home-based services, contact the DAS Benefits and Resources Hub at (415) 355-6700

| # | Site | Address | Zip | Service | Agency |
|----|------------------------|-------------------|-------|---|------------------------------|
| 8 | San Francisco Village | 3220 Fulton St | 94118 | Creative Arts for Older Adults and Adults with Disabilities | UCSF Memory and Aging Center |
| | | | | Village Programs | SF Village |
| 9 | CHAMPSS Venus Cafe | 700 Clement St | 94118 | Congregate Meals | Self-Help for the Elderly |
| 10 | George Peabody RNC | 256 7th Ave | 94118 | Food Pantry | SF Marin Food Bank |
| 11 | St. Johns Presbyterian | 25 Lake St | 94118 | Food Pantry | SF Marin Food Bank |
| 12 | 345 Arguello Boulevard | 345 Arguello Blvd | 94118 | Rental Assistance Demonstration | Mercy Housing California |

To learn more about these service sites, as well as our home-based services, contact the DAS Benefits and Resources Hub at (415) 355-6700

District 2 ●



Service Sites in District 2

- 1 Irene Swindells Center for Adult Services (Enrichment Center at The Presidio)
- 2 Veterans Academy
- 3 Aquatic Park Senior Center
- 4 939 & 951 Eddy Street Apartments
- 5 Parkview Terraces
- 6 Western Park Apartments
- 7 1880 Pine Street
- 8 JFK Towers
- 9 Conard House: Cooperative Apartments / Jackson
- 10 2698 California Street
- 11 Menorah Park
- 12 St. Andrew Missionary Baptist Church
- 13 Russian American Community Services
- 14 Institute on Aging

To learn more about these service sites, as well as our home-based services, contact the DAS Benefits and Resources Hub at (415) 355-6700

| # | Site | Address | Zip | Service | Agency |
|----|---|--------------------|-------|---|---|
| 1 | Irene Swindells Center for Adult Services (Enrichment Center at The Presidio) | 386 Moraga Ave | 94129 | Adult Day Programs | Institute on Aging |
| 2 | Veterans Academy | 1030 Girard Rd | 94129 | Congregate Meals | Centro Latino de San Francisco |
| | | | | Veterans Services Connect | Swords to Plowshares |
| 3 | Aquatic Park Senior Center | 890 Beach St | 94109 | Aging and Disability Resource Centers (ADRCs) | Sequoia Living |
| | | | | Chronic Disease Management Programs | On Lok |
| | | | | Community Service Centers | Sequoia Living |
| | | | | Congregate Meals | Project Open Hand |
| | | | | Creative Arts for Older Adults and Adults with Disabilities | Community Music Center |
| | | | | Health Promotion - Physical Fitness | On Lok |
| | | | | SF Connected | Community Tech Network (digitalLIFT) |
| 4 | 939 & 951 Eddy Street Apartments | 951 Eddy St | 94109 | Intergenerational Programs | Sequoia Living |
| | | | | Rental Assistance Demonstration | Tenderloin Neighborhood Development Corporation |
| 5 | Parkview Terraces | 871 Turk St | 94102 | Intergenerational Programs | Sequoia Living |
| 6 | Western Park Apartments | 1280 Laguna St | 94115 | Intergenerational Programs | Sequoia Living |
| 7 | 1880 Pine Street | 1880 Pine St | 94109 | Rental Assistance Demonstration | Mercy Housing California |
| 8 | JFK Towers | 2451 Sacramento St | 94115 | Rental Assistance Demonstration | Mercy Housing California |
| 9 | Conard House: Cooperative Apartments / Jackson | 2441 Jackson St | 94115 | SF Connected | Conard House |
| 10 | 2698 California Street | 2698 California St | 94115 | Rental Assistance Demonstration | Mercy Housing California |
| 11 | Menorah Park | 3365 Sacramento St | 94115 | Chronic Disease Management Programs | On Lok |
| 12 | St. Andrew Missionary Baptist Church | 2565 Post St | 94115 | Food Pantry | SF Marin Food Bank |

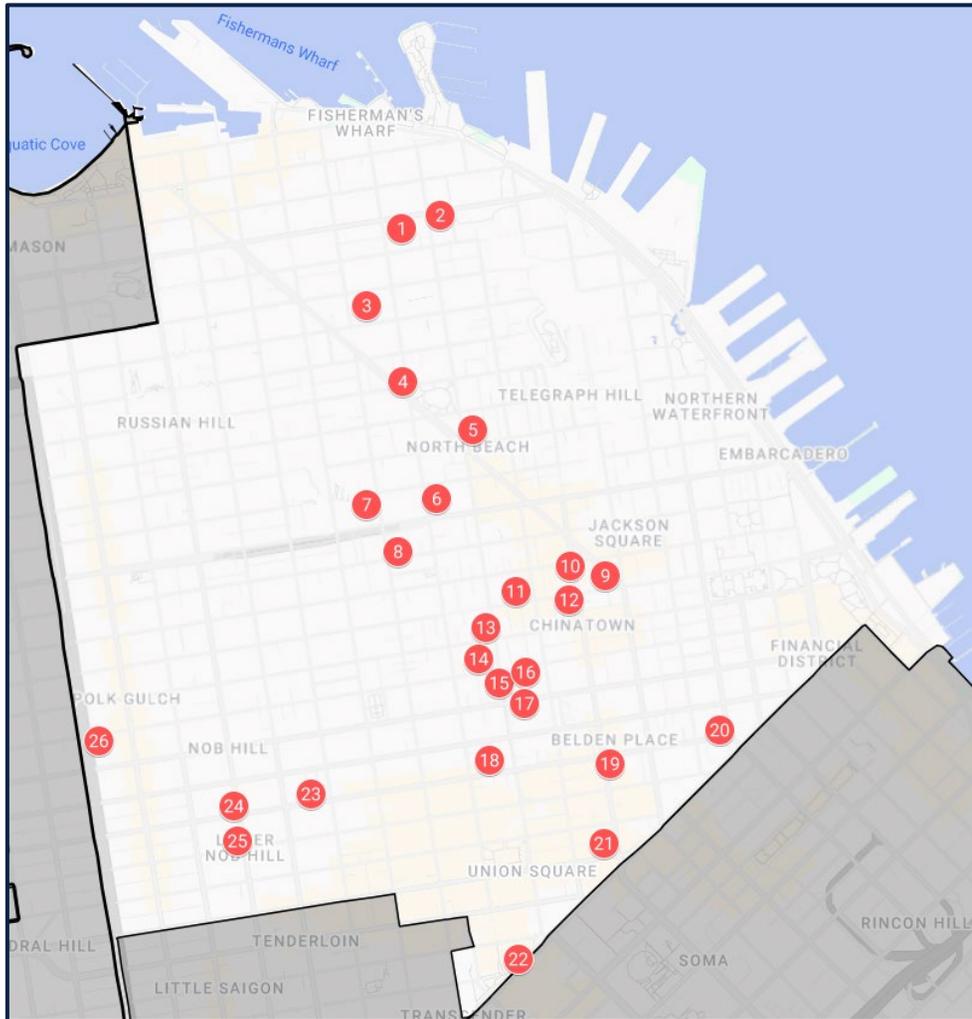
To learn more about these service sites, as well as our home-based services, contact the DAS Benefits and Resources Hub at (415) 355-6700

| # | Site | Address | Zip | Service | Agency |
|----|-------------------------------------|-----------------|-------|---------------------------|-------------------------------------|
| 13 | Russian American Community Services | 300 Anza St | 94118 | Community Service Centers | Russian American Community Services |
| | | | | Congregate Meals | Russian American Community Services |
| 14 | Institute on Aging | 3575 Geary Blvd | 94118 | Caregiver Respite^ | Institute on Aging |
| | | | | Case Management^ | Institute on Aging |

^ Service available onsite and also provided to client in the community and/or at their home

To learn more about these service sites, as well as our home-based services, contact the DAS Benefits and Resources Hub at (415) 355-6700

District 3 ●



Service Sites in District 3

| | | | |
|----|--|----|--|
| 1 | 227 Bay Street | 17 | Chinatown YMCA NGN |
| 2 | Self-Help for the Elderly | 18 | Conard House: The Marilyn Inn |
| 3 | Telegraph Hill Neighborhood Center | 19 | Stanford Hotel |
| 4 | NEXT Village San Francisco | 20 | Toolworks |
| 5 | North East Medical Services (NEMS) | 21 | Shanti Project |
| 6 | Salvation Army: Chinatown | 22 | Mental Health Association of San Francisco |
| 7 | Lady Shaw Senior Center | 23 | MEI Food Pantry |
| 8 | 990 Pacific Avenue | 24 | Little Brothers-Friends of the Elderly |
| 9 | Manilatown Senior Center | 25 | Granada Hotel |
| 10 | Self-Help for the Elderly (Main Office) | 26 | Interfaith Food Pantry |
| 11 | Chinese Christian Mission | | |
| 12 | Self-Help for the Elderly | | |
| 13 | Presbyterian Church in Chinatown | | |
| 14 | Presbyterian Church in Chinatown | | |
| 15 | Geen Mun Senior Center | | |
| 16 | YMCA: Chinatown | | |

To learn more about these service sites, as well as our home-based services, contact the DAS Benefits and Resources Hub at (415) 355-6700

Service Sites in District 3: Services Available by Site

| # | Site | Address | Zip | Service | Agency |
|----|---|------------------|-------|--|--|
| 1 | 227 Bay Street | 227 Bay St | 94133 | Rental Assistance Demonstration | Chinatown Community Development Center |
| 2 | Self-Help for the Elderly | 827 Pacific Ave | 94133 | Case Management^ | Self-Help for the Elderly |
| 3 | Telegraph Hill Neighborhood Center | 660 Lombard St | 94133 | Congregate Meals | Project Open Hand |
| 4 | NEXT Village San Francisco | 704 Filbert St | 94133 | Village Programs | NEXT Village SF |
| 5 | North East Medical Services (NEMS) | 1520 Stockton St | 94133 | Chronic Disease Management Programs | On Lok |
| 6 | Salvation Army: Chinatown | 1450 Powell St | 94133 | Food Pantry | SF Marin Food Bank |
| 7 | Lady Shaw Senior Center | 1483 Mason St | 94133 | Community Service Centers | Self-Help for the Elderly |
| | | | | Congregate Meals | Self-Help for the Elderly |
| | | | | Intergenerational Programs | Self-Help for the Elderly |
| | | | | SF Connected | Self-Help for the Elderly |
| 8 | 990 Pacific Avenue | 990 Pacific Ave | 94133 | Rental Assistance Demonstration | Chinatown Community Development Center |
| 9 | Manilatown Senior Center | 848 Kearny St | 94108 | Community Service Centers | Self-Help for the Elderly |
| | | | | Congregate Meals | Self-Help for the Elderly |
| | | | | Health Promotion - Physical Fitness | On Lok |
| | | | | Intergenerational Programs | Self-Help for the Elderly |
| 10 | Self-Help for the Elderly | 601 Jackson St | 94133 | Family Caregiver Support Program^ | Self-Help for the Elderly |
| | | | | Health Insurance Counseling and Advocacy Program (HICAP) | Self-Help for the Elderly |
| | | | | Naturalization | Self-Help for the Elderly |
| | | | | Senior Escorts | Self-Help for the Elderly |
| 11 | Chinese Christian Mission | 8-14 Ross Alley | 94108 | Food Pantry | SF Marin Food Bank |
| 12 | Self-Help for the Elderly: Social Services Department | 829 Kearny St | 94108 | Aging and Disability Resource Centers (ADRCs) | Self-Help for the Elderly |
| | | | | Housing Subsidies | Self-Help for the Elderly |
| | | | | Workforce Support | Self-Help for the Elderly |

To learn more about these service sites, as well as our home-based services, contact the DAS Benefits and Resources Hub at (415) 355-6700

| # | Site | Address | Zip | Service | Agency |
|----|---|------------------------|-------|---|--|
| 13 | Presbyterian Church in Chinatown | 925 Stockton St | 94108 | Food Pantry | SF Marin Food Bank |
| | | | | Home-Delivered Groceries | Chinatown Community Development Center |
| 14 | Presbyterian Church in Chinatown - Pantry 2 | 920 Sacramento St | 94108 | Food Pantry | SF Marin Food Bank |
| 15 | Geen Mun Senior Center | 777 Stockton St | 94108 | Aging and Disability Resource Centers (ADRCs) | Self-Help for the Elderly |
| | | | | Community Service Centers | Self-Help for the Elderly |
| | | | | Congregate Meals | Self-Help for the Elderly |
| | | | | Intergenerational Programs | Self-Help for the Elderly |
| | | | | Naturalization | Self-Help for the Elderly |
| | | | | Senior Escorts | Self-Help for the Elderly |
| 16 | YMCA: Chinatown | 855 Sacramento St | 94108 | Community Service Centers | YMCA |
| 17 | Chinatown YMCA NGN | 1 Sabin Pl | 94108 | Food Pantry | SF Marin Food Bank |
| 18 | Conard House: The Marilyn Inn | 27 Dashiell Hammett St | 94108 | SF Connected | Conard House |
| 19 | Stanford Hotel | 250 Kearny St | 94108 | Congregate Meals | Project Open Hand |
| | | | | Veterans Services Connect | Swords to Plowshares |
| 20 | Toolworks | 22 Battery St | 94111 | Aging and Disability Resource Centers (ADRCs) | Toolworks |
| 21 | Shanti Project | 27 Maiden Ln | 94108 | LGBTQ+ Care Navigation | Shanti Project |
| 22 | Mental Health Association of San Francisco | 870 Market St | 94102 | Support Services for People with Collecting Behaviors | Mental Health Association SF |
| 23 | MEI Food Pantry | 1040 Bush St | 94109 | Food Pantry | SF Marin Food Bank |
| 24 | Little Brothers-Friends of the Elderly | 909 Hyde St | 94109 | Volunteer Visitors | Little Brothers - Friends of the Elderly |
| 25 | Granada Hotel | 1000 Sutter St | 94109 | Congregate Meals | Episcopal Community Services |
| 26 | Interfaith Food Pantry | 1751 Sacramento St | 94109 | Food Pantry | SF Marin Food Bank |

^ Service available onsite and also provided to client in the community and/or at their home

To learn more about these service sites, as well as our home-based services, contact the DAS Benefits and Resources Hub at (415) 355-6700



Service Sites in District 4

- 1 L'Chaim Adult Day Health Center
- 2 Sunset Ministry
Sunset Neighborhood Beacon Center
- 3 CHAMPSS SoHoMei
- 4 Grace United Methodist Church
- 5 Chi Sing Community Center
- 6 South Sunset Senior Center
- 7 First United Presbyterian Church
- 8 YMCA: Stonestown
- 9 YMCA: Stonestown Annex

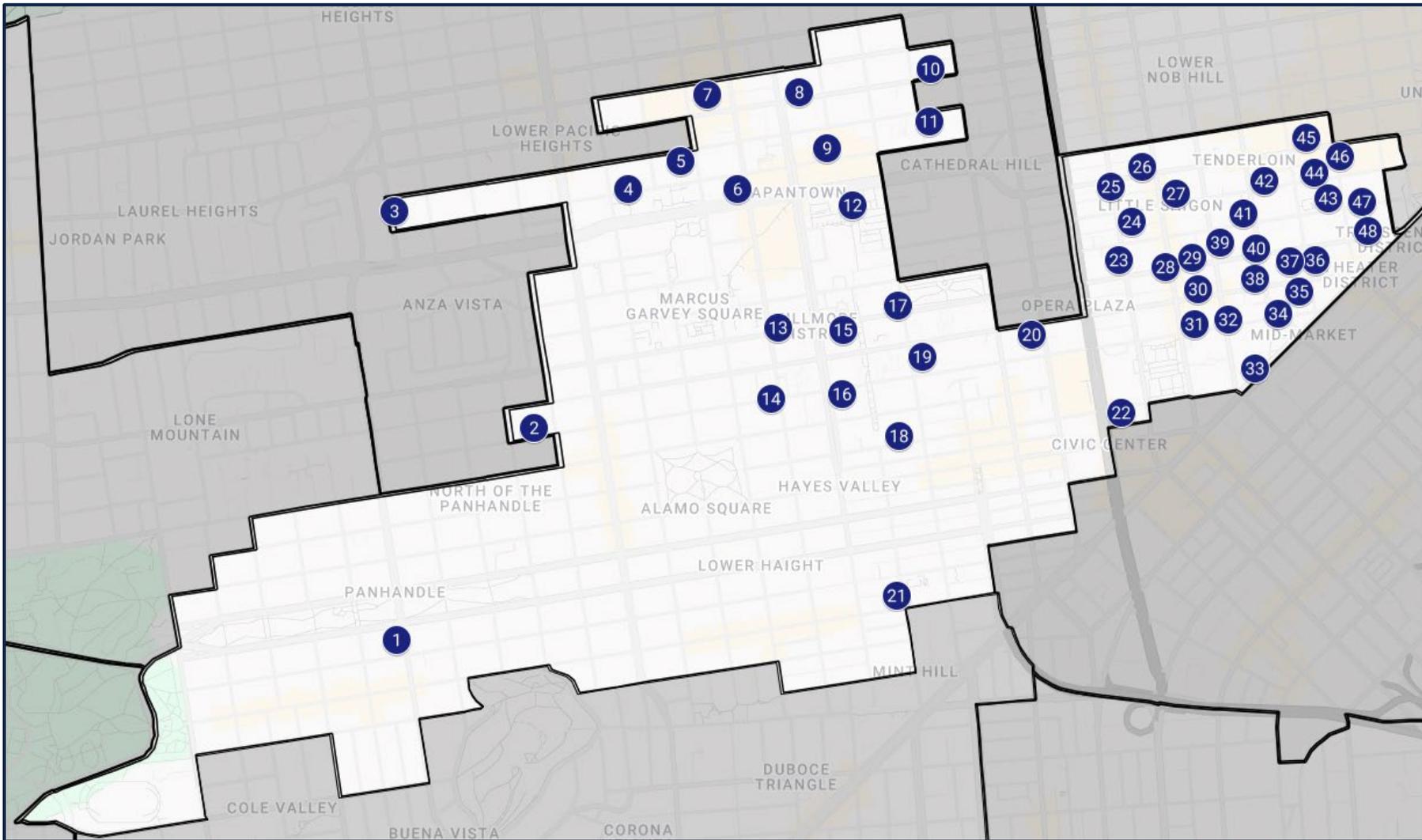
To learn more about these service sites, as well as our home-based services, contact the DAS Benefits and Resources Hub at (415) 355-6700

Service Sites in District 4: Services Available by Site

| # | Site | Address | Zip | Service | Agency |
|---|-----------------------------------|-------------------|-------|---|---------------------------------------|
| 1 | L'Chaim Adult Day Health Center | 2534 Judah St | 94122 | Naturalization | Jewish Family and Children's Services |
| | | | | SF Connected | Self-Help for the Elderly |
| 2 | Sunset Ministry | 3010 Noriega St | 94122 | Food Pantry | SF Marin Food Bank |
| | Sunset Neighborhood Beacon Center | 3010 Noriega St | 94122 | Food Pantry | SF Marin Food Bank |
| 3 | CHAMPSS SoHoMei | 1240 Noriega St | 94122 | Congregate Meals | Self-Help for the Elderly |
| 4 | Grace United Methodist Church | 2540 Taraval St | 94116 | Food Pantry | SF Marin Food Bank |
| 5 | Chi Sing Community Center | 3133 Taraval St | 94116 | Aging and Disability Resource Centers (ADRCs) | Self-Help for the Elderly |
| | | | | Congregate Meals | Self-Help for the Elderly |
| | | | | Health Insurance Counseling and Advocacy Program (HICAP) | Self-Help for the Elderly |
| | | | | Naturalization | Self-Help for the Elderly |
| | | | | Senior Escorts | Self-Help for the Elderly |
| 6 | South Sunset Senior Center | 2601 40th Ave | 94116 | Community Service Centers | Self-Help for the Elderly |
| | | | | Congregate Meals | Self-Help for the Elderly |
| | | | | Health Promotion - Physical Fitness | On Lok |
| | | | | Intergenerational Programs | Self-Help for the Elderly |
| 7 | First United Presbyterian Church | 1740 Sloat Blvd | 94132 | Food Pantry | SF Marin Food Bank |
| 8 | YMCA: Stonestown | 333 Eucalyptus Dr | 94132 | Creative Arts for Older Adults and Adults with Disabilities | Art with Elders |
| 9 | YMCA: Stonestown Annex | 3150 20th Ave | 94132 | Community Service Centers | YMCA |
| | | | | Congregate Meals | Self-Help for the Elderly |
| | | | | Health Insurance Counseling and Advocacy Program (HICAP) | Self-Help for the Elderly |
| | | | | SF Connected | Community Tech Network (digitalLIFT) |

To learn more about these service sites, as well as our home-based services, contact the DAS Benefits and Resources Hub at (415) 355-6700

District 5



To learn more about these service sites, as well as our home-based services, contact the DAS Benefits and Resources Hub at (415) 355-6700

Service Sites in District 5

- 1 St. Agnes Community
- 2 1750 McAllister Street
- 3 Booker T. Washington Community Service Center
- 4 Jewish Family and Children's Services
- 5 Macedonia Baptist Church
- 6 Jones Memorial
- 7 St. Dominic's Catholic Church
- 8 Kimochi Senior Center
- 9 Kimochi Administration Office
- 10 1760 Bush Street
- 11 Kimochi Home
- 12 YMCA: Buchanan
- 14 Open Door Legal: Western Addition
- 15 Rosa Parks Apartments
- 16 Rosa Parks Senior Center
- 17 Willie B. Kennedy Apartments
- 18 Autumn Glow Alzheimer's Care Home
- 19 Bethel AME Church
- 20 Mary Helen Rogers Senior Community
- 21 Hayes Valley Food Pantry
- 22 Haven of Hope
- 23 Eastern Park Apartments
- 24 Project Open Hand: Ruth Brinker Meal Site
- 25 Southeast Asian Community Center
- 26 Conard House: Jordan Apartments
- 27 666 Ellis Street
- 28 Curry Senior Center: Tech & Wellness Hub
- 29 SteppingStone: Golden Gate Day Health
- 30 Sala Burton Manor
- 31 Conard House: McAllister
- 32 UC Hastings College of the Law - Medical-Legal Partnership for Seniors
- 33 Felton Institute
- 34 Mercy Housing: 54 McAllister
- 35 St. Anthony's Dining Room
- 36 Conard House: The Lyric
- 37 201 Turk Street Apartments
- 38 Curry Senior Center
- 39 Conard House: The Midori
- 40 Curry Senior Center
- 41 Fairfax Hotel
- 42 La Voz Latina Mercadito
- 43 Youth With A Mission Pantry
- 44 350 Ellis Street
- 45 SF Senior Center – Downtown
- 46 Glide Foundation
- 47 Southeast Asian Development Center
- 48 Conard House: Aranda Hotel

To learn more about these service sites, as well as our home-based services, contact the DAS Benefits and Resources Hub at (415) 355-6700

Service Sites in District 5: Services Available by Site

| # | Site | Address | Zip | Service | Agency |
|----|---|--------------------|-------|--|--|
| 1 | St. Agnes Community | 1025 Masonic Ave | 94117 | Food Pantry | SF Marin Food Bank |
| 2 | 1750 McAllister Street | 1750 McAllister St | 94115 | Rental Assistance Demonstration | HomeRise |
| 3 | Booker T. Washington Community Service Center | 800 Presidio Ave | 94115 | Community Service Centers | Booker T. Washington Community Service Center |
| | | | | Neighborhood-Based Programs | Booker T. Washington Community Service Center |
| 4 | Jewish Family and Children's Services | 2150 Post St | 94115 | Naturalization | Jewish Family and Children's Services |
| 5 | Macedonia Baptist Church | 2135 Sutter St | 94115 | Food Pantry | SF Marin Food Bank |
| 6 | Jones Memorial | 1975 Post St | 94115 | Food Pantry | SF Marin Food Bank |
| 7 | St. Dominic's Catholic Church | 2390 Bush St | 94115 | Food Pantry | SF Marin Food Bank |
| 8 | Kimochi Senior Center | 1840 Sutter St | 94115 | Community Service Centers | Kimochi |
| | | | | Congregate Meals | Kimochi |
| 9 | Kimochi Administration Office | 1715 Buchanan St | 94115 | Case Management^ | Kimochi |
| | | | | Family Caregiver Support Program^ | Kimochi |
| 10 | 1760 Bush Street | 1760 Bush St | 94109 | Rental Assistance Demonstration | Mercy Housing California |
| 11 | Kimochi Home | 1531 Sutter St | 94109 | Adult Day Programs | Kimochi |
| | | | | Assisted Living Facilities (ALF) Support | Kimochi |
| | | | | Congregate Meals | Kimochi |
| | | | | SF Connected (Tech Lab only) | SF Department of Disability and Aging Services |
| 12 | YMCA: Buchanan | 1530 Buchanan St | 94115 | Community Service Centers | YMCA |
| | | | | Food Pantry | SF Marin Food Bank |
| | | | | Health Promotion - Physical Fitness | On Lok |

To learn more about these service sites, as well as our home-based services, contact the DAS Benefits and Resources Hub at (415) 355-6700

| # | Site | Address | Zip | Service | Agency |
|----|------------------------------------|---------------------|-------|---|--|
| 13 | Western Addition Senior Center | 1390 1/2 Turk St | 94115 | Aging and Disability Resource Centers (ADRCs) | Bayview Hunters Point Multipurpose Senior Services |
| | | | | Case Management^ | Bayview Hunters Point Multipurpose Senior Services |
| | | | | Community Service Centers | Bayview Hunters Point Multipurpose Senior Services |
| | | | | Congregate Meals | Bayview Hunters Point Multipurpose Senior Services |
| | | | | Neighborhood Choirs | Community Music Center |
| | | | | SF Connected | Community Tech Network (digitalLIFT) |
| 14 | Open Door Legal: Western Addition | 1113 Fillmore St | 94115 | Legal Assistance | Open Door Legal |
| 15 | Rosa Parks Apartments | 1251 Turk St | 94115 | Intergenerational Programs | Sequoia Living |
| | | | | Rental Assistance Demonstration | Tenderloin Neighborhood Development Corporation |
| 16 | Rosa Parks Senior Center | 1111 Buchanan St | 94115 | Community Service Centers | Bayview Hunters Point Multipurpose Senior Services |
| | | | | Congregate Meals | Bayview Hunters Point Multipurpose Senior Services |
| | | | | SF Connected (Tech Lab only) | SF Department of Disability and Aging Services |
| 17 | Willie B. Kennedy Apartments | 1239 Turk St | 94115 | Food Pantry | SF Marin Food Bank |
| | | | | Intergenerational Programs | Sequoia Living |
| 18 | Autumn Glow Alzheimer's Care Home | 654 Grove St | 94102 | Assisted Living Facilities (ALF) Support | Self-Help for the Elderly |
| 19 | Bethel AME Church | 916 Laguna St | 94115 | Food Pantry | SF Marin Food Bank |
| 20 | Mary Helen Rogers Senior Community | 701 Golden Gate Ave | 94102 | Intergenerational Programs | Sequoia Living |
| 21 | Hayes Valley Food Pantry | 403 Rose St | 94102 | Food Pantry | SF Marin Food Bank |
| 22 | Haven of Hope | 165 Grove St | 94102 | Disability Cultural Center | Haven of Hope |

To learn more about these service sites, as well as our home-based services, contact the DAS Benefits and Resources Hub at (415) 355-6700

| # | Site | Address | Zip | Service | Agency |
|----|--|---------------------|-------|---|---|
| 23 | Eastern Park Apartments | 711 Eddy St | 94109 | Intergenerational Programs | Sequoia Living |
| | | | | SF Connected | Community Tech Network (digitalLIFT) |
| 24 | Project Open Hand: Ruth Brinker Meal Site | 730 Polk St | 94109 | Congregate Meals | Project Open Hand |
| | | | | Nutrition as Health | Project Open Hand |
| 25 | Southeast Asian Community Center | 875 O'Farrell St | 94102 | Food Pantry | SF Marin Food Bank |
| 26 | Conard House: Jordan Apartments | 820 O'Farrell St | 94109 | SF Connected | Conard House |
| 27 | 666 Ellis Street | 666 Ellis St | 94109 | Rental Assistance Demonstration | HomeRise |
| 28 | Curry Senior Center: Tech & Wellness Hub | 520 Turk St | 94102 | Chronic Disease Management Programs | On Lok |
| | | | | LGBTQ+ Mental Health Connections | Curry Senior Center |
| | | | | Technology at Home | Curry Senior Center |
| | | | | Transgender and Gender Non-Conforming (TGNC) Supports | Curry Senior Center |
| 29 | SteppingStone: Golden Gate Day Health | 350 Golden Gate Ave | 94102 | Adult Day Health Centers (ADHCs) | SteppingStone |
| | | | | Family Caregiver Support Program | SteppingStone |
| | | | | SF Connected (Tech Lab only) | SF Department of Disability and Aging Services |
| 30 | Sala Burton Manor | 430 Turk St | 94102 | Intergenerational Programs | Sequoia Living |
| | | | | Rental Assistance Demonstration | Tenderloin Neighborhood Development Corporation |
| 31 | Conard House: McAllister | 270 McAllister St | 94102 | SF Connected | Conard House |
| 32 | UC Hastings College of the Law – Medical-Legal Partnership for Seniors | 200 McAllister St | 94102 | Legal Assistance | UC Hastings College of Law – MLPS |
| 33 | Felton Institute | 1170 Market St | 94102 | Senior Companion | Felton Institute |
| 34 | Mercy Housing: 54 McAllister | 54 McAllister St | 94102 | Chronic Disease Management Programs | On Lok |
| 35 | St. Anthony's Dining Room | 121 Golden Gate Ave | 94102 | Food Pantry | SF Marin Food Bank |

To learn more about these service sites, as well as our home-based services, contact the DAS Benefits and Resources Hub at (415) 355-6700

| # | Site | Address | Zip | Service | Agency |
|--------------------|------------------------------------|------------------|-------|---|---|
| 36 | Conard House: The Lyric | 140 Jones St | 94102 | SF Connected | Conard House |
| 37 | 201 Turk Street Apartments | 201 Turk St | 94102 | Naturalization | Immigration Institute of the Bay Area |
| 38 | Curry Senior Center | 315 Turk St | 94102 | SF Connected | Community Tech Network (digitalLIFT) |
| | | | | SF Connected | Self-Help for the Elderly |
| | | | | Technology at Home | Curry Senior Center |
| 39 | Conard House: The Midori | 240 Hyde St | 94102 | SF Connected | Conard House |
| 40 | Curry Senior Center | 333 Turk St | 94102 | Case Management^ | Curry Senior Center |
| | | | | Community Service Centers | Curry Senior Center |
| | | | | Congregate Meals | Project Open Hand |
| | | | | Creative Arts for Older Adults and Adults with Disabilities | Art with Elders |
| | | | | LGBTQ+ Mental Health Connections | Curry Senior Center |
| 41 | Fairfax Hotel | 420 Eddy St | 94109 | Veterans Services Connect | Swords to Plowshares |
| 42 | La Voz Latina Mercadito | 470 Ellis St | 94102 | Food Pantry | SF Marin Food Bank |
| 43 | Youth With A Mission Pantry | 357 Ellis St | 94102 | Food Pantry | SF Marin Food Bank |
| 44 | 350 Ellis Street | 350 Ellis St | 94102 | Rental Assistance Demonstration | Tenderloin Neighborhood Development Corporation |
| 45 | SF Senior Center – Downtown | 481 O'Farrell St | 94102 | Aging and Disability Resource Centers (ADRCs) | Sequoia Living |
| | | | | Community Service Centers | Sequoia Living |
| | | | | Congregate Meals | Project Open Hand |
| | | | | Neighborhood Choirs | Community Music Center |
| | | | | SF Connected | Community Tech Network (digitalLIFT) |
| Technology at Home | Curry Senior Center | | | | |
| 46 | Glide Foundation | 330 Ellis St | 94102 | Congregate Meals | Glide |
| 47 | Southeast Asian Development Center | 166 Eddy St | 94102 | Naturalization | Asian Pacific Islander Legal Outreach |

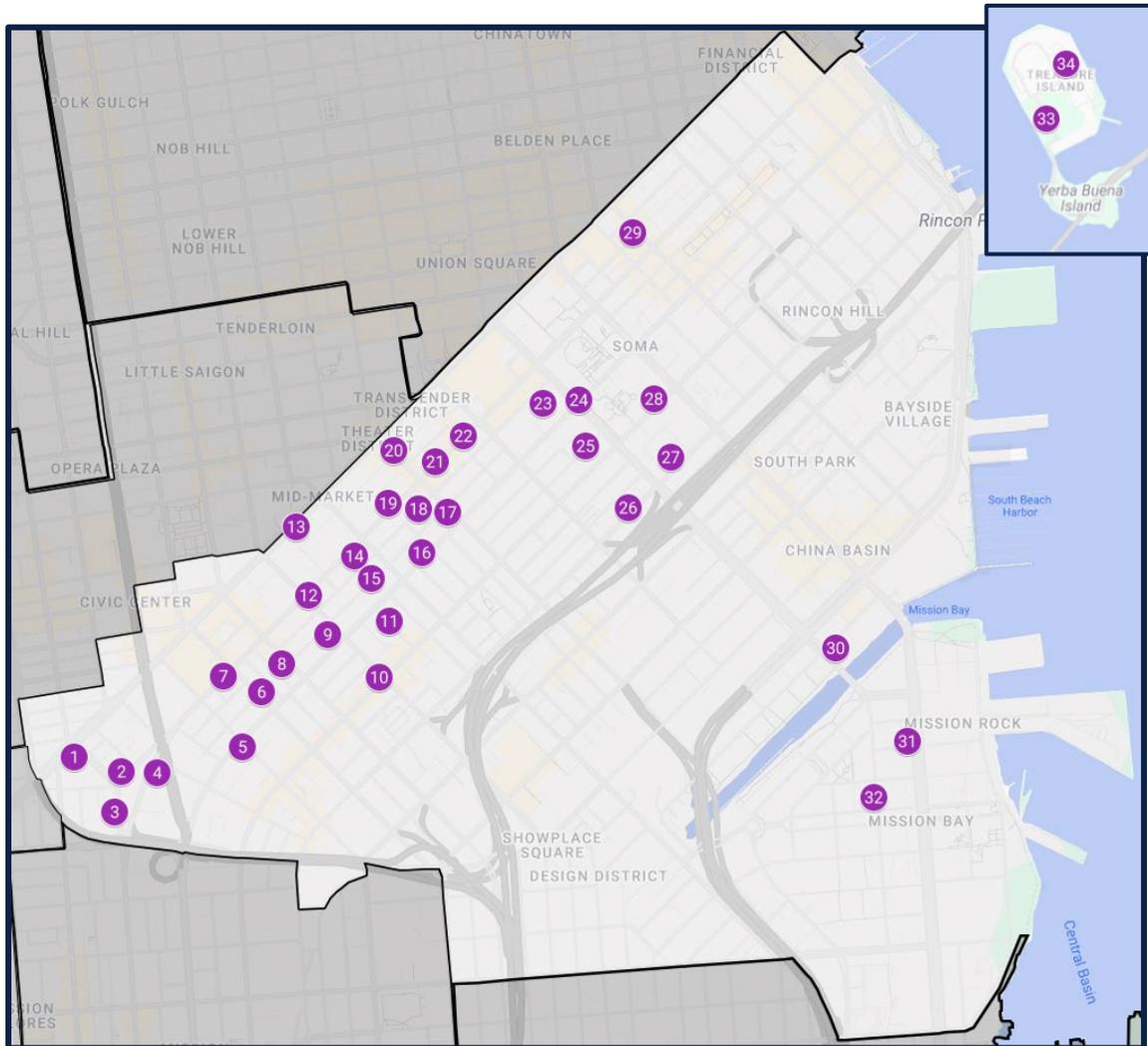
To learn more about these service sites, as well as our home-based services, contact the DAS Benefits and Resources Hub at (415) 355-6700

| # | Site | Address | Zip | Service | Agency |
|----|----------------------------|------------|-------|--------------|--------------|
| 48 | Conard House: Aranda Hotel | 64 Turk St | 94102 | SF Connected | Conard House |

^ Service available onsite and also provided to client in the community and/or at their home

To learn more about these service sites, as well as our home-based services, contact the DAS Benefits and Resources Hub at (415) 355-6700

District 6 ●



Service Sites in District 6

- 1 Conard House: Allen Hotel
- 2 DAS Benefits and Resource Hub
- 3 Veterans Commons
- 4 Community Living Campaign
Legal Assistance to the Elderly
- 5 The Arc San Francisco
- 6 Conard House: The Washburn
- 7 Conard House
- 8 Conard House: El Dorado Hotel
- 9 Canon Kip Senior Center
- 10 San Francisco Pretrial Diversion Project
- 11 Senior and Disability Action
- 13 Lighthouse for the Blind & Visually Impaired
- 14 API Legal Outreach
- 15 Bayanihan Equity Center
- 16 Swords to Plowshares & Veterans
Community Center
- 17 City Team Food Pantry
- 18 Minna Lee

To learn more about these service sites, as well as our home-based services, contact the DAS Benefits and Resources Hub at (415) 355-6700

Service Sites in District 6 (Continued)

- 19 1064/1066 Mission Street
- 20 Homebridge
- 21 Eviction Defense Collaborative
- 22 Pilipino Senior Resource Center
- 23 Independent Living Resource Center of San Francisco
- 24 Woolf House
- 25 Clementina Towers
- 26 Salvation Army: South of Market
- 27 SteppingStone: Mabini Day Health
- 28 Mendelsohn House
- 29 Immigration Institute of the Bay Area
- 30 SteppingStone: Mission Creek Day Health
- 31 Edwin M Lee Apartments
- 32 China Basin Community Market
- 33 Maceo May Apartments
- 34 One Treasure Island

To learn more about these service sites, as well as our home-based services, contact the DAS Benefits and Resources Hub at (415) 355-6700

Service Sites in District 6: Services Available by Site

| # | Site | Address | Zip | Service | Agency |
|---|---------------------------------|-----------------|-------|---|--|
| 1 | Conard House: Allen Hotel | 1693 Market St | 94103 | SF Connected | Conard House |
| 2 | DAS Benefits and Resource Hub | 2 Gough St | 94103 | DAS Intake | SF Department of Disability and Aging Services |
| 3 | Veterans Commons | 150 Otis St | 94103 | Congregate Meals | Centro Latino de San Francisco |
| | | | | Veterans Services Connect | Swords to Plowshares |
| 4 | Community Living Campaign | 1663 Mission St | 94103 | Chronic Disease Management Programs | On Lok |
| | | | | Employment Support | Community Living Campaign |
| | | | | SF Connected | Community Living Campaign |
| | | | | Transportation | Community Living Campaign |
| | Legal Assistance to the Elderly | 1663 Mission St | 94103 | Legal Assistance | Legal Assistance to the Elderly |
| | | | | LGBTQ+ Legal & Life Planning | Legal Assistance to the Elderly |
| 5 | The Arc San Francisco | 1500 Howard St | 94103 | Employment Support | The Arc San Francisco |
| | | | | Empowerment Programs | The Arc San Francisco |
| | | | | SF Connected | The Arc San Francisco |
| 6 | Conard House: The Washburn | 42 Washburn St | 94103 | SF Connected | Conard House |
| 7 | Conard House | 1385 Mission St | 94103 | Money Management | Conard House |
| | | | | SF Connected | Conard House |
| 8 | Conard House: El Dorado Hotel | 150 9th St | 94103 | SF Connected | Conard House |
| 9 | Canon Kip Senior Center | 705 Natoma St | 94103 | Aging and Disability Resource Centers (ADRCs) | Episcopal Community Services |
| | | | | Case Management^ | Episcopal Community Services |
| | | | | Community Service Centers | Episcopal Community Services |
| | | | | Congregate Meals | Episcopal Community Services |
| | | | | Senior Companion | Felton Institute |
| | | | | SF Connected | Community Tech Network (digitalLIFT) |

To learn more about these service sites, as well as our home-based services, contact the DAS Benefits and Resources Hub at (415) 355-6700

| # | Site | Address | Zip | Service | Agency |
|----|--|---------------------------|-------|--|--|
| 10 | San Francisco Pretrial Diversion Project | 1200 Folsom St | 94103 | Veterans Justice Court Case Management | San Francisco Pretrial Diversion Project |
| 11 | Senior and Disability Action | 222 8th St | 94103 | Advocacy Services | Senior and Disability Action |
| | | | | Empowerment Programs | Senior and Disability Action |
| 13 | Lighthouse for the Blind & Visually Impaired | 1155 Market St | 94103 | Community Service Centers | Lighthouse for the Blind |
| | | | | Intergenerational Programs | Lighthouse for the Blind |
| | | | | SF Connected | Lighthouse for the Blind |
| | | | | Transportation | Lighthouse for the Blind |
| | | | | Volunteer Visitors | Lighthouse for the Blind |
| 14 | API Legal Outreach | 1121 Mission St | 94103 | Legal Assistance | Asian Pacific Islander Legal Outreach |
| | | | | Naturalization | Asian Pacific Islander Legal Outreach |
| 15 | Bayanihan Equity Center | 616 Minna St | 94103 | Community Service Centers | Bayanihan Equity Center |
| | | | | Neighborhood Choirs | Community Music Center |
| 16 | Swords to Plowshares & Veterans Community Center | 1060 Howard St | 94103 | Veterans Drop-In Center | Swords to Plowshares |
| | | | | Congregate Meals | Centro Latino de San Francisco |
| 17 | City Team Food Pantry | 164 6th St | 94103 | Food Pantry | SF Marin Food Bank |
| 18 | Minna Lee | 149 6th St | 94103 | Congregate Meals | Centro Latino de San Francisco |
| 19 | 1064/1066 Mission Street | 1064/1066 Mission St | 94103 | Congregate Meals | Episcopal Community Services |
| 20 | Homebridge | 1035 Market St, Suite 100 | 94103 | Case Management [^] | Homebridge |
| 21 | Eviction Defense Collaborative | 976 Mission St | 94103 | Housing Subsidies | Eviction Defense Collaborative |
| 22 | Pilipino Senior Resource Center | 953 Mission St | 94103 | Naturalization | Asian Pacific Islander Legal Outreach |

To learn more about these service sites, as well as our home-based services, contact the DAS Benefits and Resources Hub at (415) 355-6700

| # | Site | Address | Zip | Service | Agency |
|----|---|-------------------|-------|--|---|
| 23 | Independent Living Resource Center of San Francisco | 825 Howard St | 94103 | Community Service Centers | Independent Living Resource Center of SF |
| | | | | Empowerment Programs | Independent Living Resource Center of SF |
| | | | | Health Insurance Counseling and Advocacy Program (HICAP) | Self-Help for the Elderly |
| | | | | Legal Assistance | Independent Living Resource Center of SF |
| | | | | Wheelchair Repair | Independent Living Resource Center of SF |
| 24 | Woolf House | 801 Howard St | 94103 | Community Service Centers | Self-Help for the Elderly |
| | | | | Congregate Meals | Self-Help for the Elderly |
| 25 | Clementina Towers | 330 Clementina St | 94103 | Intergenerational Programs | Sequoia Living |
| | | | | Rental Assistance Demonstration | Tenderloin Neighborhood Development Corporation |
| 26 | Salvation Army: South of Market | 360 4th St | 94107 | Food Pantry | SF Marin Food Bank |
| 27 | SteppingStone: Mabini Day Health | 55 Mabini St | 94107 | Adult Day Health Centers (ADHCs) | SteppingStone |
| | | | | Family Caregiver Support Program | SteppingStone |
| | | | | SF Connected (Tech Lab only) | SF Department of Disability and Aging Services |
| 28 | Mendelsohn House | 737 Folsom St | 94107 | Community Service Centers | Self-Help for the Elderly |
| | | | | Congregate Meals | Self-Help for the Elderly |
| 29 | Immigration Institute of the Bay Area | 58 2nd St | 94105 | Naturalization | Immigration Institute of the Bay Area |
| 30 | SteppingStone: Mission Creek Day Health | 930 4th St | 94158 | Adult Day Health Centers (ADHCs) | SteppingStone |
| | | | | Adult Day Programs | SteppingStone |
| | | | | Community Service Centers | SteppingStone |
| | | | | Family Caregiver Support Program^ | SteppingStone |
| | | | | SF Connected (Tech Lab only) | SF Department of Disability and Aging Services |

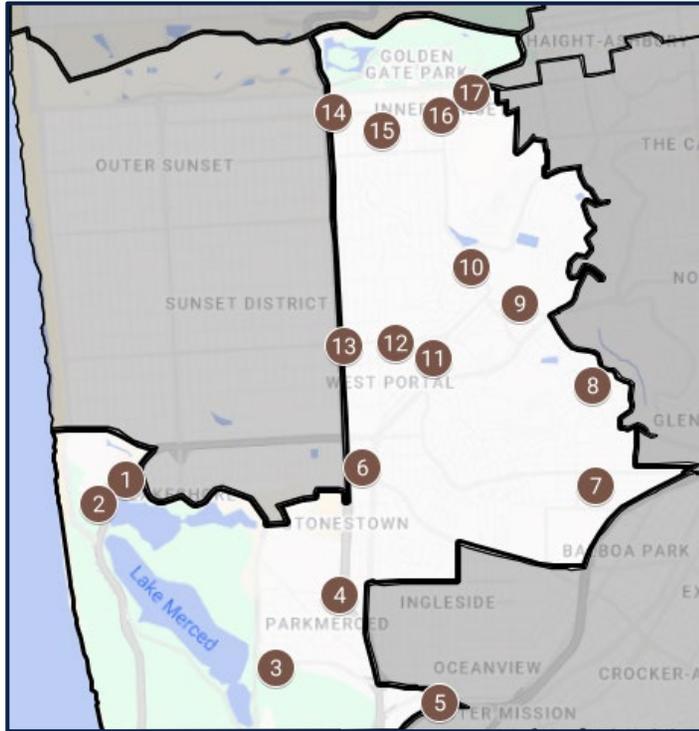
To learn more about these service sites, as well as our home-based services, contact the DAS Benefits and Resources Hub at (415) 355-6700

| # | Site | Address | Zip | Service | Agency |
|----|------------------------------|---------------|-------|---------------------------|--------------------------------|
| 31 | Edwin M Lee Apartments | 1150 3rd St | 94158 | Congregate Meals | Centro Latino de San Francisco |
| | | | | Veterans Services Connect | Swords to Plowshares |
| 32 | China Basin Community Market | 1340 4th St | 94158 | Food Pantry | SF Marin Food Bank |
| 33 | Maceo May Apartments | 55 Cravath St | 94130 | Congregate Meals | Centro Latino de San Francisco |
| | | | | Veterans Services Connect | Swords to Plowshares |
| 34 | One Treasure Island | 850 Avenue I | 94130 | Food Pantry | SF Marin Food Bank |

^ Service available onsite and also provided to client in the community and/or at their home

To learn more about these service sites, as well as our home-based services, contact the DAS Benefits and Resources Hub at (415) 355-6700

District 7



Service Sites in District 7

- 1 Pomeroy Recreation and Rehabilitation Center
- 2 The Fathers House
- 3 Holy Trinity Greek Orthodox Church
- 4 YMCA: Park Merced
- 5 Golden Gate Church
- 6 OMI Senior Center
- 7 Saint Finn Barr Church
- 8 Corner Stone Trinity Baptist Church
- 9 255 Woodside Avenue
- 10 Forest Hill Church
- 11 West Portal Clubhouse
- 12 Covenant Presbyterian Church
- 13 CHAMPSS S & E Cafe
- 14 Open Door Legal: Sunset
- 15 St. Anne of the Sunset
- 16 7th Avenue Presbyterian Church
- 17 Inner Sunset (CLC)

To learn more about these service sites, as well as our home-based services, contact the DAS Benefits and Resources Hub at (415) 355-6700

Service Sites in District 7: Services Available by Site

| # | Site | Address | Zip | Service | Agency |
|----|--|-----------------------|-------|---|---------------------------|
| 1 | Pomeroy Recreation and Rehabilitation Center | 207 Skyline Blvd | 94132 | Congregate Meals | Project Open Hand |
| 2 | The Fathers House | 269 Zoo Rd | 94132 | Food Pantry | SF Marin Food Bank |
| 3 | Holy Trinity Greek Orthodox Church | 999 Brotherhood Way | 94132 | Food Pantry | SF Marin Food Bank |
| 4 | YMCA: Park Merced | 3711 19th Ave | 94132 | Community Service Centers | YMCA |
| 5 | Golden Gate Church | 201 Head St | 94132 | Community Connectors^ | Community Living Campaign |
| 6 | OMI Senior Center | 2616 Ocean Ave | 94132 | Case Management^ | Catholic Charities |
| | | | | Community Service Centers | Catholic Charities |
| | | | | Congregate Meals | On Lok |
| | | | | SF Connected | Felton Institute |
| 7 | Saint Finn Barr Church | 415 Edna St | 94112 | Community Connectors^ | Community Living Campaign |
| 8 | Corner Stone Trinity Baptist Church | 480 Teresita Blvd | 94127 | Community Connectors^ | Community Living Campaign |
| | | | | Health Promotion - Physical Fitness | On Lok |
| 9 | 255 Woodside Avenue | 255 Woodside Ave | 94127 | Intergenerational Programs | Sequoia Living |
| | | | | Rental Assistance Demonstration | BRIDGE Housing |
| 10 | Forest Hill Church | 250 Laguna Honda Blvd | 94116 | Community Connectors^ | Community Living Campaign |
| 11 | West Portal Clubhouse | 131 Lenox Way | 94127 | Aging and Disability Resource Centers (ADRCs) | Self-Help for the Elderly |
| | | | | Community Service Centers | Self-Help for the Elderly |
| | | | | Congregate Meals | Self-Help for the Elderly |
| | | | | Health Promotion - Physical Fitness | On Lok |
| | | | | Senior Escorts | Self-Help for the Elderly |
| 12 | Covenant Presbyterian Church | 321 Taraval St | 94116 | Food Pantry | SF Marin Food Bank |
| 13 | CHAMPSS S & E Cafe | 2406 19th Ave | 94116 | Congregate Meals | Self-Help for the Elderly |
| 14 | Open Door Legal: Sunset | 1722 Irving St | 94122 | Legal Assistance | Open Door Legal |
| 15 | St. Anne of the Sunset | 850 Judah St | 94122 | Community Connectors^ | Community Living Campaign |

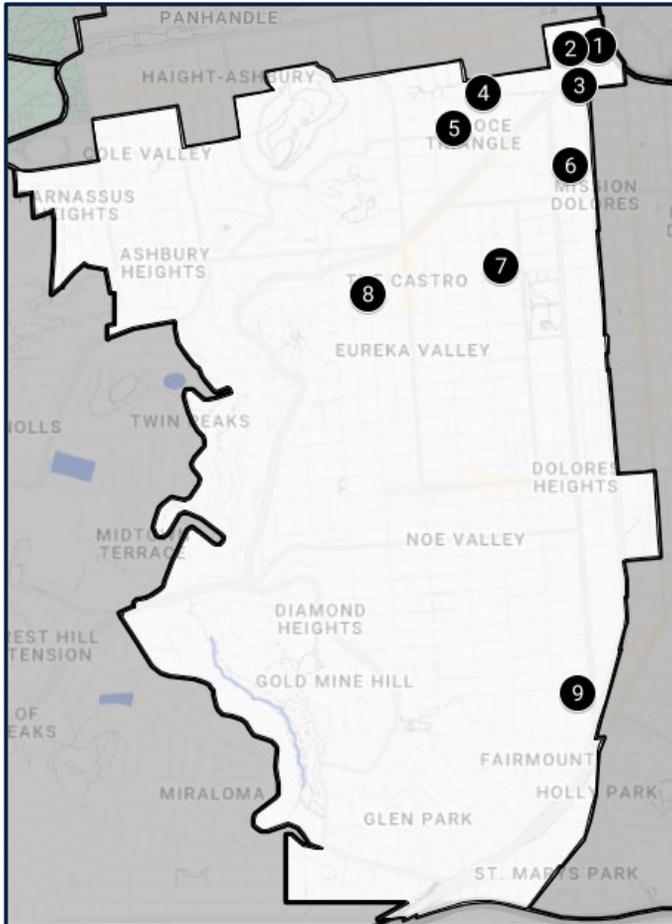
To learn more about these service sites, as well as our home-based services, contact the DAS Benefits and Resources Hub at (415) 355-6700

| # | Site | Address | Zip | Service | Agency |
|----|--------------------------------|--------------|-------|--|---------------------------|
| 16 | 7th Avenue Presbyterian Church | 1329 7th Ave | 94122 | Health Insurance Counseling and Advocacy Program (HICAP) | Self-Help for the Elderly |
| 17 | Inner Sunset (CLC) | 1290 5th Ave | 94122 | Health Promotion - Physical Fitness | On Lok |

^ Service available onsite and also provided to client in the community and/or at their home

To learn more about these service sites, as well as our home-based services, contact the DAS Benefits and Resources Hub at (415) 355-6700

District 8 ●



Service Sites in District 8

- 1 SF LGBT Center
- 2 Openhouse
- 3 Openhouse
- 4 462 Duboce Avenue
- 5 25 Sanchez Street
- 6 Mission Dolores
- 7 3850 18th Street
- 8 Castro Senior Center
- 9 30th Street Senior Center

To learn more about these service sites, as well as our home-based services, contact the DAS Benefits and Resources Hub at (415) 355-6700

Service Sites in District 8: Services Available by Site

| # | Site | Address | Zip | Service | Agency |
|---|----------------------|----------------|-------|---|-----------------------------|
| 1 | SF LGBT Center | 1800 Market St | 94103 | LGBTQ+ Financial Literacy | SF LGBT Center |
| 2 | Openhouse | 75 Laguna St | 94102 | Adult Day Programs | On Lok |
| 3 | Openhouse | 65 Laguna St | 94102 | Aging and Disability Resource Centers (ADRCs) | Openhouse |
| | | | | Case Management^ | Openhouse |
| | | | | Community Service Centers | Openhouse |
| | | | | Intergenerational Programs | Openhouse |
| | | | | LGBTQ+ Cultural Competency Trainings | Openhouse |
| | | | | Creative Arts for Older Adults and Adults with Disabilities | Art with Elders |
| | | | | Neighborhood Choirs | Community Music Center |
| | | | | Transgender and Gender Non-Conforming (TGNC) Supports | Openhouse |
| 4 | 462 Duboce Avenue | 462 Duboce Ave | 94114 | Intergenerational Programs | Sequoia Living |
| | | | | Rental Assistance Demonstration | BRIDGE Housing |
| 5 | 25 Sanchez Street | 25 Sanchez St | 94114 | Intergenerational Programs | Sequoia Living |
| | | | | Rental Assistance Demonstration | BRIDGE Housing |
| 6 | Mission Dolores | 1855 15th St | 94103 | Intergenerational Programs | Sequoia Living |
| 7 | 3850 18th Street | 3850 18th St | 94114 | Intergenerational Programs | Sequoia Living |
| | | | | Rental Assistance Demonstration | BRIDGE Housing |
| 8 | Castro Senior Center | 110 Diamond St | 94114 | Community Service Centers | Golden Gate Senior Services |
| | | | | Neighborhood Choirs | Community Music Center |

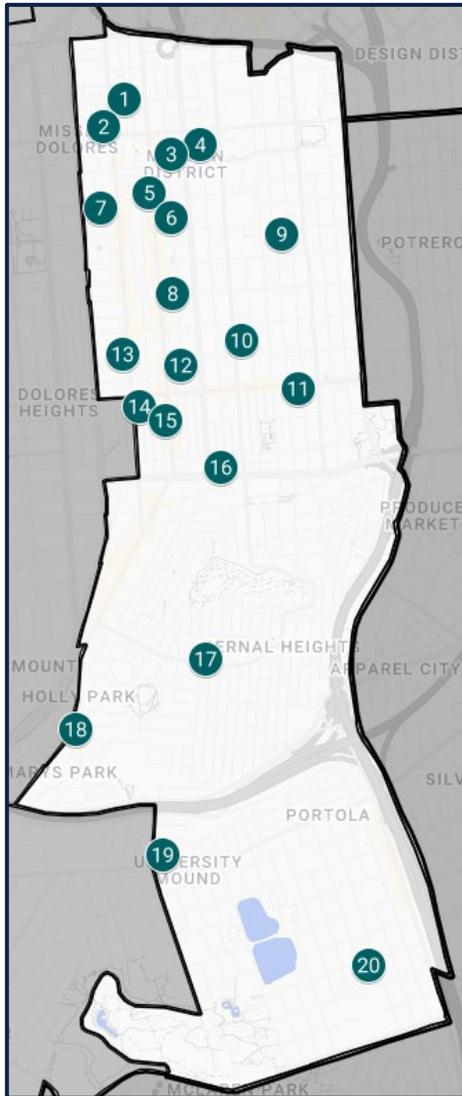
To learn more about these service sites, as well as our home-based services, contact the DAS Benefits and Resources Hub at (415) 355-6700

| # | Site | Address | Zip | Service | Agency |
|---|---------------------------------------|-------------|-------|---|--------------------------------------|
| 9 | 30th Street Senior Center (On Lok) | 225 30th St | 94131 | Aging and Disability Resource Centers (ADRCs) | On Lok |
| | | | | Case Management^ | On Lok |
| | | | | Community Service Centers | On Lok |
| | | | | Creative Arts for Older Adults and Adults with Disabilities | UCSF Memory and Aging Center |
| | | | | Neighborhood Choirs | Community Music Center |
| | | | | SF Connected | Community Living Campaign |
| | | | | SF Connected | Community Tech Network (digitalLIFT) |

^ Service available onsite and also provided to client in the community and/or at their home

To learn more about these service sites, as well as our home-based services, contact the DAS Benefits and Resources Hub at (415) 355-6700

District 9 ○



Service Sites in District 9

- 1 Centro Latino de San Francisco
- 2 El Colibrí
La Raza Centro Legal
- 3 Mission Neighborhood Resource Centers
- 4 Mission Neighborhood Health Center - Shotwell
- 5 Star Hotel
- 6 Mission Neighborhood Centers
- 7 The Women's Building
- 8 Ruth's Table
- 9 Mission Food Hub Pantry
- 10 Pets Are Wonderful Support (PAWS)
Shanti Project
- 11 St. Peters Catholic Church
- 12 La Iglesia Food Pantry
- 14 Reality SF Pantry
Salvation Army: Mission
- 15 Mission Cultural Center for Latino Arts
- 16 Casa Adelante
- 17 Bernal Heights Neighborhood Center
- 18 Casa de Barro
- 19 Cornerstone Evangelical Baptist Church
- 20 Christ for All Nations

To learn more about these service sites, as well as our home-based services, contact the DAS Benefits and Resources Hub at (415) 355-6700

Service Sites in District 9: Services Available by Site

| # | Site | Address | Zip | Service | Agency |
|----------------|---|-----------------|-------|---|---------------------------------------|
| 1 | Centro Latino de San Francisco | 1656 15th St | 94103 | Community Service Centers | Centro Latino de San Francisco |
| | | | | Congregate Meals | Centro Latino de San Francisco |
| | | | | Culturally Responsive Nutrition Services | Centro Latino de San Francisco |
| | | | | Health Promotion - Physical Fitness | On Lok |
| | | | | Naturalization | Centro Latino de San Francisco |
| | | | | Naturalization | Immigration Institute of the Bay Area |
| | | | | Neighborhood Choirs | Community Music Center |
| SF Connected | Community Tech Network (digitalLIFT) | | | | |
| 2 | El Colibrí at La Raza Resource Center | 474 Valencia St | 94103 | Food Pantry | SF Marin Food Bank |
| | La Raza Centro Legal | 474 Valencia St | 94103 | Food Pantry | SF Marin Food Bank |
| | | | | Legal Assistance | La Raza Centro Legal |
| Naturalization | La Raza Centro Legal | | | | |
| 3 | Mission Neighborhood Resource Centers | 165 Capp St | 94110 | Creative Arts for Older Adults and Adults with Disabilities | UCSF Memory and Aging Center |
| 4 | Mission Neighborhood Health Center - Shotwell | 240 Shotwell St | 94110 | Chronic Disease Management Programs | On Lok |
| | | | | Creative Arts for Older Adults and Adults with Disabilities | UCSF Memory and Aging Center |
| 5 | Star Hotel | 2176 Mission St | 94110 | Congregate Meals | Centro Latino de San Francisco |

To learn more about these service sites, as well as our home-based services, contact the DAS Benefits and Resources Hub at (415) 355-6700

| # | Site | Address | Zip | Service | Agency |
|--------------|---|------------------|-------|---|---|
| 6 | Mission Neighborhood Centers | 362 Capp St | 94110 | Aging and Disability Resource Centers (ADRCs) | Mission Neighborhood Centers |
| | | | | Chronic Disease Management Programs | On Lok |
| | | | | Community Service Centers | Mission Neighborhood Centers |
| | | | | Congregate Meals | Centro Latino de San Francisco |
| | | | | Creative Arts for Older Adults and Adults with Disabilities | UCSF Memory and Aging Center |
| | | | | Food Pantry | SF Marin Food Bank |
| | | | | Health Insurance Counseling and Advocacy Program (HICAP) | Self-Help for the Elderly |
| | | | | Health Promotion - Physical Fitness | On Lok |
| | | | | Intergenerational Programs | Mission Neighborhood Centers |
| | | | | Naturalization | Centro Latino de San Francisco |
| | | | | Neighborhood Choirs | Community Music Center |
| | | | | SF Connected | Community Tech Network (digitalLIFT) |
| SF Connected | Self-Help for the Elderly | | | | |
| 7 | The Womens Building | 3543 18th St | 94110 | Food Pantry | SF Marin Food Bank |
| 8 | Ruth's Table | 3160 21st St | 94110 | Intergenerational Programs | Front Porch Communities Foundation (Ruth's Table) |
| 9 | Mission Food Hub Pantry | 701 Alabama St | 94110 | Food Pantry | SF Marin Food Bank |
| 10 | Pets Are Wonderful Support (PAWS) | 3170 23rd St | 94110 | LGBTQ+ Care Navigation | Shanti Project |
| | Shanti Project | 3170 23rd St | 94110 | LGBTQ+ Care Navigation | Shanti Project |
| 11 | St. Peters Catholic Church | 2911 24th St | 94110 | Food Pantry | SF Marin Food Bank |
| 12 | La Iglesia Food Pantry | 3261 23rd St | 94110 | Food Pantry | SF Marin Food Bank |
| 14 | Reality SF Pantry | 1325 Valencia St | 94110 | Food Pantry | SF Marin Food Bank |
| | Salvation Army: Mission | 1325 Valencia St | 94110 | Food Pantry | SF Marin Food Bank |
| 15 | Mission Cultural Center for Latino Arts | 2868 Mission St | 94110 | Creative Arts for Older Adults and Adults with Disabilities | UCSF Memory and Aging Center |

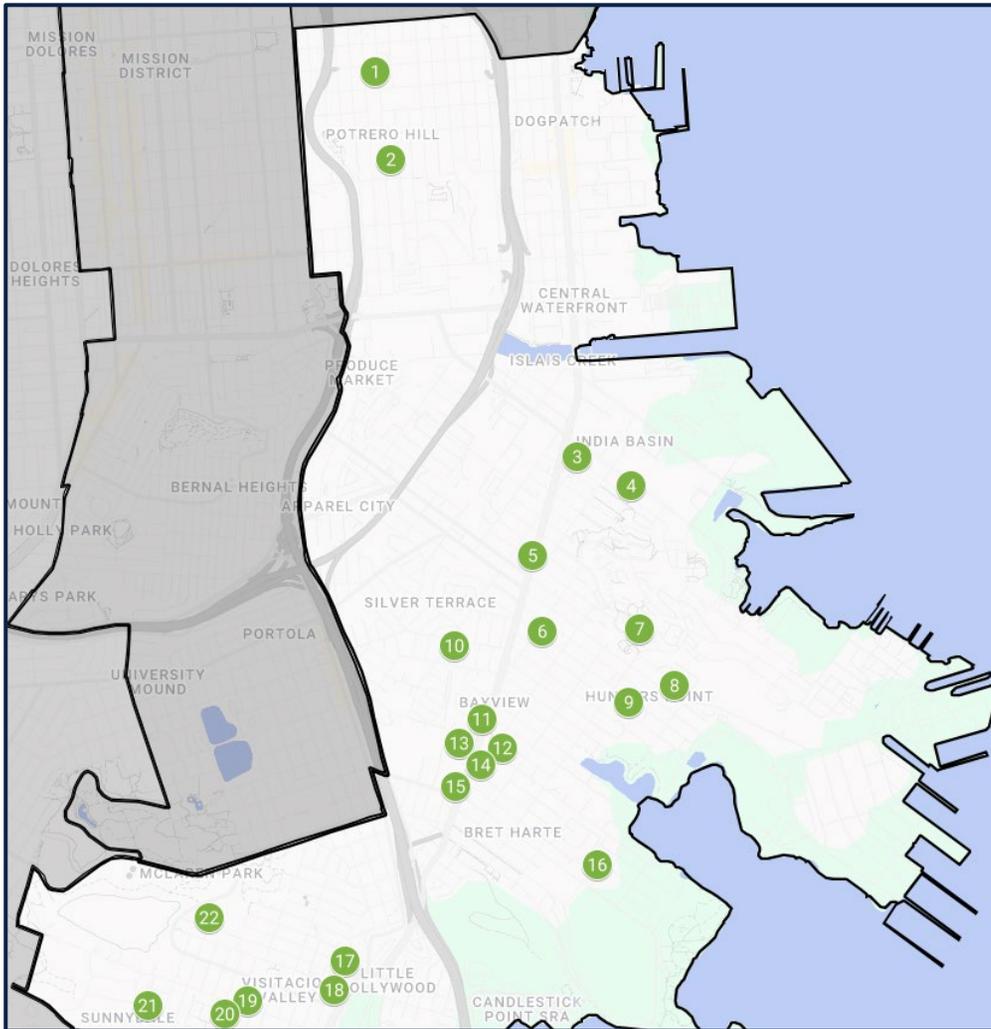
To learn more about these service sites, as well as our home-based services, contact the DAS Benefits and Resources Hub at (415) 355-6700

| # | Site | Address | Zip | Service | Agency |
|----|--|------------------|-------|--|--------------------------------------|
| 16 | Casa Adelante | 1296 Shotwell St | 94110 | Chronic Disease Management Programs | On Lok |
| | | | | Health Insurance Counseling and Advocacy Program (HICAP) | Self-Help for the Elderly |
| 17 | Bernal Heights Neighborhood Center | 515 Cortland Ave | 94110 | Community Service Centers | Bernal Heights Neighborhood Center |
| | | | | Congregate Meals | Community Living Campaign |
| | | | | Food Pantry | SF Marin Food Bank |
| | | | | Neighborhood Choirs | Community Music Center |
| | | | | SF Connected | Community Tech Network (digitalLIFT) |
| 18 | Casa de Barro | 3811 Mission St | 94110 | Food Pantry | SF Marin Food Bank |
| 19 | Cornerstone Evangelical Baptist Church | 801 Silver Ave | 94134 | Food Pantry | SF Marin Food Bank |
| 20 | Christ for All Nations | 465 Woolsey St | 94134 | Food Pantry | SF Marin Food Bank |

^ Service available onsite and also provided to client in the community and/or at their home

To learn more about these service sites, as well as our home-based services, contact the DAS Benefits and Resources Hub at (415) 355-6700

District 10



Service Sites in District 10

- 1 Food Pantry at St. Gregory's
- 2 Potrero Hill Neighborhood House
- 3 Edgewood Center for Children & Families
- 4 El Centro Bayview Pantry
- 5 Open Door Legal: Bayview
- 6 YMCA: Bayview Hunters Point
- 7 Bayview Adult Day Health Center
- 8 Oakdale NGN
- 9 Bayview Church of Christ
- 10 Florence Fang Community Farm
- 11 Senior Ex-Offender Program
- 12 Armstrong Senior Center
- 13 Dr. George W. Davis Senior Center
- 14 BHPF-Community Market
- 15 Grace Pantry at Cornerstone
- 16 Alice Griffith Community
- 17 Visitacion Valley Community Center
- 18 Visitacion Valley Chinese Baptist Church
- 19 Calvary Street Village
- 20 Heritage Homes
- 21 Samoan Community Development Center
- 22 John King Senior Community

To learn more about these service sites, as well as our home-based services, contact the DAS Benefits and Resources Hub at (415) 355-6700

Service Sites in District 10: Services Available by Site

| # | Site | Address | Zip | Service | Agency |
|----|---|-------------------|-------|---|--|
| 1 | Food Pantry at St. Gregory's | 500 De Haro St | 94107 | Food Pantry | SF Marin Food Bank |
| 2 | Potrero Hill Neighborhood House | 953 De Haro St | 94107 | Community Connectors^ | Community Living Campaign |
| 3 | Edgewood Center for Children & Families | 3801 3rd St | 94124 | Family Caregiver Support Program^ | Edgewood |
| 4 | El Centro Bayview Pantry | 1329 Evans Ave | 94124 | Food Pantry | SF Marin Food Bank |
| 5 | Open Door Legal: Bayview | 4634 3rd St | 94124 | Legal Assistance | Open Door Legal |
| 6 | YMCA: Bayview Hunters Point | 1601 Lane St | 94124 | Community Service Centers | YMCA |
| | | | | Food Pantry | SF Marin Food Bank |
| 7 | Bayview Adult Day Health Center | 1250 La Salle Ave | 94124 | Creative Arts for Older Adults and Adults with Disabilities | UCSF Memory and Aging Center |
| | | | | Senior Companion | Felton Institute |
| | | | | SF Connected | Community Tech Network (digitalLIFT) |
| | | | | SF Connected (Tech Lab only) | SF Department of Disability and Aging Services |
| 8 | Oakdale NGN | 1065 Oakdale Ave | 94124 | Food Pantry | SF Marin Food Bank |
| 9 | Bayview Church of Christ | 1239 Revere Ave | 94124 | Food Pantry | SF Marin Food Bank |
| 10 | Florence Fang Community Farm | 2 Diana St | 94124 | Food Pantry | SF Marin Food Bank |
| 11 | Senior Ex-Offender Program | 5600 A 3rd St | 94124 | Community Service Centers | Bayview Hunters Point Multipurpose Senior Services |
| 12 | Armstrong Senior Center | 5600 3rd St | 94124 | Congregate Meals | Bayview Hunters Point Multipurpose Senior Services |

To learn more about these service sites, as well as our home-based services, contact the DAS Benefits and Resources Hub at (415) 355-6700

| # | Site | Address | Zip | Service | Agency |
|----|--|--------------------|-------|---|--|
| 13 | Dr. George W. Davis Senior Center | 1753 Carroll Ave | 94124 | Aging and Disability Resource Centers (ADRCs) | Bayview Hunters Point Multipurpose Senior Services |
| | | | | Case Management^ | Bayview Hunters Point Multipurpose Senior Services |
| | | | | Chronic Disease Management Programs | On Lok |
| | | | | Community Service Centers | Bayview Hunters Point Multipurpose Senior Services |
| | | | | Congregate Meals | Bayview Hunters Point Multipurpose Senior Services |
| | | | | Culturally Responsive Nutrition Services | Bayview Hunters Point Multipurpose Senior Services |
| | | | | Creative Arts for Older Adults and Adults with Disabilities | UCSF Memory and Aging Center |
| | | | | Food Pantry | SF Marin Food Bank |
| | | | | Intergenerational Programs | Bayview Hunters Point Multipurpose Senior Services |
| | | | | Money Management | Bayview Hunters Point Multipurpose Senior Services |
| | | | | Neighborhood Choirs | Community Music Center |
| | | | | Senior Companion | Felton Institute |
| 14 | BHPF-Community Market | 1625 Carroll Ave | 94124 | Food Pantry | SF Marin Food Bank |
| 15 | Grace Pantry at Cornerstone | 6190 3rd St | 94124 | Food Pantry | SF Marin Food Bank |
| 16 | Allice Griffith Community | 2700 Arelious St | 94124 | Congregate Meals | Bayview Hunters Point Multipurpose Senior Services |
| 17 | Visitacion Valley Community Center | 66 Raymond Ave | 94134 | Community Service Centers | Felton Institute |
| | | | | Congregate Meals | Project Open Hand |
| | | | | Neighborhood Choirs | Community Music Center |
| 18 | Visitacion Valley Chinese Baptist Church | 45 Leland Ave | 94134 | Food Pantry | SF Marin Food Bank |
| 19 | Calvary Street Village | 1099 Sunnydale Ave | 94134 | Food Pantry | SF Marin Food Bank |

To learn more about these service sites, as well as our home-based services, contact the DAS Benefits and Resources Hub at (415) 355-6700

| # | Site | Address | Zip | Service | Agency |
|----|-------------------------------------|-----------------|-------|--|--|
| 20 | Heritage Homes | 243 Rey St | 94134 | Food Pantry | SF Marin Food Bank |
| 21 | Samoan Community Development Center | 290 Malosi St | 94134 | Congregate Meals | Bayview Hunters Point Multipurpose Senior Services |
| | | | | Culturally Responsive Nutrition Services | Bayview Hunters Point Multipurpose Senior Services |
| 22 | John King Senior Community | 500 Raymond Ave | 94134 | Community Service Centers | Self-Help for the Elderly |
| | | | | Congregate Meals | Self-Help for the Elderly |
| | | | | Food Pantry | SF Marin Food Bank |
| | | | | SF Connected | Felton Institute |

^ Service available onsite and also provided to client in the community and/or at their home

To learn more about these service sites, as well as our home-based services, contact the DAS Benefits and Resources Hub at (415) 355-6700

District 11 ●



Service Sites in District 11

- 1 OMI Senior Center
Temple United Methodist Church
- 2 S.A. All Nations Corps
- 3 IT Bookman Community Center
- 4 OMI Family Resource Center
- 5 Minnie & Lovie Ward
- 6 San Francisco Adult Day Services
- 7 The Good Rural
- 8 Calvary Baptist Church
- 9 Addis Kidan / Bethel Lutheran Church
- 10 Geneva Community Center
- 11 Crocker Amazon Park Clubhouse
- 12 La Tiendita
- 13 CHAMPSS Crazy Pepper
- 14 Open Door Legal: Excelsior
- 15 Excelsior Community Center
- 16 Mission Neighborhood Health Center – Excelsior
- 17 YMCA: Mission
- 18 API Family Resource Network Center
- 19 Mission Bay Community Church
San Francisco Campus for Jewish Living

To learn more about these service sites, as well as our home-based services, contact the DAS Benefits and Resources Hub at (415) 355-6700

Service Sites in District 11: Services Available by Site

| # | Site | Address | Zip | Service | Agency |
|---|----------------------------------|-----------------|-------|---|--------------------------------------|
| 1 | OMI Senior Center | 65 Beverly St | 94132 | Chronic Disease Management Programs | On Lok |
| | | | | Food Pantry | SF Marin Food Bank |
| | | | | Health Promotion - Physical Fitness | On Lok |
| | | | | Housing Subsidies | Catholic Charities |
| | | | | Neighborhood Choirs | Community Music Center |
| | | | | Senior Companion | Felton Institute |
| | Temple United Methodist Church | 65 Beverly St | 94132 | Food Pantry | SF Marin Food Bank |
| 2 | S.A. All Nations Corps | 4000 19th Ave | 94132 | Food Pantry | SF Marin Food Bank |
| 3 | IT Bookman Community Center | 446 Randolph St | 94132 | Chronic Disease Management Programs | On Lok |
| | | | | Community Service Centers | Southwest Community Corporation |
| | | | | Creative Arts for Older Adults and Adults with Disabilities | Art with Elders |
| | | | | Health Promotion - Physical Fitness | On Lok |
| | | | | Neighborhood Choirs | Community Music Center |
| | | | | SF Connected | Community Tech Network (digitalLIFT) |
| 4 | OMI Family Resource Center | 156 Broad St | 94112 | Food Pantry | SF Marin Food Bank |
| 5 | Minnie & Lovie Ward | 650 Capitol Ave | 94112 | Creative Arts for Older Adults and Adults with Disabilities | UCSF Memory and Aging Center |
| 6 | San Francisco Adult Day Services | 50 Broad St | 94112 | Adult Day Programs | Catholic Charities |
| | | | | Congregate Meals | On Lok |
| | | | | Senior Companion | Felton Institute |
| | | | | SF Connected | Community Living Campaign |
| 7 | The Good Rural | 5845 Mission St | 94112 | Food Pantry | SF Marin Food Bank |
| 8 | Calvary Baptist Church | 5655 Mission St | 94112 | Food Pantry | SF Marin Food Bank |

To learn more about these service sites, as well as our home-based services, contact the DAS Benefits and Resources Hub at (415) 355-6700

| # | Site | Address | Zip | Service | Agency |
|----------------|--|-------------------|-------|---|--------------------------------------|
| 9 | Addis Kidan / Bethel Lutheran Church | 2525 Alemany Blvd | 94112 | Community Connectors^ | Community Living Campaign |
| | | | | Health Promotion - Physical Fitness | On Lok |
| 10 | Geneva Community Center | 5050 Mission St | 94112 | Aging and Disability Resource Centers (ADRCs) | Self-Help for the Elderly |
| | | | | Community Service Centers | Self-Help for the Elderly |
| | | | | Congregate Meals | Self-Help for the Elderly |
| | | | | Intergenerational Programs | Self-Help for the Elderly |
| | | | | Naturalization | Self-Help for the Elderly |
| | | | | Neighborhood-Based Programs | Self-Help for the Elderly |
| Senior Escorts | Self-Help for the Elderly | | | | |
| 11 | Crocker Amazon Park Clubhouse | 799 Moscow St2 | 94112 | Community Connectors^ | Community Living Campaign |
| 12 | La Tiendita | 4834 Mission St | 94112 | Food Pantry | SF Marin Food Bank |
| 13 | CHAMPSS Crazy Pepper | 2257 San Jose Ave | 94112 | Congregate Meals | Self-Help for the Elderly |
| 14 | Open Door Legal: Excelsior | 60 Ocean Ave | 94112 | Legal Assistance | Open Door Legal |
| 15 | Excelsior Community Center | 4468 Mission St | 94112 | Community Service Centers | Bernal Heights Neighborhood Center |
| | | | | Food Pantry | SF Marin Food Bank |
| | | | | SF Connected | Self-Help for the Elderly |
| 16 | Mission Neighborhood Health Center – Excelsior | 4434 Mission St | 94112 | Creative Arts for Older Adults and Adults with Disabilities | UCSF Memory and Aging Center |
| 17 | YMCA: Mission | 4080 Mission St | 94112 | Community Service Centers | YMCA |
| | | | | Food Pantry | SF Marin Food Bank |
| | | | | Health Promotion - Physical Fitness | On Lok |
| | | | | SF Connected | Community Living Campaign |
| | | | | SF Connected | Community Tech Network (digitalLIFT) |
| 18 | API Family Resource Network Center | 4377 Mission St | 94112 | CalFresh Outreach | APA Family Support Services |

To learn more about these service sites, as well as our home-based services, contact the DAS Benefits and Resources Hub at (415) 355-6700

| # | Site | Address | Zip | Service | Agency |
|----|--|----------------|-------|------------------|--------------------|
| 19 | Mission Bay Community Church | 302 Silver Ave | 94112 | Food Pantry | SF Marin Food Bank |
| | San Francisco Campus for Jewish Living | 302 Silver Ave | 94112 | Senior Companion | Felton Institute |

^ Service available onsite and also provided to client in the community and/or at their home

To learn more about these service sites, as well as our home-based services, contact the DAS Benefits and Resources Hub at (415) 355-6700

Appendix C: DFCNA Population Survey Summary

This appendix summarizes key findings and provides quantitative data tables detailing participant responses to the DFCNA consumer and service provider surveys.

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Overview

DAS conducted a **consumer survey** to gather information from approximately 6,150 older adults, adults with disabilities, veterans, and caregivers **about community needs, experience accessing and participating in services, and other topics relevant for this assessment**. We offered the survey in a total of 10 languages across accessible online and paper formats. The languages we offered were: English, Arabic, Cantonese, Japanese, Korean, Russian, Samoan, Spanish, Tagalog, and Vietnamese.

DAS administered the survey using the following sampling methods:

- **Convenience sampling**, to maximize opportunity for community input, leveraging widespread outreach via DAS and community partner networks.
- **Randomized sampling**, to obtain a representative sample, using an “address-based sampling” survey mailing to 25,000 households. Using this probability sampling method, we identified a random and representative sample of the older adult population from a comprehensive list of residential addresses available through the United States Postal Service. The survey mailing included options to complete the survey online or to return a paper survey by mail or at one of our service sites.

In addition to the consumer survey, DAS also administered a **provider survey** to about 290 San Francisco service providers working closely with older adults, adults with disabilities, veterans, and caregivers. We offered the provider survey online in English.

Participant Profile: Consumer Survey

Older Adults (Random Sample)

Consumer Survey Participants: Older Adults (Random Sample)

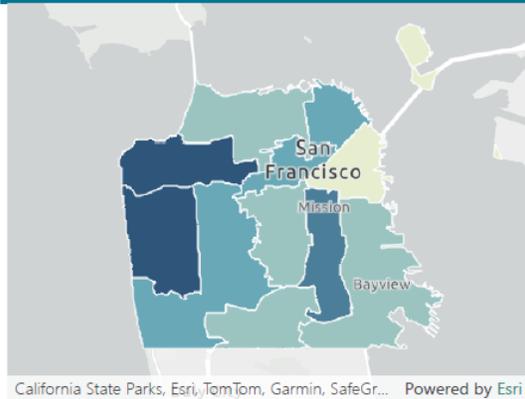
Demographic Profile

Population

| | |
|--------------------|--------------|
| Older Adults (60+) | 2,076 |
| Total | 2,076 |

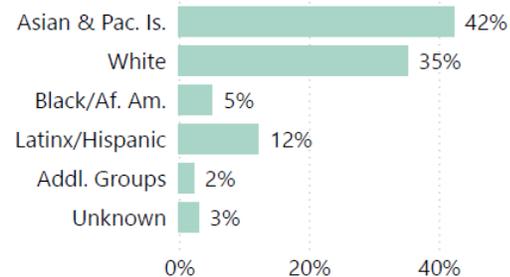
Note: Some chart totals may not sum to the overall number surveyed (2,076) in the random sample due to rounding in the weighted population estimates.

Supervisorial District of Residence

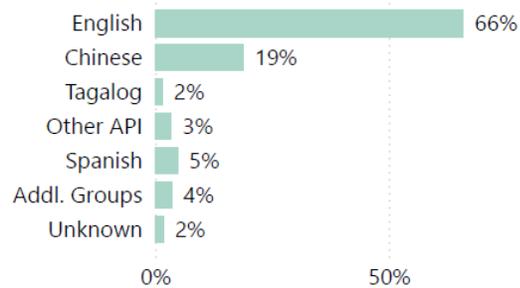


Low High

Race/Ethnicity



Primary Language



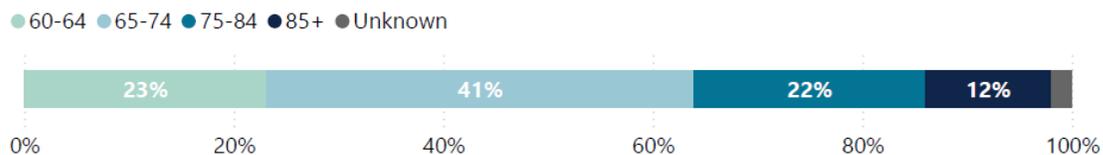
Gender Identity

| | # | % |
|--------------|--------------|-------------|
| Female | 1,050 | 51% |
| Male | 961 | 46% |
| Trans Female | 1 | 0% |
| Trans Male | 0 | 0% |
| Addl. Groups | 14 | 1% |
| Unknown | 49 | 2% |
| Total | 2,075 | 100% |

Sexual Orientation

| | # | % |
|--------------------------------|--------------|-------------|
| Straight/Heterosexual | 1,574 | 76% |
| Gay/Lesbian/Same-Gender Loving | 203 | 10% |
| Bisexual | 62 | 3% |
| Addl. Groups | 17 | 1% |
| Unknown | 221 | 11% |
| Total | 2,077 | 100% |

Age



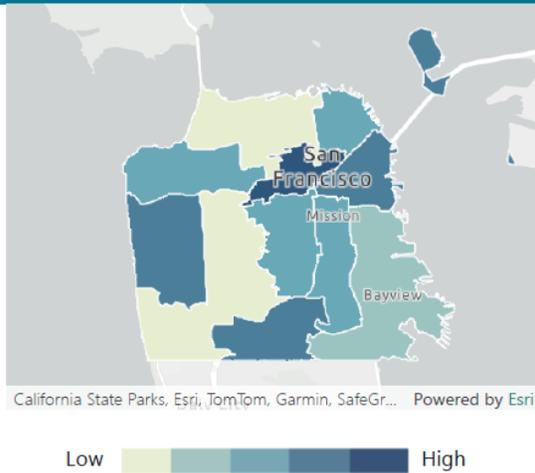
Older Adults (Convenience Sample)

Consumer Survey Participants: Older Adults (Convenience Sample) Demographic Profile

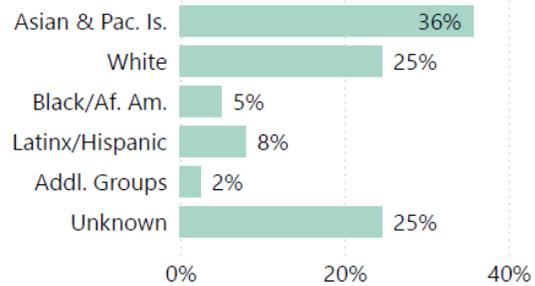
Population

| | |
|--------------------|--------------|
| Older Adults (60+) | 2,958 |
| Total | 2,958 |

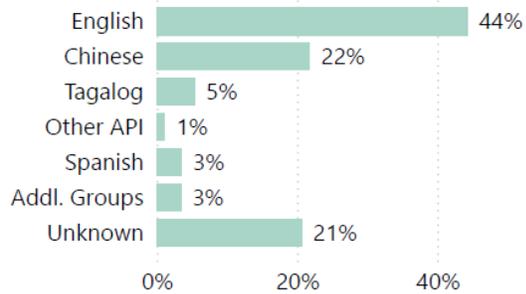
Supervisorial District of Residence



Race/Ethnicity



Primary Language



Gender Identity

| | # | % |
|--------------|--------------|-------------|
| Female | 1,485 | 50% |
| Male | 813 | 27% |
| Trans Female | 4 | 0% |
| Trans Male | 4 | 0% |
| Addl. Groups | 18 | 1% |
| Unknown | 634 | 21% |
| Total | 2,958 | 100% |

Sexual Orientation

| | # | % |
|--------------------------------|--------------|-------------|
| Straight/Heterosexual | 1,730 | 58% |
| Gay/Lesbian/Same-Gender Loving | 265 | 9% |
| Bisexual | 90 | 3% |
| Addl. Groups | 40 | 1% |
| Unknown | 833 | 28% |
| Total | 2,958 | 100% |

Age

● 60-64 ● 65-74 ● 75-84 ● 85+ ● Unknown



Adults with Disabilities (Convenience Sample)

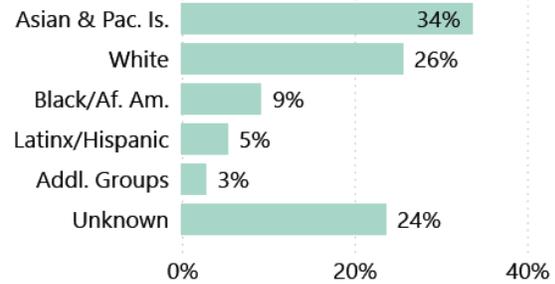
Consumer Survey Participants: Adults with Disabilities

Demographic Profile

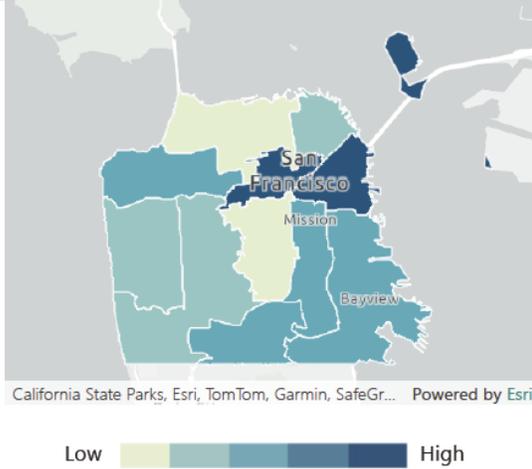
Population

| | |
|----------------------------------|------------|
| Adults with Disabilities (18-59) | 360 |
| Total | 360 |

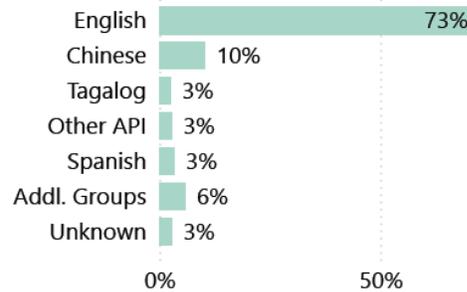
Race/Ethnicity



Supervisorial District of Residence



Primary Language



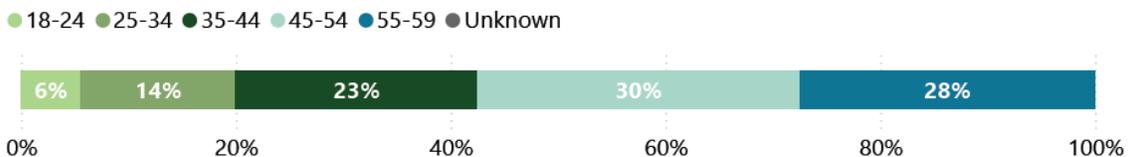
Gender Identity

| | # | % |
|--------------|------------|-------------|
| Female | 173 | 48% |
| Male | 147 | 41% |
| Trans Female | 3 | 1% |
| Trans Male | 4 | 1% |
| Addl. Groups | 15 | 4% |
| Unknown | 18 | 5% |
| Total | 360 | 100% |

Sexual Orientation

| | # | % |
|--------------------------------|------------|-------------|
| ▲ Straight/Heterosexual | 230 | 64% |
| Gay/Lesbian/Same-Gender Loving | 49 | 14% |
| Bisexual | 24 | 7% |
| Addl. Groups | 17 | 5% |
| Unknown | 40 | 11% |
| Total | 360 | 100% |

Age



Participant Profile: Provider Survey

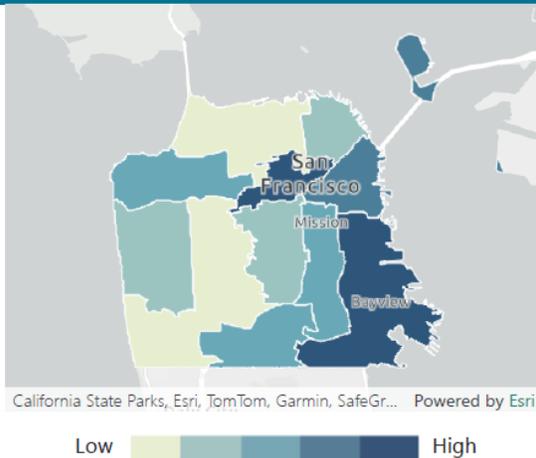
Provider Survey Participants

Demographic Profile

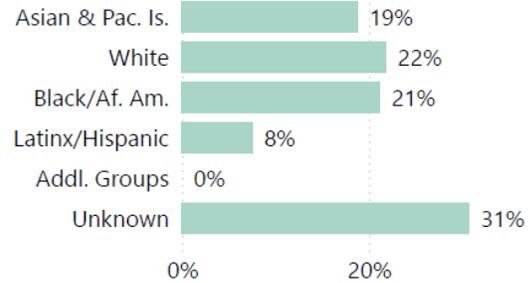
Population

| | |
|------------------|------------|
| All Participants | 293 |
| Total | 293 |

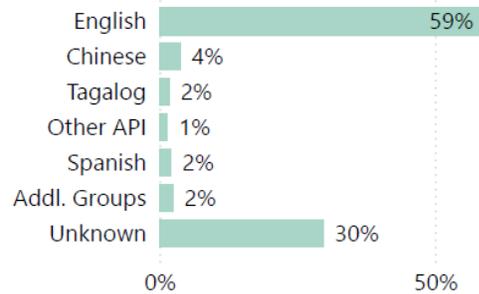
Supervisorial District of Residence



Race/Ethnicity



Primary Language



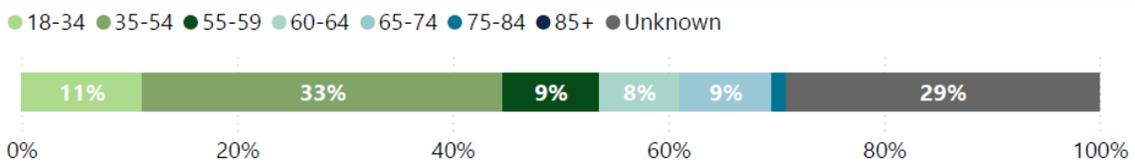
Gender Identity

| | # | % |
|--------------|------------|-------------|
| Female | 130 | 44% |
| Male | 64 | 22% |
| Trans Female | 1 | 0% |
| Trans Male | 0 | 0% |
| Addl. Groups | 10 | 3% |
| Unknown | 88 | 30% |
| Total | 293 | 100% |

Sexual Orientation

| | # | % |
|--------------------------------|------------|-------------|
| ▲ Straight/Heterosexual | 143 | 49% |
| Gay/Lesbian/Same-Gender Loving | 27 | 9% |
| Bisexual | 22 | 8% |
| Addl. Groups | 5 | 2% |
| Unknown | 96 | 33% |
| Total | 293 | 100% |

Age



Summary of Findings

DAS gathered consumer survey responses from approximately 6,150 diverse older adults, adults with disabilities, veterans, and caregivers, and provider survey responses from about 290 service providers working closely with these populations in San Francisco. This summary of findings highlights notable trends in the survey data we collected, organized thematically by consumer service needs and barriers to participation in services.

Note on survey samples: Findings are drawn from two consumer survey samples to capture different segments of the population. The random sample — from an address-based, probability sample drawn from a United States Postal Service residential address file — provides a representative picture of older adults citywide, including those not connected to services. The convenience sample — recruited through outreach by DAS and community partners — captures more service-connected older adults and people with disabilities, who often have higher levels of need. Using both allows us to distinguish between broader population trends and the experiences of those most likely to seek support.

In alignment with this sampling methodology, our analysis of consumer survey results for older adults includes trends across both the random and convenience samples. For other populations, such as adults with disabilities, caregivers, and veterans, our analysis of survey results focuses on trends from the convenience sample only, since a comparable probability-based mailing list of households with these characteristics was not available.

Consumer Service Needs

OLDER ADULTS

- On average, about a quarter (24%) of older adults in the random sample reported any level of need — met or unmet — in a given area, whereas nearly half (46%) of older adults in the convenience sample did.
- On average, about 12% of older adults in the random sample reported unmet need in a given area. Older adults in the convenience sample were more than twice as likely to report unmet needs (26% on average).
- The top five areas of need reported by older adults across both the random and convenience sample are listed below. Percentages reflect the share of respondents reporting unmet needs in each area for the random and convenience samples, respectively.
 1. Getting enough physical activity or exercise (20% and 40%)
 2. Using technology, like a smartphone or the internet (19% and 34%)
 3. Getting the legal help I need with issues like benefits, housing, or estate planning (17% and 36%)
 4. Getting enough social contact during my day (15% and 29%)

5. Getting medical services to maintain my physical health (15% and 28%)
- Across both the random and convenience samples, older adults with an equity factor reported higher levels of need — especially unmet need — compared to their peers. These disparities were most notable among seniors with low-to-moderate income and seniors who speak a primary language other than English.

ADULTS WITH DISABILITIES

- On average, nearly two-thirds (63%) of adults with disabilities between the ages of 18 and 59 in the convenience sample reported any level of need — met or unmet — in a given area.
- On average, about 39% of adults with disabilities reported unmet need in a given area.
- The top five areas of need reported by adults with disabilities are listed below. Percentages reflect the share of respondents reporting unmet needs in each area.
 1. Getting the legal help I need with issues like benefits, housing, or estate planning (55%)
 2. Getting the mental health support I need (50%)
 3. Getting enough physical activity or exercise (49%)
 4. Getting enough healthy food to eat (48%)
 5. Affording my rent or mortgage (47%)
- Disabled adults with select equity factors reported higher levels of need — especially unmet need — compared to their peers. These disparities were most notable among LGBTQ+ identifying adults with disabilities and disabled adults with low-to-moderate income.

SERVICE PROVIDER PERSPECTIVES

- The top five areas of need reported by service providers are listed below. Percentages reflect the share of providers who ranked a given area as a “top three” service gap or unmet need.
 1. Housing support (25%)
 2. Mental health support (17%)
 3. In-home care (14%)
 4. Caregiving support (13%)
 5. Case management (12%)
- The areas of need most commonly reported by service providers in the provider survey do not consistently align with the top five areas of need reported by respondents to the consumer survey. It bears noting that the areas of need providers ranked highly may be, at least in part, a reflection of their role in their agency and the

types of services that their agency provides. Nevertheless, providers' perspectives on top needs generally resonate with consumer feedback shared at community forums and focus groups.

Barriers to Participation in Services

OLDER ADULTS

- On average, about a fifth (22%) of older adults in the random sample reported experiencing a given barrier “often” or “almost always.” By contrast, older adults in the convenience sample were much more likely to do so — about 37% of them, on average, reported facing one of these challenges.
- The top three barriers reported by older adults across both the random and convenience sample are listed below. Percentages reflect the share of respondents reporting barriers in each area for the random and convenience samples, respectively.
 1. Finding services I’m eligible for (31% and 47%)
 2. Feeling safe in public (30% and 41%)
 3. Feeling safe participating in services due to my immigration status or that of my loved ones (30% and 41%)

ADULTS WITH DISABILITIES

- On average, about half (51%) of adults with disabilities in the convenience sample reported experiencing a given barrier “often” or “almost always.”
- The top three barriers reported by adults with disabilities are listed below. Percentages reflect the share of respondents reporting barriers in each area.
 1. Affording services that cost money (67%)
 2. Waiting for services that are already full or have a long waitlist (63%)
 3. Finding services I’m eligible for (62%)

SERVICE PROVIDER PERSPECTIVES

- The top three barriers reported by service providers are listed below. Percentages reflect the share of providers who indicated a given barrier was a “moderate” or “major” problem for clients when trying to access services they need.
 1. Waiting for services that are already full or have a long waitlist (81%)
 2. Affording services that cost money (81%)
 3. Navigating service systems to get available social, health, housing, or other services (73%)

Data Tables: Consumer Survey Responses by Question

The data tables below summarize how DFCNA consumer survey participants responded to each question on the survey, disaggregated by:

- **Survey sample:** Random sample and convenience sample.
- **Respondent type:** All respondents, older adults ages 60+, adults with disabilities ages 18-59, and caregivers (select tables).

All questions in the survey were optional, including the individual sub-components of each question. As such, the number of respondents (or N) — used as the denominator to calculate response percentages by population — often varies by question and question sub-component. These totals are provided for every survey sample and respondent type subpopulation represented in each of the tables below.

The tables below summarize survey responses in alignment with the structure and sequence of the consumer survey questionnaire. Of note, this appendix does not summarize responses to the consumer survey’s open-ended questions, although we did analyze them; we found that themes from these qualitative survey responses generally resonate with the other qualitative data we gathered through community forums and focus groups.

Consumer Survey: Section 1 — Respondent Profile

Table C1. Question 1: Please select the statements that describe you. (Select all that apply).

| Responses | Random Sample | | Convenience Sample | | |
|---|------------------------------|---------------------------|------------------------------|---------------------------|-------------------------------------|
| | All Respondents N = 2,032 | Older Adults N = 2,029 | All Respondents N = 3,974 | Older Adults N = 2,934 | Adults with Disabilities N = 360 |
| I am an older adult (age 60 or older) | 96% | 96% | 73% | 97% | 3% |
| I am an adult with a disability (age 18 or older) | 17% | 17% | 28% | 23% | 100% |
| I help take care of an older adult or adult with a disability (In addition to sharing your views here, you may also assist your care recipient in submitting a separate survey with their own responses) | 8% | 8% | 21% | 10% | 14% |
| I am a veteran (served on active duty in the United States Armed Forces, Reserves, or National Guard) | 6% | 6% | 2% | 2% | 2% |
| I work for an organization that provides services (If so, please complete the survey online: tinyurl.com/DFCNA2025-Providers) | 2% | 2% | 4% | 2% | 4% |
| Something else (please specify) | 2% | 2% | 4% | 3% | 2% |

Table C2. Question 2: Please select the statements that describe you. (Select all that apply).

| Responses | Random Sample | | Convenience Sample | | |
|--|------------------------------|---------------------------|------------------------------|---------------------------|-------------------------------------|
| | All Respondents N = 1,972 | Older Adults N = 1,969 | All Respondents N = 3,904 | Older Adults N = 2,860 | Adults with Disabilities N = 360 |
| I have a chronic or complex health condition (e.g., diabetes, COPD, HIV, etc.) | 31% | 31% | 39% | 43% | 50% |
| I have a mental health disability (e.g., anxiety, depression, bipolar disorder, etc.) | 11% | 11% | 21% | 19% | 54% |
| I am neurodivergent (e.g., Autism, Aspergers, other intellectual disability, etc.) | 1% | 1% | 5% | 3% | 25% |
| I experience memory, learning, and/or processing barriers | 9% | 9% | 15% | 16% | 23% |
| I have low vision or am Blind | 8% | 8% | 11% | 11% | 13% |
| I have hearing loss or am Deaf | 16% | 16% | 13% | 16% | 9% |
| I experience speech or communication barriers | 6% | 6% | 10% | 11% | 13% |
| I use a mobility device (e.g., wheelchair, cane, walker, etc.) | 17% | 17% | 25% | 28% | 29% |
| I use assistive or adaptive technology (e.g., hearing aids, screen reader, communication device, driving equipment, etc.) | 10% | 10% | 9% | 10% | 11% |
| I need help with daily activities like dressing, bathing, cooking, laundry, etc. | 12% | 12% | 22% | 23% | 31% |
| I need help with tasks outside the home like shopping or going to appointments | 17% | 17% | 27% | 28% | 38% |
| Something else (please specify) | 6% | 6% | 6% | 6% | 9% |
| None of the above apply to me | 39% | 39% | 28% | 25% | 4% |

Consumer Survey: Section 2 — Areas of Need

Table C3. Question 3: Please tell us whether you need help with any of the following activities related to socializing and participating in community life. [Random Sample – All Respondents]

| Need | Number of Respondents | Responses | | | | |
|---|-----------------------|-----------------------------|------------------------|---------------------------------|-------------------------------|----------------|
| | | I don't need help with this | I have the help I need | I have help but still need more | I need help but don't have it | Not applicable |
| Getting enough social contact during my day | 2,012 | 60% | 12% | 8% | 7% | 11% |
| Participating in activities and hobbies I enjoy | 1,957 | 59% | 12% | 6% | 7% | 10% |
| Getting to and from the places I need to go | 1,999 | 58% | 16% | 8% | 5% | 9% |
| Using technology, like a smartphone or the internet | 1,983 | 53% | 16% | 11% | 8% | 8% |
| Working for pay | 1,944 | 44% | 2% | 2% | 4% | 41% |
| Volunteering | 1,933 | 48% | 3% | 3% | 3% | 36% |

Table C4. Question 3: Please tell us whether you need help with any of the following activities related to socializing and participating in community life. [Random Sample – Older Adults]

| Need | Number of Respondents | Responses | | | | |
|---|-----------------------|-----------------------------|------------------------|---------------------------------|-------------------------------|----------------|
| | | I don't need help with this | I have the help I need | I have help but still need more | I need help but don't have it | Not applicable |
| Getting enough social contact during my day | 2,009 | 62% | 13% | 8% | 7% | 11% |
| Participating in activities and hobbies I enjoy | 1,954 | 63% | 12% | 7% | 7% | 11% |
| Getting to and from the places I need to go | 1,997 | 61% | 16% | 9% | 5% | 9% |
| Using technology, like a smartphone or the internet | 1,980 | 56% | 16% | 11% | 8% | 9% |
| Working for pay | 1,941 | 48% | 2% | 2% | 4% | 44% |
| Volunteering | 1,930 | 52% | 3% | 3% | 3% | 39% |

Table C5. Question 3: Please tell us whether you need help with any of the following activities related to socializing and participating in community life. [Convenience Sample – All Respondents]

| Need | Number of Respondents | Responses | | | | |
|---|-----------------------|-----------------------------|------------------------|---------------------------------|-------------------------------|----------------|
| | | I don't need help with this | I have the help I need | I have help but still need more | I need help but don't have it | Not applicable |
| Getting enough social contact during my day | 3,391 | 37% | 22% | 19% | 10% | 12% |
| Participating in activities and hobbies I enjoy | 3,332 | 36% | 22% | 20% | 11% | 11% |
| Getting to and from the places I need to go | 3,287 | 36% | 23% | 23% | 10% | 9% |
| Using technology, like a smartphone or the internet | 3,279 | 38% | 20% | 21% | 11% | 11% |
| Working for pay | 3,185 | 33% | 9% | 10% | 11% | 37% |
| Volunteering | 3,145 | 39% | 12% | 9% | 8% | 33% |

Table C6. Question 3: Please tell us whether you need help with any of the following activities related to socializing and participating in community life. [Convenience Sample – Older Adults]

| Need | Number of Respondents | Responses | | | | |
|---|-----------------------|-----------------------------|------------------------|---------------------------------|-------------------------------|----------------|
| | | I don't need help with this | I have the help I need | I have help but still need more | I need help but don't have it | Not applicable |
| Getting enough social contact during my day | 2,503 | 39% | 22% | 20% | 9% | 10% |
| Participating in activities and hobbies I enjoy | 2,448 | 37% | 22% | 21% | 10% | 9% |
| Getting to and from the places I need to go | 2,412 | 37% | 23% | 23% | 9% | 7% |
| Using technology, like a smartphone or the internet | 2,405 | 36% | 21% | 22% | 12% | 9% |
| Working for pay | 2,322 | 34% | 7% | 8% | 10% | 41% |
| Volunteering | 2,292 | 40% | 11% | 9% | 7% | 34% |

Table C7. Question 3: Please tell us whether you need help with any of the following activities related to socializing and participating in community life. [Convenience Sample – Adults with Disabilities]

| Need | Number of Respondents | Responses | | | | |
|---|-----------------------|-----------------------------|------------------------|---------------------------------|-------------------------------|----------------|
| | | I don't need help with this | I have the help I need | I have help but still need more | I need help but don't have it | Not applicable |
| Getting enough social contact during my day | 355 | 27% | 25% | 23% | 19% | 6% |
| Participating in activities and hobbies I enjoy | 354 | 26% | 23% | 23% | 22% | 6% |
| Getting to and from the places I need to go | 344 | 25% | 26% | 28% | 16% | 5% |
| Using technology, like a smartphone or the internet | 353 | 49% | 21% | 18% | 8% | 4% |
| Working for pay | 350 | 23% | 14% | 16% | 23% | 24% |
| Volunteering | 348 | 32% | 17% | 11% | 16% | 24% |

Table C8. Question 4: Please tell us whether you need help with any of the following activities related to maintaining physical and mental health. [Random Sample – All Respondents]

| Need | Number of Respondents | Responses | | | | |
|---|-----------------------|-----------------------------|------------------------|---------------------------------|-------------------------------|----------------|
| | | I don't need help with this | I have the help I need | I have help but still need more | I need help but don't have it | Not applicable |
| Getting enough healthy food to eat | 2,034 | 64% | 14% | 8% | 6% | 6% |
| Getting enough physical activity or exercise | 2,012 | 57% | 14% | 12% | 8% | 6% |
| Getting medical services to maintain my physical health | 2,020 | 57% | 19% | 10% | 4% | 6% |
| Getting the mental health support I need | 1,982 | 54% | 12% | 8% | 5% | 17% |

Table C9. Question 4: Please tell us whether you need help with any of the following activities related to maintaining physical and mental health. [Random Sample – Older Adults]

| Need | Number of Respondents | Responses | | | | |
|---|-----------------------|-----------------------------|------------------------|---------------------------------|-------------------------------|----------------|
| | | I don't need help with this | I have the help I need | I have help but still need more | I need help but don't have it | Not applicable |
| Getting enough healthy food to eat | 2,031 | 66% | 14% | 9% | 6% | 6% |
| Getting enough physical activity or exercise | 2,010 | 59% | 15% | 12% | 8% | 7% |
| Getting medical services to maintain my physical health | 2,017 | 59% | 20% | 10% | 5% | 7% |
| Getting the mental health support I need | 1,980 | 57% | 12% | 8% | 6% | 18% |

Table C10. Question 4: Please tell us whether you need help with any of the following activities related to maintaining physical and mental health. [Convenience Sample – All Respondents]

| Need | Number of Respondents | Responses | | | | |
|---|-----------------------|-----------------------------|------------------------|---------------------------------|-------------------------------|----------------|
| | | I don't need help with this | I have the help I need | I have help but still need more | I need help but don't have it | Not applicable |
| Getting enough healthy food to eat | 3,367 | 36% | 24% | 26% | 8% | 7% |
| Getting enough physical activity or exercise | 3,332 | 32% | 21% | 26% | 13% | 8% |
| Getting medical services to maintain my physical health | 3,318 | 34% | 30% | 22% | 7% | 7% |
| Getting the mental health support I need | 3,285 | 36% | 23% | 17% | 11% | 14% |

Table C11. Question 4: Please tell us whether you need help with any of the following activities related to maintaining physical and mental health. [Convenience Sample – Older Adults]

| Need | Number of Respondents | Responses | | | | |
|---|-----------------------|-----------------------------|------------------------|---------------------------------|-------------------------------|----------------|
| | | I don't need help with this | I have the help I need | I have help but still need more | I need help but don't have it | Not applicable |
| Getting enough healthy food to eat | 2,488 | 39% | 24% | 26% | 6% | 5% |
| Getting enough physical activity or exercise | 2,455 | 33% | 21% | 28% | 12% | 6% |
| Getting medical services to maintain my physical health | 2,447 | 36% | 31% | 22% | 6% | 5% |
| Getting the mental health support I need | 2,411 | 39% | 22% | 15% | 10% | 13% |

Table C12. Question 4: Please tell us whether you need help with any of the following activities related to maintaining physical and mental health. [Convenience Sample – Adults with Disabilities]

| Need | Number of Respondents | Responses | | | | |
|---|-----------------------|-----------------------------|------------------------|---------------------------------|-------------------------------|----------------|
| | | I don't need help with this | I have the help I need | I have help but still need more | I need help but don't have it | Not applicable |
| Getting enough healthy food to eat | 354 | 22% | 27% | 32% | 16% | 3% |
| Getting enough physical activity or exercise | 353 | 21% | 26% | 24% | 25% | 3% |
| Getting medical services to maintain my physical health | 355 | 21% | 34% | 29% | 14% | 3% |
| Getting the mental health support I need | 356 | 15% | 31% | 30% | 20% | 4% |

Table C13. Question 5: Please tell us whether you need help with any of the following activities related to housing, personal and home care, and other needs. [Random Sample – All Respondents]

| Need | Number of Respondents | Responses | | | | |
|--|-----------------------|-----------------------------|------------------------|---------------------------------|-------------------------------|----------------|
| | | I don't need help with this | I have the help I need | I have help but still need more | I need help but don't have it | Not applicable |
| Finding a safe place to stay overnight | 1,998 | 74% | 3% | 1% | 2% | 16% |
| Affording my rent or mortgage | 1,960 | 66% | 8% | 5% | 5% | 11% |
| Doing basic personal tasks like bathing or dressing | 1,983 | 73% | 8% | 3% | 1% | 9% |
| Doing light housework like laundry or preparing meals | 1,980 | 65% | 14% | 6% | 4% | 8% |
| Getting the legal help I need with issues like benefits, housing, or estate planning | 1,967 | 52% | 13% | 6% | 11% | 13% |

Table C14. Question 5: Please tell us whether you need help with any of the following activities related to housing, personal and home care, and other needs. [Random Sample – Older Adults]

| Need | Number of Respondents | Responses | | | | |
|--|-----------------------|-----------------------------|------------------------|---------------------------------|-------------------------------|----------------|
| | | I don't need help with this | I have the help I need | I have help but still need more | I need help but don't have it | Not applicable |
| Finding a safe place to stay overnight | 1,996 | 77% | 4% | 1% | 2% | 17% |
| Affording my rent or mortgage | 1,958 | 70% | 8% | 5% | 5% | 12% |
| Doing basic personal tasks like bathing or dressing | 1,981 | 77% | 9% | 4% | 2% | 9% |
| Doing light housework like laundry or preparing meals | 1,978 | 68% | 14% | 6% | 4% | 8% |
| Getting the legal help I need with issues like benefits, housing, or estate planning | 1,965 | 55% | 14% | 6% | 11% | 14% |

Table C15. Question 5: Please tell us whether you need help with any of the following activities related to housing, personal and home care, and other needs. [Convenience Sample – All Respondents]

| Need | Number of Respondents | Responses | | | | |
|--|-----------------------|-----------------------------|------------------------|---------------------------------|-------------------------------|----------------|
| | | I don't need help with this | I have the help I need | I have help but still need more | I need help but don't have it | Not applicable |
| Finding a safe place to stay overnight | 3,334 | 58% | 14% | 7% | 4% | 15% |
| Affording my rent or mortgage | 3,287 | 45% | 16% | 16% | 13% | 11% |
| Doing basic personal tasks like bathing or dressing | 3,285 | 56% | 19% | 11% | 3% | 10% |
| Doing light housework like laundry or preparing meals | 3,292 | 44% | 24% | 16% | 8% | 9% |
| Getting the legal help I need with issues like benefits, housing, or estate planning | 3,286 | 34% | 16% | 18% | 19% | 12% |

Table C16. Question 5: Please tell us whether you need help with any of the following activities related to housing, personal and home care, and other needs. [Convenience Sample – Older Adults]

| Need | Number of Respondents | Responses | | | | |
|--|-----------------------|-----------------------------|------------------------|---------------------------------|-------------------------------|----------------|
| | | I don't need help with this | I have the help I need | I have help but still need more | I need help but don't have it | Not applicable |
| Finding a safe place to stay overnight | 2,456 | 62% | 13% | 6% | 4% | 15% |
| Affording my rent or mortgage | 2,419 | 49% | 15% | 14% | 11% | 10% |
| Doing basic personal tasks like bathing or dressing | 2,418 | 58% | 19% | 10% | 4% | 9% |
| Doing light housework like laundry or preparing meals | 2,425 | 46% | 23% | 16% | 8% | 7% |
| Getting the legal help I need with issues like benefits, housing, or estate planning | 2,414 | 36% | 17% | 18% | 18% | 11% |

Table C17. Question 5: Please tell us whether you need help with any of the following activities related to housing, personal and home care, and other needs. [Convenience Sample – Adults with Disabilities]

| Need | Number of Respondents | Responses | | | | |
|--|-----------------------|-----------------------------|------------------------|---------------------------------|-------------------------------|----------------|
| | | I don't need help with this | I have the help I need | I have help but still need more | I need help but don't have it | Not applicable |
| Finding a safe place to stay overnight | 354 | 50% | 20% | 11% | 7% | 12% |
| Affording my rent or mortgage | 353 | 27% | 20% | 24% | 23% | 6% |
| Doing basic personal tasks like bathing or dressing | 350 | 48% | 27% | 16% | 5% | 5% |
| Doing light housework like laundry or preparing meals | 351 | 28% | 34% | 22% | 12% | 5% |
| Getting the legal help I need with issues like benefits, housing, or estate planning | 353 | 20% | 18% | 22% | 33% | 7% |

Consumer Survey: Section 3 — Barriers to Participation in Services

Table C18. Question 7: Please tell us how often you have experienced any of the following challenges. [Random Sample – All Respondents]

| Need | Number of Respondents | Responses | | | | |
|--|-----------------------|-----------|--------|-------|---------------|----------------|
| | | Never | Rarely | Often | Almost always | Not applicable |
| Learning about resources to help meet my needs | 2,002 | 26% | 32% | 19% | 7% | 15% |
| Finding services I'm eligible for | 1,970 | 23% | 32% | 21% | 10% | 15% |
| Signing up for services (including services that require an application) | 1,934 | 34% | 25% | 15% | 8% | 19% |
| Waiting for services that are already full or have a long waitlist | 1,944 | 33% | 20% | 12% | 8% | 27% |
| Navigating service systems to get available social, health, housing, or other services | 1,963 | 33% | 20% | 14% | 9% | 24% |
| Affording services that cost money | 1,942 | 36% | 21% | 14% | 8% | 20% |
| Getting to and from services | 1,964 | 42% | 20% | 12% | 7% | 19% |
| Using technology to participate in services | 1,947 | 38% | 20% | 15% | 9% | 18% |
| Finding services in my language | 1,960 | 50% | 11% | 9% | 6% | 23% |
| Finding services that respect and support my identity and/or culture | 1,953 | 44% | 17% | 9% | 6% | 24% |
| Finding services that accommodate my disabilities | 1,944 | 35% | 14% | 9% | 4% | 37% |
| Feeling safe participating in services due to my immigration status or that of my loved ones | 1,954 | 38% | 10% | 4% | 5% | 43% |
| Feeling safe in public | 1,952 | 25% | 31% | 19% | 11% | 13% |
| Being treated with respect when I'm out in public | 1,963 | 29% | 26% | 17% | 13% | 15% |

Table C19. Question 7: Please tell us how often you have experienced any of the following challenges. [Random Sample – Older Adults]

| Need | Number of Respondents | Responses | | | | |
|--|-----------------------|-----------|--------|-------|---------------|----------------|
| | | Never | Rarely | Often | Almost always | Not applicable |
| Learning about resources to help meet my needs | 1,999 | 26% | 32% | 19% | 7% | 15% |
| Finding services I'm eligible for | 1,967 | 23% | 32% | 21% | 10% | 15% |
| Signing up for services (including services that require an application) | 1,931 | 34% | 25% | 15% | 8% | 19% |
| Waiting for services that are already full or have a long waitlist | 1,941 | 26% | 32% | 19% | 7% | 15% |
| Navigating service systems to get available social, health, housing, or other services | 1,961 | 33% | 20% | 14% | 9% | 24% |
| Affording services that cost money | 1,939 | 36% | 21% | 14% | 8% | 20% |
| Getting to and from services | 1,961 | 42% | 20% | 12% | 7% | 19% |
| Using technology to participate in services | 1,944 | 38% | 20% | 15% | 9% | 18% |
| Finding services in my language | 1,957 | 50% | 11% | 9% | 6% | 23% |
| Finding services that respect and support my identity and/or culture | 1,950 | 44% | 17% | 9% | 6% | 24% |
| Finding services that accommodate my disabilities | 1,941 | 35% | 14% | 9% | 4% | 37% |
| Feeling safe participating in services due to my immigration status or that of my loved ones | 1,952 | 38% | 10% | 4% | 5% | 43% |
| Feeling safe in public | 1,949 | 25% | 31% | 19% | 11% | 13% |
| Being treated with respect when I'm out in public | 1,961 | 29% | 26% | 17% | 13% | 15% |

Table C20. Question 7: Please tell us how often you have experienced any of the following challenges. [Convenience Sample – All Respondents]

| Need | Number of Respondents | Responses | | | | |
|--|-----------------------|-----------|--------|-------|---------------|----------------|
| | | Never | Rarely | Often | Almost always | Not applicable |
| Learning about resources to help meet my needs | 3,199 | 12% | 33% | 32% | 14% | 8% |
| Finding services I'm eligible for | 3,153 | 12% | 32% | 33% | 16% | 8% |
| Signing up for services (including services that require an application) | 3,124 | 17% | 31% | 29% | 14% | 9% |
| Waiting for services that are already full or have a long waitlist | 3,133 | 16% | 24% | 27% | 19% | 14% |
| Navigating service systems to get available social, health, housing, or other services | 3,126 | 16% | 27% | 29% | 16% | 11% |
| Affording services that cost money | 3,112 | 17% | 26% | 26% | 20% | 11% |
| Getting to and from services | 3,127 | 22% | 32% | 23% | 13% | 10% |
| Using technology to participate in services | 3,119 | 24% | 29% | 23% | 14% | 10% |
| Finding services in my language | 3,148 | 43% | 17% | 18% | 10% | 12% |
| Finding services that respect and support my identity and/or culture | 3,113 | 32% | 26% | 19% | 10% | 14% |
| Finding services that accommodate my disabilities | 3,128 | 23% | 24% | 21% | 11% | 21% |
| Feeling safe participating in services due to my immigration status or that of my loved ones | 3,126 | 36% | 15% | 12% | 7% | 31% |
| Feeling safe in public | 3,142 | 17% | 31% | 28% | 16% | 8% |
| Being treated with respect when I'm out in public | 3,142 | 18% | 31% | 27% | 15% | 9% |

Table C21. Question 7: Please tell us how often you have experienced any of the following challenges. [Convenience Sample – Older Adults]

| Need | Number of Respondents | Responses | | | | |
|--|-----------------------|-----------|--------|-------|---------------|----------------|
| | | Never | Rarely | Often | Almost always | Not applicable |
| Learning about resources to help meet my needs | 2,381 | 12% | 35% | 32% | 13% | 8% |
| Finding services I'm eligible for | 2,345 | 12% | 34% | 33% | 14% | 7% |
| Signing up for services (including services that require an application) | 2,320 | 18% | 32% | 30% | 12% | 9% |
| Waiting for services that are already full or have a long waitlist | 2,321 | 17% | 26% | 26% | 18% | 14% |
| Navigating service systems to get available social, health, housing, or other services | 2,317 | 17% | 28% | 29% | 15% | 11% |
| Affording services that cost money | 2,301 | 18% | 28% | 25% | 18% | 11% |
| Getting to and from services | 2,320 | 23% | 34% | 22% | 11% | 10% |
| Using technology to participate in services | 2,314 | 24% | 30% | 23% | 13% | 10% |
| Finding services in my language | 2,340 | 45% | 17% | 17% | 9% | 12% |
| Finding services that respect and support my identity and/or culture | 2,307 | 34% | 25% | 18% | 9% | 14% |
| Finding services that accommodate my disabilities | 2,327 | 24% | 25% | 19% | 9% | 23% |
| Feeling safe participating in services due to my immigration status or that of my loved ones | 2,321 | 36% | 15% | 11% | 5% | 33% |
| Feeling safe in public | 2,334 | 17% | 34% | 27% | 14% | 8% |
| Being treated with respect when I'm out in public | 2,332 | 18% | 32% | 27% | 14% | 9% |

Table C22. Question 7: Please tell us how often you have experienced any of the following challenges. [Convenience Sample – Adults with Disabilities]

| Need | Number of Respondents | Responses | | | | |
|--|-----------------------|-----------|--------|-------|---------------|----------------|
| | | Never | Rarely | Often | Almost always | Not applicable |
| Learning about resources to help meet my needs | 354 | 6% | 27% | 40% | 22% | 5% |
| Finding services I'm eligible for | 355 | 6% | 29% | 35% | 27% | 3% |
| Signing up for services (including services that require an application) | 350 | 9% | 30% | 28% | 27% | 5% |
| Waiting for services that are already full or have a long waitlist | 353 | 9% | 19% | 34% | 29% | 8% |
| Navigating service systems to get available social, health, housing, or other services | 354 | 9% | 25% | 32% | 29% | 5% |
| Affording services that cost money | 354 | 9% | 18% | 28% | 39% | 6% |
| Getting to and from services | 354 | 13% | 27% | 30% | 26% | 5% |
| Using technology to participate in services | 350 | 24% | 29% | 24% | 18% | 5% |
| Finding services in my language | 354 | 49% | 13% | 18% | 10% | 9% |
| Finding services that respect and support my identity and/or culture | 355 | 29% | 27% | 23% | 14% | 8% |
| Finding services that accommodate my disabilities | 352 | 17% | 24% | 33% | 22% | 4% |
| Feeling safe participating in services due to my immigration status or that of my loved ones | 351 | 40% | 9% | 10% | 15% | 25% |
| Feeling safe in public | 356 | 16% | 24% | 32% | 24% | 4% |
| Being treated with respect when I'm out in public | 355 | 15% | 32% | 30% | 19% | 5% |

Consumer Survey: Section 4 — Caregivers

Table C23. Question 8: Do you provide care for one or more family members or friends?

| Responses | Random Sample N = 381 | Convenience Sample N = 1,070 |
|-----------|--------------------------|---------------------------------|
| Yes | 100% | 100% |
| No | - | - |

Table C24. Question 9: How frequently do you provide care to one or more family members or friends?

| Responses | Random Sample N = 375 | Convenience Sample N = 974 |
|-----------------|--------------------------|-------------------------------|
| Daily | 54% | 61% |
| Weekly | 26% | 23% |
| Monthly | 8% | 5% |
| Once in a while | 12% | 11% |

Table C25. Question 10: Please select the statements that describe you. (Select all that apply).

| Responses | Random Sample N = 368 | Convenience Sample N = 960 |
|--|--------------------------|-------------------------------|
| I am the only one providing help to the person(s) I care for | 43% | 48% |
| I provide support to multiple people | 14% | 21% |
| I am paid to provide care as an In-Home Supportive Services Independent Provider | 15% | 32% |
| I am paid to provide care in another setting (like a private agency or organization) | 3% | 5% |
| Something else (please specify) | 21% | 11% |
| None of the above | 18% | 12% |

Table C26. Question 11: Does anyone you care for have...? (Select all that apply).

| Responses | Random Sample N = 367 | Convenience Sample N = 963 |
|--|--------------------------|-------------------------------|
| Alzheimer's, dementia, or other memory care need | 30% | 26% |
| A different cognitive disability | 17% | 18% |
| A physical disability | 43% | 54% |
| Addiction/substance use | 2% | 8% |
| Mental health needs | 11% | 22% |
| A different serious illness (e.g., cancer) | 11% | 16% |
| Other | 17% | 13% |
| None of the above | 16% | 14% |

Table C27. Question 12: During a typical month, how often do you feel the following types of stress related to caring for a family member or friend? [Random Sample]

| Need | Number of Respondents | Responses | | | | | |
|------------------|-----------------------|------------|-----------------------|--------|-----------------------|-------|----------------|
| | | Not at all | Less than once a week | Weekly | Multiple times a week | Daily | Not Applicable |
| Physical Stress | 361 | 28% | 25% | 14% | 13% | 10% | 10% |
| Emotional Stress | 362 | 20% | 28% | 18% | 14% | 13% | 6% |
| Financial Stress | 347 | 38% | 21% | 11% | 7% | 9% | 13% |

Table C28. Question 12: During a typical month, how often do you feel the following types of stress related to caring for a family member or friend? [Convenience Sample]

| Need | Number of Respondents | Responses | | | | | |
|------------------|-----------------------|------------|-----------------------|--------|-----------------------|-------|----------------|
| | | Not at all | Less than once a week | Weekly | Multiple times a week | Daily | Not Applicable |
| Physical Stress | 952 | 21% | 22% | 18% | 15% | 14% | 10% |
| Emotional Stress | 949 | 15% | 23% | 17% | 18% | 18% | 9% |
| Financial Stress | 934 | 24% | 19% | 14% | 11% | 18% | 14% |

Table C29. Question 13: Please tell us whether you need help with any of the following activities. [Random Sample]

| Need | Number of Respondents | Responses | | | | |
|---|-----------------------|-----------------------------|------------------------|---------------------------------|-------------------------------|----------------|
| | | I don't need help with this | I have the help I need | I have help but still need more | I need help but don't have it | Not applicable |
| Providing quality care to my care recipient(s) | 362 | 34% | 22% | 22% | 13% | 9% |
| Developing or maintaining my caregiving skills | 357 | 39% | 19% | 16% | 10% | 15% |
| Getting respite care | 354 | 40% | 14% | 10% | 15% | 21% |
| Participating in support groups or other resources to manage stress related to my caregiving responsibilities | 355 | 38% | 16% | 8% | 18% | 20% |

Table C30. Question 13: Please tell us whether you need help with any of the following activities. [Convenience Sample]

| Need | Number of Respondents | Responses | | | | |
|---|-----------------------|-----------------------------|------------------------|---------------------------------|-------------------------------|----------------|
| | | I don't need help with this | I have the help I need | I have help but still need more | I need help but don't have it | Not applicable |
| Providing quality care to my care recipient(s) | 946 | 28% | 22% | 28% | 10% | 11% |
| Developing or maintaining my caregiving skills | 935 | 30% | 23% | 24% | 11% | 12% |
| Getting respite care | 914 | 29% | 20% | 20% | 14% | 17% |
| Participating in support groups or other resources to manage stress related to my caregiving responsibilities | 918 | 32% | 18% | 18% | 16% | 15% |

Table C31. Question 14: Please tell us how true these statements are for you. [Random Sample]

| Need | Number of Respondents | Responses | | | | |
|--|-----------------------|-----------------|-------------|------------|--------------------|----------------|
| | | Not at all true | Rarely true | Often true | Almost always true | Not Applicable |
| There are resources available in San Francisco to support caregivers | 355 | 9% | 18% | 34% | 17% | 23% |
| I know where and/or how to get support as a caregiver | 350 | 18% | 19% | 27% | 12% | 23% |
| Caregivers can get services in a timely manner | 340 | 15% | 19% | 22% | 14% | 30% |

Table C32. Question 14: Please tell us how true these statements are for you. [Convenience Sample]

| Need | Number of Respondents | Responses | | | | |
|--|-----------------------|-----------------|-------------|------------|--------------------|----------------|
| | | Not at all true | Rarely true | Often true | Almost always true | Not Applicable |
| There are resources available in San Francisco to support caregivers | 943 | 7% | 23% | 35% | 22% | 13% |
| I know where and/or how to get support as a caregiver | 932 | 15% | 22% | 33% | 18% | 12% |
| Caregivers can get services in a timely manner | 917 | 12% | 27% | 28% | 18% | 14% |

Consumer Survey: Section 5 — Demographics

Table C33. Question 15: Which part of San Francisco do you live in? (Please select one).

| Responses | Random Sample | | Convenience Sample | | |
|--|------------------------------|---------------------------|------------------------------|---------------------------|-------------------------------------|
| | All Respondents N = 2,034 | Older Adults N = 2,034 | All Respondents N = 3,147 | Older Adults N = 2,352 | Adults with Disabilities N = 359 |
| District 1 (Richmond) | 10% | 10% | 8% | 8% | 10% |
| District 2 (Cow Hollow, Marina, Pacific Heights) | 5% | 5% | 3% | 3% | 3% |
| District 3 (Russian Hill, Nob Hill, Telegraph Hill, North Beach) | 9% | 9% | 8% | 8% | 5% |
| District 4 (Sunset) | 13% | 13% | 9% | 10% | 8% |
| District 5 (Haight Ashbury, Panhandle, Tenderloin, Western Addition) | 9% | 9% | 13% | 13% | 14% |
| District 6 (South of Market/SOMA, Treasure Island) | 4% | 4% | 10% | 9% | 15% |
| District 7 (Park Merced, West Twin Peaks) | 9% | 9% | 3% | 4% | 4% |
| District 8 (Castro, Glen Park, Noe Valley) | 8% | 8% | 6% | 7% | 4% |
| District 9 (Mission District, Bernal Heights) | 9% | 9% | 9% | 9% | 9% |
| District 10 (Bayview Hunters Point, Potrero, Visitacion Valley) | 8% | 8% | 7% | 5% | 8% |
| District 11 (Excelsior, Oceanview, Merced Heights, Ingleside) | 8% | 8% | 9% | 10% | 6% |
| I do not live in San Francisco | - | - | - | - | - |
| I am unhoused and do not regularly stay in the same area | <1% | <1% | 1% | <1% | 2% |
| I do not know what district I live in. My zip code is: _____ | 8% | 8% | 13% | 13% | 11% |
| Decline to answer | 1% | 1% | 2% | 1% | 1% |

Table C34. Question 16: What age range do you fall in? (Please select one).

| Responses | Random Sample | | Convenience Sample | | |
|---------------------|------------------------------|---------------------------|------------------------------|---------------------------|-------------------------------------|
| | All Respondents N = 2,048 | Older Adults N = 2,048 | All Respondents N = 3,162 | Older Adults N = 2,366 | Adults with Disabilities N = 360 |
| 17 years or younger | - | - | <1% | - | - |
| 18 – 24 years | - | - | 1% | - | 6 |
| 25 – 34 years | - | - | 4% | - | 14 |
| 35 – 44 years | - | - | 6% | - | 23 |
| 45 – 54 years | - | - | 7% | - | 30 |
| 55 – 59 years | - | - | 6% | - | 28 |
| 60 – 64 years | 24% | 24% | 12% | 16 | - |
| 65 – 74 years | 41% | 41% | 32% | 42 | - |
| 75 – 84 years | 23% | 23% | 24% | 31 | - |
| 85 years or older | 12% | 12% | 7% | 10 | - |
| Decline to answer | <1% | <1% | 1% | - | - |

Table C35. Question 17: What best describes your race/ethnicity? (Please select all that apply).

| Responses | Random Sample | | Convenience Sample | | |
|---|------------------------------|---------------------------|------------------------------|---------------------------|-------------------------------------|
| | All Respondents N = 2,066 | Older Adults N = 2,061 | All Respondents N = 3,164 | Older Adults N = 2,298 | Adults with Disabilities N = 286 |
| American Indian/Native American/ Native Alaskan | 2% | 1% | 3% | 2% | 9% |
| Asian | 21% | 22% | 22% | 21% | 19% |
| Asian Indian/South Asian | <1% | <1% | 1% | 1% | 1% |
| Chinese | 29% | 29% | 20% | 22% | 10% |
| Filipino | 4% | 4% | 8% | 9% | 6% |
| Japanese | 3% | 3% | 1% | 1% | 3% |
| Korean | 1% | 1% | 1% | 1% | 1% |
| Vietnamese | 2% | 2% | 1% | 1% | 1% |
| Other Asian | 1% | 1% | 1% | 1% | 1% |
| Black or African American | 6% | 6% | 9% | 7% | 16% |
| Native Hawaiian or other Pacific Islander | <1% | <1% | 1% | 1% | 1% |
| White/Caucasian | 36% | 37% | 33% | 36% | 36% |
| Hispanic or Latino/a/x | 7% | 7% | 7% | 5% | 12% |
| Mexican/Mexican-American/Chicano/a/x | 4% | 4% | 3% | 2% | 6% |
| Central American | 4% | 4% | 2% | 2% | 3% |
| Puerto Rican | 1% | 1% | 1% | 1% | 1% |
| Caribbean (not P.R.) | <1% | <1% | <1% | <1% | 1% |
| South American | 1% | 1% | 1% | 1% | <1% |
| Not Listed. Please specify | 2% | 2% | 2% | 2% | 4% |
| Decline to answer | 2% | 2% | 3% | 2% | 5% |

Table C36. Question 18: What is your primary language? (Please select one).

| Responses | Random Sample | | Convenience Sample | | |
|----------------------------|------------------------------|---------------------------|------------------------------|---------------------------|-------------------------------------|
| | All Respondents N = 2,057 | Older Adults N = 2,054 | All Respondents N = 3,163 | Older Adults N = 2,361 | Adults with Disabilities N = 360 |
| American Sign Language | <1% | <1% | 1% | <1% | 3% |
| Arabic | <1% | <1% | <1% | <1% | 1% |
| Cantonese | 17% | 17% | 22% | 24% | 8% |
| English | 67% | 67% | 57% | 55% | 73% |
| Japanese | 1% | 1% | <1% | <1% | 2% |
| Korean | 1% | 1% | <1% | <1% | 1% |
| Mandarin | 2% | 2% | 3% | 3% | 3% |
| Russian | <1% | <1% | 2% | 2% | 1% |
| Samoan | 0% | 5% | <1% | <1% | 0% |
| Spanish | 5% | 2% | 5% | 4% | 3% |
| Tagalog | 2% | 2% | 6% | 7% | 3% |
| Vietnamese | 2% | 3% | 1% | 1% | 0% |
| Not Listed. Please specify | 3% | 1% | 2% | 2% | 1% |
| Decline to answer | 1% | 5% | 1% | 1% | 3% |

Table C37. Question 19: What gender do you identify with? (Please select one).

| Responses | Random Sample | | Convenience Sample | | |
|-------------------------------|------------------------------|---------------------------|------------------------------|---------------------------|-------------------------------------|
| | All Respondents N = 2,052 | Older Adults N = 2,049 | All Respondents N = 3,150 | Older Adults N = 2,353 | Adults with Disabilities N = 356 |
| Female | 51% | 51% | 62% | 63% | 49% |
| Male | 47% | 47% | 34% | 35% | 41% |
| Trans Female | <1% | <1% | <1% | <1% | 1% |
| Trans Male | 0% | 0% | <1% | <1% | 1% |
| Genderqueer/ Gender nonbinary | 1% | 1% | 1% | <1% | 4% |
| Not Listed. Please specify | <1% | <1% | <1% | <1% | <1% |
| Decline to answer | 1% | 1% | 2 | 1% | 4% |

Table C38. Question 20: What is your sexual orientation? (Please select one).

| Responses | Random Sample | | Convenience Sample | | |
|--------------------------------|------------------------------|---------------------------|------------------------------|---------------------------|-------------------------------------|
| | All Respondents N = 2,014 | Older Adults N = 2,011 | All Respondents N = 3,102 | Older Adults N = 2,309 | Adults with Disabilities N = 356 |
| Straight/Heterosexual | 78% | 78% | 74% | 75% | 65% |
| Bisexual | 3% | 3% | 4% | 4% | 7% |
| Gay/Lesbian/Same-Gender Loving | 10% | 10% | 11% | 11% | 14% |
| Questioning/Unsure | 1% | 1% | 1% | 1% | 2% |
| Not Listed. Please specify | 0% | 0% | 1% | 1% | 3% |
| Decline to answer | 8% | 8% | 9% | 8% | 10% |

Table C39. Question 21: What is your annual household income? (Please select one).

| Responses | Random Sample | | Convenience Sample | | |
|------------------------|------------------------------|---------------------------|------------------------------|---------------------------|-------------------------------------|
| | All Respondents N = 2,038 | Older Adults N = 2,035 | All Respondents N = 3,136 | Older Adults N = 2,344 | Adults with Disabilities N = 354 |
| \$0 to \$9,999 | 9% | 9% | 17% | 16% | 24% |
| \$10,000 to \$24,999 | 12% | 12% | 30% | 33% | 30% |
| \$25,000 to \$49,999 | 11% | 11% | 15% | 16% | 10% |
| \$50,000 to \$74,999 | 9% | 10% | 8% | 7% | 8% |
| \$75,000 to \$99,999 | 8% | 8% | 5% | 5% | 6% |
| \$100,000 to \$149,999 | 11% | 11% | 4% | 3% | 5% |
| \$150,000 to \$199,999 | 6% | 6% | 2% | 1% | 3% |
| \$200,000 or more | 13% | 13% | 2% | 1% | 1% |
| Don't know | 3% | 3% | 4% | 4% | 4% |
| Decline to answer | 18% | 18% | 14% | 14% | 9% |

Table C40. Question 22: What is the highest level of schooling you have completed? (Please select one).

| Responses | Random Sample | | Convenience Sample | | |
|------------------------------------|------------------------------|---------------------------|------------------------------|---------------------------|-------------------------------------|
| | All Respondents N = 2,053 | Older Adults N = 2,050 | All Respondents N = 3,171 | Older Adults N = 2,373 | Adults with Disabilities N = 357 |
| Less than high school diploma | 17% | 17% | 16% | 17% | 9% |
| High school graduate or equivalent | 16% | 16% | 17% | 15% | 18% |
| Some college, no degree | 16% | 16% | 15% | 14% | 23% |
| Associate degree (2- year) | 6% | 6% | 8% | 7% | 11% |
| Bachelor's degree (4- year) | 23% | 23% | 23% | 24% | 26% |
| Master's degree | 12% | 12% | 12% | 13% | 7% |
| Professional / Doctorate degree | 8% | 8% | 4% | 5% | 1% |
| Decline to answer | 3% | 3% | 6% | 5% | 6% |

Table C41. Question 23: What is your marital status? (Please select one).

| Responses | Random Sample | | Convenience Sample | | |
|-----------------------|------------------------------|---------------------------|------------------------------|---------------------------|-------------------------------------|
| | All Respondents N = 2,053 | Older Adults N = 2,050 | All Respondents N = 3,166 | Older Adults N = 2,371 | Adults with Disabilities N = 357 |
| Never married | 18% | 19% | 29% | 24% | 55% |
| Married | 49% | 49% | 33% | 35% | 20% |
| Divorced or Separated | 15% | 15% | 18% | 19% | 16% |
| Widowed | 13% | 13% | 14% | 18% | 3% |
| Decline to answer | 5% | 5% | 6% | 5% | 6% |

Table C42. Question 24: Including yourself, how many adults (age 18 and older) live in your household? (Please select one).

| Responses | Random Sample | | Convenience Sample | | |
|-------------------|------------------------------|---------------------------|------------------------------|---------------------------|-------------------------------------|
| | All Respondents N = 2,053 | Older Adults N = 2,050 | All Respondents N = 3,179 | Older Adults N = 2,373 | Adults with Disabilities N = 359 |
| I live alone | 44% | 44% | 45% | 49% | 43% |
| 2 people | 47% | 47% | 34% | 36% | 24% |
| 3 people | 4% | 4% | 10% | 7% | 16% |
| 4 people | 1% | 1% | 5% | 3% | 9% |
| 5 or more people | 1% | 1% | 3% | 2% | 4% |
| Decline to answer | 4% | 4% | 4% | 3% | 4% |

Table C43. Question 25: Have you ever served on active duty in the United States Armed Forces, Reserves, or National Guard? (Please select one).

| Responses | Random Sample | | Convenience Sample | | |
|-------------------|------------------------------|---------------------------|------------------------------|---------------------------|-------------------------------------|
| | All Respondents N = 2,048 | Older Adults N = 2,045 | All Respondents N = 3,158 | Older Adults N = 2,357 | Adults with Disabilities N = 359 |
| Yes | 7% | 7% | 4% | 4% | 4% |
| No | 91% | 91% | 94% | 94% | 92% |
| Decline to answer | 2% | 2% | 3% | 2% | 4% |

Data Tables: Provider Survey Responses by Question

The data tables below summarize how DFCNA provider survey participants responded to each question on the survey.

All questions in the survey were optional, including the individual sub-components of each question. As such, the number of respondents (or N) — used as the denominator to calculate response percentages by population — often varies by question and question sub-component. These totals are provided in each of the tables below.

The tables below summarize survey responses in alignment with the structure and sequence of the provider survey questionnaire. Of note, this appendix does not summarize responses to the service provider survey’s open-ended questions, although we did analyze them; we found that themes from these qualitative survey responses generally resonate with the other qualitative data we gathered through community forums and focus groups.

Provider Survey: Section 1 — Profile of Provider Agency and Role

Table C44. Question 1: What type of agency do you work for? (Select one).

| Responses | All Respondents N = 292 |
|---|----------------------------|
| A non-profit social services agency | 61% |
| A medical/healthcare organization | 8% |
| University or research institution | 2% |
| A faith-based organization | 1% |
| San Francisco Department of Disability and Aging Services | 8% |
| Another San Francisco City agency | 20% |
| Something else (please specify) | 15% |

Table C45. Question 2: What is your role at your agency? (Select all that apply).

| Responses | All Respondents N = 293 |
|---------------------------------|----------------------------|
| Direct service provider | 43% |
| Supervisor | 5% |
| Program Manager or Director | 67% |
| Division Director | 0% |
| Executive Director | 0% |
| Something else (please specify) | 28% |

Table C46. Question 3: How long have you worked with older adults, adults with disabilities, veterans, and/or caregivers? (Select one).

| Responses | All Respondents N = 290 |
|------------------|----------------------------|
| Less than 1 year | 10% |
| 1 to 4 years | 29% |
| 5 to 9 years | 21% |
| 10 to 14 years | 15% |
| 15 to 19 years | 10% |
| 20 years or more | 15% |

Table C47. Question 4: What sources of funding does your agency have? (Select all that apply).

| Responses | All Respondents N = 289 |
|---------------------------------|----------------------------|
| Federal government | 42% |
| State government | 54% |
| Local government | 92% |
| DAS | 41% |
| Other City agency | 43% |
| Philanthropy | 35% |
| Something else (please specify) | 9% |
| I don't know | 12% |

Table C48. Question 5: Which of the following types of services does your agency provide? (Select all that apply).

| Responses | All Respondents N = 293 |
|--|----------------------------|
| Abuse Prevention and Safety (such as Elder Abuse Prevention, Senior Escorts, Video Doorbell) | 20% |
| Adult Day Programs (such as Adult Social Day, Adult Day Health Centers, Alzheimer’s Day) | 22% |
| Assisted Transportation (such as Paratransit, Group Van, Shopping Shuttle) | 26% |
| Caregiving Support (such as respite care, Family Caregiver Support Program) | 28% |
| Case Management (including care navigation) | 49% |
| Community Service Centers (often called “senior centers”) | 27% |
| Creative Arts Programs (such as art classes, Neighborhood Choirs) | 23% |
| Employment Support and Volunteer Programs (such as ReServe, Volunteer Visitor) | 21% |
| Empowerment Classes and/or Advocacy and Counseling (such as long-term care rights counseling, housing counseling, HICAP) | 19% |
| Food Support (such as Home-Delivered Meals, Congregate Meals, Food Pantry) | 34% |
| Housing Support (such as housing subsidies, home modifications) | 34% |
| Information and Referral Assistance (such as Aging and Disability Resource Centers) | 36% |
| In-Home Care (such as help with personal tasks, like dressing or bathing) | 28% |
| Legal Services and Immigration Assistance (including naturalization services) | 18% |
| Mental Health Support (such as Suicide Prevention, Support for People with Collecting Behaviors) | 33% |
| Money Management (like classes and workshops) | 19% |
| Neighborhood-Based Programs for Social Connection (such as Villages, Community Connectors) | 16% |
| Technology Access and Support (such as SF Connected computer labs or technology training) | 18% |
| Veterans’ Services (such as Veterans Drop-in Center, Veterans Services Connect) | 17% |
| Wellness Programs (such as Chronic Disease Management, Health Promotion – Physical Fitness) | 22% |
| Something else (please specify) | 16% |

Provider Survey: Section 2 — Profile of Clients Served by Provider Agency

Table C49. Question 6: Please select the descriptions that best represent the type of clients your agency serves. (Select all that apply).

| Responses | All Respondents N = 276 |
|--|----------------------------|
| Older adults (age 60 or older) | 82% |
| Adults with disabilities (age 18-59) | 67% |
| Caregivers | 22% |
| Veterans | 33% |
| Other types of people (please specify) | 12% |

Table C50. Question 7: Which racial/ethnic groups does your agency most commonly serve? (Select all that apply).

| Responses | All Respondents N = 293 |
|---|----------------------------|
| American Indian/Native American/ Native Alaskan | 29% |
| Asian | 71% |
| Asian Indian/South Asian | 31% |
| Chinese | 62% |
| Filipino | 44% |
| Japanese | 25% |
| Korean | 24% |
| Vietnamese | 32% |
| Other Asian | 28% |
| Black or African American | 68% |
| Native Hawaiian or other Pacific Islander | 24% |
| White/Caucasian | 67% |
| Hispanic or Latino/a/x | 62% |
| Mexican/Mexican-American/Chicano/a/x | 49% |
| Central American | 14% |
| Puerto Rican | 15% |
| Caribbean (not P.R.) | 8% |
| South American | 11% |
| Not Listed. Please specify | 8% |

Table C51. Question 8: Which primary languages do your clients most commonly speak? (Select all that apply).

| Responses | All Respondents N = 293 |
|----------------------------|----------------------------|
| American Sign Language | 6% |
| Arabic | 2% |
| Cantonese | 36% |
| English | 84% |
| Japanese | 6% |
| Korean | 8% |
| Mandarin | 25% |
| Russian | 11% |
| Samoan | 2% |
| Spanish | 42% |
| Tagalog | 17% |
| Vietnamese | 14% |
| Not Listed. Please specify | 3% |

Table C52. Question 9: Estimate what percent of your clients identify as Transgender, Genderqueer, Gender Non-Binary, and/or Gender Non-Conforming. (Select one).

| Responses | All Respondents N = 274 |
|--------------|----------------------------|
| Less than 5% | 41% |
| 5 to 10% | 12% |
| 10% to 24% | 9% |
| 25% to 49% | 3% |
| 50% or more | 3% |
| I don't know | 32% |

Table C53. Question 10: Estimate what percent of your clients identify as Lesbian, Gay, Bisexual, Queer, and/or another sexual minority. (Select one).

| Responses | All Respondents N = 274 |
|--------------|----------------------------|
| Less than 5% | 24% |
| 5 to 10% | 17% |
| 10% to 24% | 14% |
| 25% to 49% | 4% |
| 50% or more | 12% |
| I don't know | 29% |

Table C54. Question 11: In which part of San Francisco do your clients most commonly live? (Select all that apply).

| Responses | All Respondents N = 293 |
|--|----------------------------|
| District 1 (Richmond) | 13% |
| District 2 (Cow Hollow, Marina, Pacific Heights) | 9% |
| District 3 (Russian Hill, Nob Hill, Telegraph Hill, North Beach) | 13% |
| District 4 (Sunset) | 12% |
| District 5 (Haight Ashbury, Panhandle, Tenderloin, Western Addition) | 29% |
| District 6 (South of Market/SOMA, Treasure Island) | 24% |
| District 7 (Park Merced, West Twin Peaks) | 9% |
| District 8 (Castro, Glen Park, Noe Valley) | 12% |
| District 9 (Mission District, Bernal Heights) | 19% |
| District 10 (Bayview Hunters Point, Potrero, Visitacion Valley) | 21% |
| District 11 (Excelsior, Oceanview, Merced Heights, Ingleside) | 13% |
| My agency provides services citywide | 48% |
| Clients are primarily unhoused | 6% |

Provider Survey: Section 3 — Provider Awareness of Services

Table C55. Question 12: Please tell us about your awareness of services and referral practices for the following services. (Select only one in each row).

| Responses | Number of Respondents | I refer clients to this service | I'm aware of this service, but don't refer clients to it | I'm not aware of this service |
|--|-----------------------|---------------------------------|--|-------------------------------|
| Abuse Prevention and Safety | 228 | 55% | 31% | 14% |
| Adult Day Programs | 234 | 56% | 28% | 17% |
| Assisted Transportation | 233 | 69% | 24% | 7% |
| Caregiving Support | 228 | 64% | 25% | 11% |
| Case Management | 237 | 68% | 21% | 11% |
| Community Service Centers | 229 | 67% | 21% | 12% |
| Creative Arts Programs | 219 | 41% | 26% | 33% |
| Employment Support and Volunteer Programs | 223 | 48% | 29% | 23% |
| Empowerment Classes and/or Advocacy and Counseling | 219 | 45% | 26% | 29% |
| Food Support | 229 | 78% | 14% | 7% |
| Housing Support | 234 | 71% | 19% | 10% |
| Information and Referral Assistance | 225 | 71% | 17% | 12% |
| In-Home Care | 226 | 71% | 21% | 8% |
| Legal Services and Immigration Assistance | 223 | 62% | 19% | 19% |
| Mental Health Support | 233 | 64% | 24% | 12% |
| Money Management | 229 | 53% | 23% | 24% |
| Neighborhood-Based Programs for Social Connection | 219 | 52% | 27% | 21% |
| Technology Access and Support | 218 | 51% | 27% | 22% |
| Veterans' Services | 226 | 50% | 33% | 17% |
| Wellness Programs | 224 | 59% | 25% | 17% |

Table C56. Question 14: Are there services you wish to learn more about? (Select all that apply).

| Responses | All Respondents N = 293 |
|--|----------------------------|
| Abuse Prevention and Safety | 18% |
| Adult Day Programs | 20% |
| Assisted Transportation | 20% |
| Caregiving Support | 22% |
| Case Management | 17% |
| Community Service Centers | 19% |
| Creative Arts Programs | 25% |
| Employment Support and Volunteer Programs | 19% |
| Empowerment Classes and/or Advocacy and Counseling | 18% |
| Food Support | 20% |
| Housing Support | 23% |
| Information and Referral Assistance | 18% |
| In-Home Care | 21% |
| Legal Services and Immigration Assistance | 18% |
| Mental Health Support | 24% |
| Money Management | 18% |
| Neighborhood-Based Programs for Social Connection | 22% |
| Technology Access and Support | 21% |
| Veterans' Services | 13% |
| Wellness Programs | 20% |
| Something else (please specify) | 6% |

Provider Survey: Section 4 — Client Needs and Barriers to Participation in Services

Table C57. Question 15: Based on your experience as a service provider in San Francisco, what are the top three service gaps or unmet needs? (Select only one in each column).

| Responses | Number of Respondents | Service Gap / Unmet Need #1 | Service Gap / Unmet Need #2 | Service Gap / Unmet Need #3 |
|--|-----------------------|-----------------------------|-----------------------------|-----------------------------|
| Abuse Prevention and Safety | 27 | 37% | 30% | 33% |
| Adult Day Programs | 21 | 57% | 29% | 14% |
| Assisted Transportation | 32 | 41% | 34% | 25% |
| Caregiving Support | 37 | 32% | 32% | 35% |
| Case Management | 34 | 24% | 41% | 35% |
| Community Service Centers | 18 | 22% | 33% | 44% |
| Creative Arts Programs | 15 | 33% | 53% | 13% |
| Employment Support and Volunteer Programs | 16 | 56% | 31% | 13% |
| Empowerment Classes and/or Advocacy and Counseling | 27 | 37% | 33% | 30% |
| Food Support | 32 | 28% | 41% | 31% |
| Housing Support | 72 | 60% | 25% | 15% |
| Information and Referral Assistance | 14 | 14% | 57% | 29% |
| In-Home Care | 42 | 21% | 41% | 38% |
| Legal Services and Immigration Assistance | 15 | 40% | 27% | 33% |
| Mental Health Support | 51 | 39% | 24% | 37% |
| Money Management | 24 | 21% | 42% | 38% |
| Neighborhood-Based Programs for Social Connection | 28 | 14% | 21% | 64% |
| Technology Access and Support | 22 | 18% | 36% | 45% |
| Veterans' Services | 10 | 20% | 40% | 40% |
| Wellness Programs | 15 | 40% | 13% | 47% |
| Something else (please specify) | 11 | 45% | 0% | 55% |

Table C58. Question 17: Please tell us how much of a problem the following challenges pose for clients when trying to access services they need. (Select only one in each row).

| Responses | Number of Respondents | Not a problem | Minor problem | Moderate problem | Major problem |
|--|-----------------------|---------------|---------------|------------------|---------------|
| Learning about resources to help meet their needs | 200 | 16% | 29% | 35% | 21% |
| Finding services they are eligible for | 203 | 9% | 34% | 34% | 23% |
| Signing up for services (including services that require an application) | 200 | 16% | 23% | 33% | 30% |
| Waiting for services that are already full or have a long waitlist | 203 | 7% | 11% | 27% | 54% |
| Navigating service systems to get available social, health, housing, or other services | 203 | 10% | 18% | 27% | 46% |
| Affording services that cost money | 200 | 7% | 14% | 30% | 51% |
| Getting to and from services | 201 | 12% | 30% | 34% | 23% |
| Using technology to participate in services | 199 | 9% | 23% | 29% | 40% |
| Finding services in their language | 194 | 25% | 29% | 30% | 15% |
| Finding services that respect and support their identity and/or culture | 194 | 21% | 39% | 28% | 12% |
| Finding services that accommodate their disabilities | 195 | 19% | 24% | 27% | 20% |
| Feeling safe participating in services due to their immigration status or that of their loved ones | 194 | 22% | 24% | 25% | 29% |
| Feeling safe in public | 197 | 13% | 29% | 35% | 22% |
| Being treated with respect when they are out in public | 192 | 16% | 34% | 29% | 21% |

Provider Survey: Section 5 — Demographics

Table C59. Question 21: Which part of San Francisco do you live in? (Please select one).

| Responses | All Respondents N = 213 |
|--|----------------------------|
| District 1 (Richmond) | 6% |
| District 2 (Cow Hollow, Marina, Pacific Heights) | 1% |
| District 3 (Russian Hill, Nob Hill, Telegraph Hill, North Beach) | 4% |
| District 4 (Sunset) | 5% |
| District 5 (Haight Ashbury, Panhandle, Tenderloin, Western Addition) | 12% |
| District 6 (South of Market/SOMA, Treasure Island) | 9% |
| District 7 (Park Merced, West Twin Peaks) | 3% |
| District 8 (Castro, Glen Park, Noe Valley) | 5% |
| District 9 (Mission District, Bernal Heights) | 6% |
| District 10 (Bayview Hunters Point, Potrero, Visitacion Valley) | 10% |
| District 11 (Excelsior, Oceanview, Merced Heights, Ingleside) | 6% |
| I do not live in San Francisco | 26% |
| I am unhoused and do not regularly stay in the same area | 0% |
| I do not know what district I live in. My zip code is: _____ | 1% |
| Decline to answer | 6% |

Table C60. Question 22: What age range do you fall in? (Please select one).

| Responses | All Respondents N = 214 |
|---------------------|------------------------------------|
| 17 years or younger | 0% |
| 18 – 24 years | 1% |
| 25 – 34 years | 14% |
| 35 – 44 years | 25% |
| 45 – 54 years | 21% |
| 55 – 59 years | 12% |
| 60 – 64 years | 10% |
| 65 – 74 years | 12% |
| 75 – 84 years | 2% |
| 85 years or older | 0% |
| Decline to answer | 3% |

Table C61. Question 23: What best describes your race/ethnicity? (Please select all that apply).

| Responses | All Respondents N = 203 |
|---|----------------------------|
| American Indian/Native American/ Native Alaskan | 0% |
| Asian | 18% |
| Asian Indian/South Asian | <1% |
| Chinese | 15% |
| Filipino | 5% |
| Japanese | 3% |
| Korean | <1% |
| Vietnamese | 3% |
| Other Asian | 0% |
| Black or African American | 27% |
| Native Hawaiian or other Pacific Islander | 2% |
| White/Caucasian | 32% |
| Hispanic or Latino/a/x | 11% |
| Mexican/Mexican-American/Chicano/a/x | 4% |
| Central American | 1% |
| Puerto Rican | 1% |
| Caribbean (not P.R.) | 1% |
| South American | <1% |
| Not Listed. Please specify | 0% |
| Decline to answer | 0% |

Table C62. Question 24: What is your primary language? (Please select one).

| Responses | All Respondents N = 213 |
|----------------------------|----------------------------|
| American Sign Language | <1% |
| Arabic | 0% |
| Cantonese | 4% |
| English | 81% |
| Japanese | <1% |
| Korean | 0% |
| Mandarin | 1% |
| Russian | 1% |
| Samoan | 0% |
| Spanish | 3% |
| Tagalog | 2% |
| Vietnamese | 1% |
| Not Listed. Please specify | 2% |
| Decline to answer | 3% |

Table C63. Question 25: What gender do you identify with? (Please select one).

| Responses | All Respondents N = 214 |
|-------------------------------|----------------------------|
| Female | 61% |
| Male | 30% |
| Trans Female | <1% |
| Trans Male | 0% |
| Genderqueer/ Gender nonbinary | 5% |
| Not Listed. Please specify | 0% |
| Decline to answer | 4% |

Table C64. Question 26: What is your sexual orientation? (Please select one).

| Responses | All Respondents N = 216 |
|--------------------------------|-----------------------------------|
| Straight/Heterosexual | 66% |
| Bisexual | 10% |
| Gay/Lesbian/Same-Gender Loving | 13% |
| Questioning/Unsure | 0% |
| Not Listed. Please specify | 2% |
| Decline to answer | 9% |

Appendix D: DFCNA Community Forums and Focus Groups Summary

This appendix summarizes key findings and provides detailed information on qualitative data gathered from the DFCNA community forums and focus groups.

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Community Forums

DAS hosted a total of 12 town hall-style events to capture input from more than 460 community members on areas of need, barriers to participation in services, and broader service system issues. These events included one 90-minute in-person forum in each of the city’s 11 supervisorial districts and one 60-minute virtual citywide forum. We partnered with our Community Service Center providers to host most of the in-person forums and hosted the rest at popular neighborhood hubs like libraries. We partnered with the San Francisco Disability Cultural Center to host the virtual forum.

At each community forum, facilitators guided participants through structured, small group discussions designed to foster open dialogue, explore complex issues, and generate insights. Participants had the option to share their feedback in multiple formats, including verbally and via anonymous written comments. DAS offered language interpretation services at all the forums, and used closed captioning at the virtual forum, to maximize language and disability access across these events. Table D1 below provides a summary of participation by community forum event.

Table D1. Summary of DFCNA Community Forums

| District | Location + Language Interpretation | Participants |
|----------|--|--------------|
| 1 | Richmond Recreation Center Cantonese, Spanish | 39 |
| 2 | Aquatic Park Senior Center Cantonese, Russian | 28 |
| 3 | North Beach Library Cantonese | 5 |
| 4 | Stonestown YMCA Annex Cantonese | 58 |
| 5 | Booker T. Washington Community Service Center Cantonese, Japanese, Korean, Russian | 33 |
| 6 | Bayanihan Equity Center ASL, Cantonese, Tagalog, Vietnamese | 27 |
| 7 | West Portal Clubhouse Cantonese | 50 |
| 8 | 30th St. Senior Center / On Lok Cantonese, Spanish | 49 |
| 9 | Mission Neighborhood Center Cantonese, Spanish | 54 |
| 10 | Dr. George W. Davis Senior Center Cantonese, Spanish | 22 |
| 11 | IT Bookman / Southwest Community Corporation Cantonese, Spanish | 79 |
| Citywide | Virtual forum on Zoom ASL, Cantonese, Russian, Spanish, Tagalog, Vietnamese | 20 |

Focus Groups

DAS hosted **14 focus groups** in a mix of in person and virtual formats to supplement our community forums. About 130 individuals participated in these more narrowly focused discussions, allowing for a **deeper dive into specific issues and with distinct stakeholder populations**. Table D2 below provides a summary of participation by focus group event.

Table D2. Summary of DFCNA Focus Groups

| # | Focus Group Population + Format | Participants |
|----|---|--------------|
| 1 | Adults and transitional age youth with disabilities Virtual | 8 |
| 2 | Blind or low vision adults Virtual | 10 |
| 3 | D/deaf or hard of hearing adults In person | 3 |
| 4 | Adults who are unable to leave home without support Virtual | 7 |
| 5 | Pacific Islander older and disabled adults In person | 17 |
| 6 | Native American older and disabled adults In person | 7 |
| 7 | Monolingual Japanese older and disabled adults In person | 7 |
| 8 | Monolingual Korean older and disabled adults In person | 10 |
| 9 | Sexual minority (LGBQ+) older and disabled adults In person | 8 |
| 10 | Transgender and gender non-conforming older and disabled adults In person | 8 |
| 11 | Veterans In person | 9 |
| 12 | Family caregivers of older and disabled adults Virtual | 10 |
| 13 | Older and disabled adults experiencing homelessness In person | 9 |
| 14 | Adults aging with HIV In person | 15 |

Participant Profile

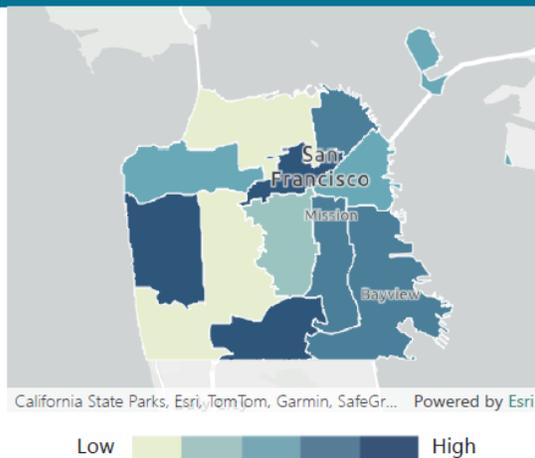
Community Forum and Focus Group Participants

Demographic Profile

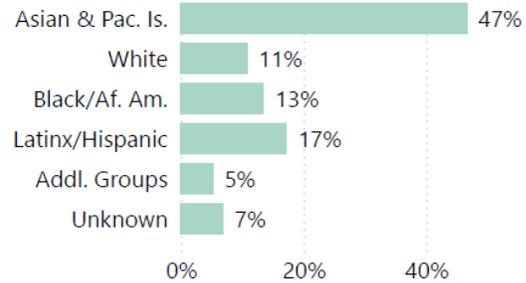
Population

| | |
|----------------------------------|------------|
| Adults with Disabilities (18-59) | 57 |
| Older Adults (60+) | 419 |
| Unknown | 7 |
| Total | 483 |

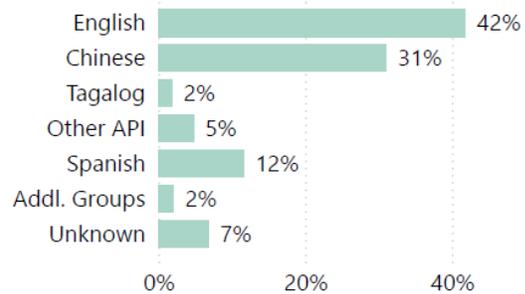
Supervisory District of Residence



Race/Ethnicity



Primary Language



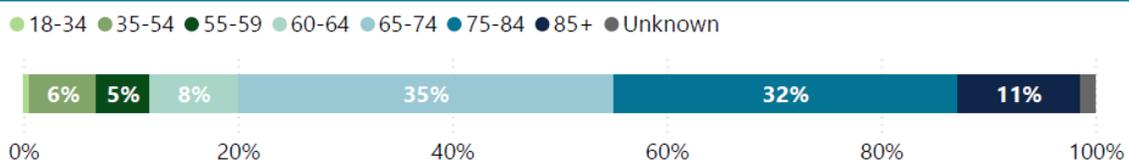
Gender Identity

| | # | % |
|--------------|------------|-------------|
| Female | 353 | 73% |
| Male | 89 | 18% |
| Trans Female | 2 | 0% |
| Trans Male | 1 | 0% |
| Addl. Groups | 9 | 2% |
| Unknown | 29 | 6% |
| Total | 483 | 100% |

Sexual Orientation

| | # | % |
|--------------------------------|------------|-------------|
| ▲ Straight/Heterosexual | 332 | 69% |
| Gay/Lesbian/Same-Gender Loving | 25 | 5% |
| Bisexual | 23 | 5% |
| Addl. Groups | 13 | 3% |
| Unknown | 90 | 19% |
| Total | 483 | 100% |

Age



Summary of Findings

DAS's 12 community forums and 14 focus groups elicited diverse perspectives among San Francisco's older adults and adults with disabilities. Several common themes emerged, in addition to issues specific to certain subpopulations. Findings from our conversations with the community are summarized below, and touch on consumer service needs and barriers to participation in services.

Consumer Service Needs

SAFE, AFFORDABLE, AND ACCESSIBLE HOUSING

Older adults and adults with disabilities expressed concerns about the availability, cost, stability, and quality of housing. Cost was one of the greatest challenges for consumers, with many indicating that their income and/or benefits were insufficient to cover their housing-related expenses. Those who tried to apply for subsidized housing often said the process was cumbersome or the wait lists were too long. Some participants shared negative experiences with crowded housing and poor living conditions. Others expressed worries about their future housing needs, citing particular concerns about long waitlists for senior-specific housing and the high cost of assisted living.

"I have a 3-story home and it's getting harder going up and down the stairs. I'm thinking about trying to move, and that's challenging. [I'm] concerned about time limits to get into new housing and to carry over financial assistance there. Who can find housing in the 6-month deadline?"

— Focus group participants (Adults aging with HIV)

"I have a housing subsidy, which is administered by [my service provider], but came from the feds who are trying to end [it] as well. Without [the] subsidy, I am currently unhoused."

— Community forum participant (District 8)

"Housing is a huge problem, and when we talk about housing, we are talking about very affordable housing owned by government and not private real estate."

— Focus group participant (Adults and transitional age youth with disabilities)

LEGAL ASSISTANCE AND FINANCIAL COUNSELING

Consumers frequently cited help with financial literacy, banking, fraud prevention, and legal assistance as a key need. They described the cost of these services as a barrier, and explained that pro-bono options often required more time and patience — for example, to go to multiple providers before their need was met.

“Legal assistance that is committed to your concerns/case, especially with landlord/tenant issues... and pro bono services [are] needed. Oftentimes, it feels like folks must go from legal office to legal office to get the support they need.”

— Community forum participant (District 11)

“I went to [a local Legal Assistance provider], and now we’re doing investigation regarding housing. It’s very bad. I have to go higher up to [the] mayor. You have to, or else you’re stuck.”

— Focus group participant (Pacific Islander older and disabled adults)

MEDICAL, MENTAL, AND HOME/PERSONAL CARE

Mobility posed a significant challenge to many participants, and they expressed related needs for assistance with housework, home repairs, and adjustments to make their home safer and more navigable. Consumers also frequently described a desire for more physical activity to maintain their health, and difficulties accessing consistent medical care, finding doctors who accept their insurance, and obtaining specific health services, like dental and vision care. In addition, participants expressed need for mental health services, especially for those living alone and caregivers in need of mentorship or respite care.

“She can walk a little, but she never really goes out, and she is not the only person like this. There are many people who experience this.”

— Focus group participant (Monolingual Korean older and disabled adults)

“We need a gym with trained folk, machines, free weights, floor or chair exercises.”

— Focus group participant (Sexual minority (LGBQ+) older and disabled adults)

“I put all my time into caring for my mother right now. Trying to figure out time for myself and self-care is challenging.”

— Focus group participant (Family caregivers of older and disabled adults)

“Psychologist[s that] come once a month to help control depression and anxiety would be a big help as well.”

— Community forum participant (District 8)

SOCIAL CONNECTION AND COMMUNITY BUILDING

Participants expressed a strong desire to combat social isolation and foster community. They sought out more in-person interactions, diverse social activities (e.g., exercise classes, dance,

karaoke, mahjong, field trips, and more), and opportunities for cognitive engagement. Older adults particularly highlighted the value of community centers, which are vital in providing a sense of community and combatting social isolation.

“Socializing is very important. We need to make people that live here feel comfortable that don’t like to socialize. It’s so bad for us just to stay in our apartments... You wouldn’t believe how many seniors in this building won’t come out of their apartment.”

— Community forum participant (District 10)

“Recently, because I have an EBT card, I’ve been able to go to some of the museums for free. I’d like to see more accessibility to more of the arts programming... Seniors can’t afford it. If they could give us discounts to the ballet, theaters, we could participate.”

— Community forum participant (District 1)

“We have school buildings that aren’t being used at night or weekends. Schools should be part of the community, and they can be leveraged for additional programs.”

— Community forum participant (District 4)

SAFE, RELIABLE, AND ACCESSIBLE TRANSPORTATION

Transportation was a major concern for consumers across all districts, spanning factors like accessibility, reliability, and safety, as well as affordability. Participants appreciated current transportation subsidies like the discounted Clipper card and Essential Trip Card, but also expressed a desire for additional financial support. Some participants described how Paratransit offers them critical support to get around the city, but also explained that vouchers for more flexible transportation alternatives like taxis and Ubers are needed. Current and anticipated cuts to Muni undermined individuals’ trust in the reliability of the public transportation system in San Francisco. Consumers commonly expressed worries about safety on public transit, especially for people with mobility challenges and those using mobility assistive devices. They reported that bus drivers and passengers often were unaware of etiquette that would protect their safety, like keeping the bus stopped until someone finds their seat, and ceding seats to riders of older age or with disabilities.

“Public transit fare for BART and Muni is hard [for me to afford]. Changed routes... It’s been difficult to get from one location to another. [I] can’t walk in San Francisco... I need reliable transportation to be more mobile, and if I had better transport I could get what I need done in a couple days versus a week.”

— Focus group participant (Veterans)

“I’d like to see improvements to the Muni. The routes don’t go easily where I want. I have to take several buses. I don’t drive...The trains — getting on and off is very difficult. I’m not in a wheelchair. Climbing up and down is hard... The drivers will see me approaching with a cane, and they’ll leave me, because they see I have a cane.”

— Focus group participant (Adults and transitional age youth with disabilities)

Barriers to Participation in Services

AFFORDABILITY AND MEETING BASIC NEEDS

Affordability was a top concern for older adults and adults with disabilities, who found cost a major barrier to meeting basic needs like housing (described in depth above), food, healthcare, and home support. The high cost of living in San Francisco meant that many people can't afford their living expenses even with the support of public benefits.

Food security was a major component of the affordability conversation. Participants highlighted the importance of food banks, nutritious and convenient food options, customized food delivery, and increased food stamp benefits. Across multiple districts, they also expressed concerns about cuts to meal programs that had led to reduction in services.

Consumers also explained their need for access to affordable and comprehensive healthcare and in-home support to address personal care needs. Participants across the community forums and focus groups explained how they rely on medical care, mental health care, and long-term care supports to age safely in the community, but sometimes struggle to get sufficient and reliable care, often due to a lack of affordability.

"I'm on GA and Food Stamps. I didn't tell them I was homeless until I had to. I used to get \$200, now I get \$72 because I'm homeless and don't have rent to pay."

— Community forum participant (District 3)

"Due to the high cost of living there can be a gap between being able to afford services you need and qualifying for services."

— Community forum participant (District 2)

"For those of us who are in [a] low- or middle-income place, who earn too much money to get IHSS but cannot afford private helpers, that's a hole needs to be filled. I'm 78, live alone, take care of everything on my own. [It] would be great to get help just a few hours a week."

— Focus group participant (Blind or low vision adults)

"[The] cost of assisted living is prohibitive for middle-income [people]... [It] doesn't exist for my income. Not Medi-Cal-eligible, not rich, in between."

— Focus group participant (Sexual minority (LGBQ+) older and disabled adults)

AWARENESS OF SERVICES

Lack of awareness about available services was a pervasive challenge for many consumers and even some service providers. Some participants suggested stronger outreach and awareness building around the DAS Benefits and Resource Hub to help overcome this barrier. Others recommended investing in a centralized and searchable online resource directory to help people seeking services.

“Sometimes if you don’t have the right questions, you can’t get the services needed. You don’t know what you don’t know.”

— Focus group participant (Adults aging with HIV)

“A lot of people don’t know the information about the City-funded program that could alleviate their situation. [I] work for [an] ADRC and encounter a lot of people who are asking for services that are there already. What do we need to do for them to know there’s a lot of services in San Francisco that they can just utilize? Look for a social worker, I would suggest.”

— Community forum participant (Virtual citywide)

“There’s a lot of stuff that’s available that people don’t even know... [It] would be nice [for] that information be communicated to our management here at the shelter to help us.”

— Focus group participant (Older and disabled adults experiencing homelessness)

SYSTEM NAVIGATION TO ACCESS SERVICES

Older adults and adults with disabilities reported difficulties navigating the complex bureaucratic processes required to access services. Even when individuals were aware of services, they often lacked knowledge on how to apply or determine their eligibility. They explained that they would appreciate having a single location, number, or person to reach for a variety of questions about services. In addition, some participants described their frustration with the hoops they had to jump through to continually demonstrate eligibility to maintain services.

“Trying to find the infrastructure of who do you call, how much does it cost... It’s really hard to filter the [services] that you need; I have worked with care managers just to see what’s out there... It’s really overwhelming.”

— Focus group participant (Family caregivers of older and disabled adults)

“[I] applied for IHSS for myself and husband. It took 6-7 weeks for home visits and assessment. It took 3-4 weeks for [hours] determination. A friend has been helping me. Onboarding the IHSS Independent Provider took a very long time.”

— Focus group participant (D/deaf or hard of hearing adults)

“We need more help for people with AIDS getting [in-home] care... There needs to be better processes. Every year they need to come to my house [to assess eligibility]. Recertification for so many programs is stressful for families.”

— Focus group participant (Adults aging with HIV)

CULTURALLY AND LINGUISTICALLY RELEVANT SERVICES

Older adults and adults with disabilities who speak a language other than English or identify as BIPOC told us about how they sought spaces that were welcoming and relevant to their cultural and linguistic identities. They expressed grief over the historic and current disinvestment in their communities. They also explained how a lack of tailored services can act as a significant barrier to participation.

LGBTQ+ participants and those living with HIV also expressed similar sentiments, explaining that they often felt unwelcome or unsupported when trying to access services. They sought care from providers with understanding of their background, greater visibility, and services specific to their communities, especially given the increasing hostility of federal policy and reduced federal funding for programs serving these populations.

“Where’s our reparations? We are all deserving of reparations. First of all, we have trauma in every aspect of our lives, and we need help dealing with that. We have been living in substandard housing for years. We have miseducation for years. We have been discriminated [against] for years. We have been redlined and Prop 13 took our property away from us and would not give us money to build up our housing. Other groups have been compensated, why not us?”

— Community forum participant (District 5)

“Everywhere I go, I feel like I’m losing my culture, I feel like I’m speaking a different language. It’s not just a different language; it’s a cultural barrier.”

— Focus group participant (Native American older and disabled adults)

“We don’t know who’s living in Japantown or in this community or nearby. That’s a problem. Some people don’t speak English, so they don’t really follow the news, they’re not broadcasting news in the language.”

— Focus group participant (Monolingual Japanese older and disabled adults)

“I want to put together a program to train new and younger caseworkers, helping them understand gay history; they don’t understand.”

— Focus group participant (Adults aging with HIV)

“The current administration is attacking funding and grants specific to our community, which already doesn’t have a lot of spaces/supports to begin with. It’s scary.”

— Focus group participant (Transgender and gender non-conforming older and disabled adults)

PUBLIC AND PERSONAL SAFETY

Participants consistently expressed concerns about street safety, ranging from reports of insufficient street and sidewalk maintenance to fear of open drug use and crime. They also frequently shared concerns about safety on public transportation. Participants explained how safety concerns could prevent people from accessing much-needed services. Residents of Districts 6, 7, and 9 were especially likely to bring up safety issues.

“The streets around here are very dangerous. I want to know: where will I be okay, where will I be safe? I don’t have any idea where in this city I could be safe... I walk with fear everywhere. That’s how it is.”

— Community forum participant (District 9)

“Sometimes I’m riding my scooter (motorized wheelchair) on the sidewalk and people come up to me. It’s the vulnerability of you being in a chair; people know you’re vulnerable and come right up on you.”

— Community forum participant (District 6)

“[It’s] hard for older adults and those with disabilities to take the stairs down to the station... Also need more security to keep people safe — people are being harmed, accosted, robbed, and it leaves people on edge when they have to access public transportation.”

— Community forum participant (District 9)

TECHNOLOGY AND DIGITAL LITERACY

Older adults in particular described their struggles with technology and lack of digital literacy, which sometimes prevented them from accessing resources. They explained that more support in this area could help lower barriers to participation for seniors. Participants in community forums and focus groups expressed appreciation for services like SF Connected technology labs and onsite technology assistance to learn how to use digital devices like phones and tablets, navigate the Internet, and use social media to connect with loved ones.

“One of the most important things [we need] is technology assistance, since smartphones are becoming essential... Even with a technology background it can be hard to use newer tech.”

— Community forum participant (District 7)

“We are the older generation, and we need assistance of younger generations, such as how to use the apps, like for the train and other daily activities. It’d be great to have young people come join us at the senior center sometime to teach us.”

— Focus group participant (Monolingual Korean older and disabled adults)

Appendix E: DFCNA Equity Analysis

This appendix summarizes key findings and provides detailed analysis on equity trends for each of three questions that structure the DFCNA equity analysis.

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Overview

Advancing equity is a DAS priority and guiding principle of the Dignity Fund. The equity analysis helps DAS **evaluate how well the Department is serving the city’s diverse populations** and to identify possible disparities in service provision and participation. The analysis uses **population data** and **program administrative data** to develop a set of standardized metrics that help to answer the following questions:

1. Are populations with the presence of an equity factor participating in services at the same rate as the population citywide?
2. How do service participation rates among low-to-moderate-income populations compare across districts in the city?
3. How are funds spent across city districts?

In particular, the equity analysis examines service participation rates and resource allocation across the city for the DAS client population overall, and for **select subpopulations with the presence of an “equity factor”**¹— communities that face barriers in access to resources and opportunity. These subpopulations are described in Table E1 below.

Table E1. DFCNA Equity Factors and their Definitions

| Equity Factor | Definition |
|------------------------------------|---|
| BIPOC | Individuals who identify with a race/ethnicity other than non-Hispanic White |
| LGBTQ+ | Individuals who identify with a sexual orientation other than heterosexual or a gender identity other than cisgender male or female |
| Limited English Proficiency | Individuals who speak a primary language other than English, or who have limited or no fluency in English |
| Lives alone | Individuals living alone, who experience greater risk of social isolation than their peers who live with others |
| Low-to-moderate income | Individuals with income at or below 200% of the Federal Poverty Level |

¹ DAS identified these equity factors in the first DFCNA in FY 2017-18, based on a review of existing data sources, published literature, previous needs assessments, and interviews with key stakeholders and subject matter experts.

Summary of Findings

This section provides a high-level overview of the key findings from the equity analysis. More detailed analysis and findings by research question are presented later in the appendix, with accompanying data tables.

This equity analysis examines service participation trends across five equity factors representing populations who experience systemic barriers to accessing services. These equity factors are not mutually exclusive, and many individuals identify with more than one equity population. See Table E1 on the prior page for equity factor definitions.

Client Profile

- In FY 2024-25, DAS served a total of 66,820 unique clients across Dignity Fund-eligible services administered via community-based partnerships and overseen by the DAS Office of Community Partnerships. The majority (83%) of these clients are older adults ages 60 and older. Adults with disabilities ages 18-59 account for 9% of clients.
- Clients are diverse, reflecting the Department's efforts to serve San Franciscans with the greatest need — including equity priorities focused on low-to-moderate income populations, BIPOC communities, people with limited English-speaking proficiency, LGBTQ+ identifying individuals, and those living alone.
 - More than 80% of older and disabled DAS clients have low-to-moderate income — a staggeringly high rate of representation, especially compared to the much lower share of low-to-moderate income individuals in the older and disabled San Francisco population (about 30%).
 - Most DAS clients identify as BIPOC, with 77% of older adults and 68% of adults with disabilities belonging to communities of color.
 - People with limited English proficiency are also well-represented among DAS clients, making up approximately 50% of older adults and a smaller proportion (21%) of adults with disabilities.
 - Among seniors, 45% live alone, while 64% of adults with disabilities live alone.
 - LGBTQ+ identifying people make up a smaller portion of our client populations: only about 7% of older adults and 17% of adults with disabilities are LGBTQ+.
- DAS administers more than 60 Dignity Fund-eligible services, the vast majority of which track client-level enrollment and demographic data in the centralized SF DAS GetCare database. The top ten programs by total number of unduplicated clients are listed in Table E2 on the following page, and are the basis for the program-level analysis of service participation trends presented later in this appendix.

Table E2. Unduplicated Clients in Top 10 Dignity Fund-Eligible Services, by Age Group

| Service | Older Adults (age 60+) | Adults with Disabilities (age 18-59) | Other ² | All |
|---|------------------------|--------------------------------------|--------------------|--------|
| Aging & Disability Resource Centers (ADRCs) | 12,518 | 1,376 | 1,729 | 15,623 |
| Community Connector | 1,476 | 42 | 12 | 1,530 |
| Community Service Centers | 23,293 | 1,005 | 946 | 25,244 |
| Congregate Meals | 17,614 | 1,490 | 960 | 20,064 |
| DAS Intake | 1,774 | 435 | 867 | 3,076 |
| Food Pantry | 2,658 | N/A ³ | 3 | 2,661 |
| Health Insurance Counseling and Advocacy Program (HICAP) | 1,876 | 83 | 45 | 2,004 |
| Home-Delivered Groceries (HDG) | 7,142 | 813 | 61 | 8,016 |
| Home-Delivered Meals (HDM) | 6,266 | 723 | 41 | 7,030 |
| SF Connected | 3,850 | 371 | 162 | 4,383 |

Equity Analysis Question 1: Are populations with the presence of an equity factor participating in services at the same rate as the population citywide?

- Populations with the presence of an equity factor generally utilized DAS services at a higher rate than the overall population. This is especially true among those with low-to-moderate income, those with limited English proficiency, and those who live alone.
- LGBTQ+ clients tend to participate in Dignity Fund programs at a lower rate, with rates generally between 30% to 50% of the overall population participation rate.
- Adults with disabilities participate in DAS services at significantly lower rates than older adults (16% participation compared to 29% participation overall).
- Food programs are popular among seniors and people with disabilities, with three of the top five programs with highest enrollments involving food support.
- The other two “top five” programs by enrollment were Aging and Disability Resource Centers (ADRCs) and Community Service Centers, which demonstrate high engagement with in-person support.

² The Other category reflects clients with missing age and/or disability status data, who therefore cannot be readily categorized as an older adult or adult with a disability.

³ Food Pantry enrollments for adults with disabilities are not tracked at the client level. As such, they are excluded from analysis of program-level service participation trends for adults with disabilities overall and by subpopulations with the presence of an equity factor.

Equity Analysis Question 2: How do service participation rates among low-to-moderate income populations compare across districts in the city?

- Overall, participation rates are high across many city districts, especially for older and disabled adults with low-to-moderate income adults with disabilities, consistent with citywide trends captured in Equity Analysis Question 1.
- Participation rates were highest in District 5 for older adults overall, adults with disabilities overall, and low-to-moderate income adults with disabilities. The district is near the center of the city and home to many sites where clients access services.
- Among older adults with low-to-moderate income, District 2 had the highest participation rate.
- The districts with the lowest participation rates — Districts 1, 4, and 11 — were in the outer parts of the city. This trend is likely related to the greater numbers of service sites in the city center.

Equity Analysis Question 3: How are funds spent across city districts?

- The total DAS budget for Dignity Fund related programs in FY 2024-25 was \$100,433,900, of which \$91,793,100 was allocated to programs with participant enrollment information that supported the equity analysis.
- Notably, District 5 leads in per-district enrollments (27,570) and spending (\$18.8M), consistent with trends in Equity Analysis Question 2; the district is located centrally and has a high density of very popular services funded by DAS.
- Spending by district was lowest in District 7 (\$4.7M), which had fewer DAS clients (7,450).
- Overall, DAS spent an average of \$673 per enrollment across Dignity Fund-eligible programs. District 6 had the highest per-enrollment cost at \$1,028, while District 3 had the lowest at \$528.

Methodology

DAS used several data sources to prepare the equity analysis, each of which is described in Table E3 below.

Table E3. Equity Analysis Data Sources

| Data Source | Description |
|---|--|
| Population Data <ul style="list-style-type: none"> 2023 American Community Survey 5-Year Estimates 2023 San Francisco City Survey | DAS used publicly available population data to estimate the size of eligible client populations overall and with the presence of an equity factor, both citywide and in each supervisorial district. DAS also used this data to develop a demographic profile of San Francisco older adults and adults with disabilities, as well as an analysis of service participation rates to answer the first two equity analysis questions. |
| Program Administrative Data <ul style="list-style-type: none"> SF DAS GetCare FY 2024-25 Select other SFHSA and DAS client enrollment data | DAS used client enrollment data, primarily available through the centralized SF DAS GetCare database, to develop a demographic profile of clients participating in Dignity Fund-eligible services (administered by the DAS Office of Community Partnerships), as well as an analysis of service participation rates to answer all three equity analysis questions. Of note, the Department also leveraged other program administrative data across SFHSA and DAS systems (e.g., CalSAWs, CMIPS II, etc.) to ensure client demographic information is as complete as possible. |
| Program Administrative Data <ul style="list-style-type: none"> F\$P, FY 2024-25 | DAS used program budget data available through the F\$P database to develop analysis of resource allocation to answer the third equity analysis question. |

To calculate participation rates, we estimated eligible populations of older adults and adults with disabilities in San Francisco overall and by supervisorial district using the 2023 American Community Survey and the 2023 San Francisco City Survey.

Service participation rates are metrics used to measure disparities between populations in a standardized way by allowing the comparison of groups of different sizes. In this report, service participation rates are presented as the number of clients per thousand eligible people and are calculated as:

$$\text{Participation Rate} = (\# \text{ of clients} \div \text{eligible population}) \times 1,000$$

Differences in service participation rates are discussed in terms of being higher or lower than the citywide rate. Comparisons are measured using a ratio of two rates and are calculated as:

$$\text{Rate Ratio} = \text{participation rate of group A} \div \text{participation rate of group B}$$

For example, the participation rate of low-to-moderate income older adults is 871. The participation rate of older adults overall is 288. The participation rate of low-to-moderate

income older adults compared to older adults overall is: $871 \div 288 = 3.0$. In other words, low-to-moderate income older adults participate in programs at three times the rate of older adults overall.

For district-level analyses,⁴ we counted the district in which a client's participation depending on the type of program. For site-based programs, we counted the district in which the service was provided as the district of service; a client who participates in multiple districts is counted in each district in which they were enrolled. For all other programs, we counted the district in which the client lives as the district of service.

We calculated per-enrollment financial costs using the FY 2024-25 DAS budget, dividing the total program budget by the total number of enrollments in each program. For district-level financial analyses, we calculated a per-enrollment average by program and then used that information to calculate a total estimated cost for each program by district.

⁴ Census population estimates by age and income at the district level are only available for older adults ages 65 and older (whereas DAS programs define seniors as those ages 60+). As such, this analysis slightly underestimates the eligible senior population and therefore overestimates senior participation rates. Similarly, this analysis slightly overestimates the eligible disabled adult population and therefore underestimates disabled adult participation rates. Nevertheless, this analysis supports analysis of general trends, allowing us to compare service participation by population across districts.

Findings: Equity Analysis Question 1

ARE POPULATIONS WITH THE PRESENCE OF AN EQUITY FACTOR PARTICIPATING IN SERVICES AT THE SAME RATE AS THE POPULATION CITYWIDE?

Populations with the presence of an equity factor generally utilized DAS services at a higher rate than the overall population. This is especially true among those with low-to-moderate income, those with limited English proficiency, and those who live alone. BIPOC older adults and adults with disabilities participated in Dignity Fund programs at roughly the same rate as the overall population. LGBTQ+ identifying individuals are the one group with an equity factor who participated in these programs at lower rates, at about half the rate of seniors and people with disabilities overall.

Adults with disabilities participated in DAS services at significantly lower rates than older adults. Some services were especially underutilized by adults with disabilities, such as Community Connector and HICAP, indicating potential barriers to access for this population.

Food programs are popular among seniors and people with disabilities, with three of the top five programs with highest enrollments involving food support: Congregate Meals, Home-Delivered Groceries, and Home-Delivered Meals. The other two “top five” programs by enrollment were Aging and Disability Resource Centers (ADRCs) and Community Service Centers, which demonstrate high engagement with in-person support.

Highlights by equity factor include:

BIPOC

- While BIPOC individuals across both older and disabled populations generally participated in Dignity Fund programs at the same rate as the overall population, some programs show higher rates of participation, like ADRCs and Congregate Meals, in which older people of color participate at 1.4 times the rate of seniors overall.
- By contrast, BIPOC adults with disabilities were half as likely to participate in the Community Connector program compared to the disabled population generally.

LGBTQ+

- LGBTQ+ seniors and people with disabilities tend to participate in Dignity Fund programs at a lower rate than the overall population, with rates generally between 30% to 50% of the overall population participation rate.

LIMITED ENGLISH PROFICIENCY

- SF Connected, ADRCs, and Community Service Centers were particularly effective at serving eligible adults with limited English proficiency. This equity subgroup participated in these services at two to four times the rate of older adults and adults with disabilities overall, indicating high engagement with programs and/or service sites that provide robust in-language services.

- People with limited English engaged with DAS Intake at the same rate as the general population, suggesting there may be reasons for this population to seek similar information, referral, and assistance support at higher rates from ADRCs. For example, they may feel hesitant about seeking services directly from a government agency, or experience barriers related to service navigation or language access specific to the DAS Benefits and Resource Hub (where DAS Intake services are provided).
- Adults with disabilities who speak limited English participated in HICAP at a notable 2.4 times the rate of the overall population, suggesting strong language access or outreach in this program. However, the number of disabled adult enrollments in this program overall are relatively low (80), so we should be cautious about overgeneralizing from this finding.
- People with limited English proficiency were slightly less likely to participate in Home-Delivered Meals than the overall senior and disabled population, indicating there may be linguistic and/or cultural barriers (such as cultural dietary needs) that pose access barriers to this program.

LIVES ALONE

- Older adults and adults with disabilities living alone participated at particularly high rates in food programs such as Congregate Meals and Home-Delivered Meals. They participated in Congregate Meals at 2 and 3.3 times the rate of the overall population, respectively. They participated in Home-Delivered Meals at 1.9 and 3.7 times the rate of the overall population, respectively. These high rates reflect the importance of varied models for food support among people living alone, including the socialization component of communal dining services and the home-based support for people with disabilities that prevent them from preparing meals.
- People living alone also participated in DAS Intake services at very high rates, nearly three times the rate of the overall senior and disabled adult populations.

LOW-TO-MODERATE INCOME

- Older and disabled adults with low-to-moderate income participated in many programs at double or triple the rate of the overall population, including ADRCs, Community Service Centers, Congregate Meals, and SF Connected.

Data Tables: Overall Service Participation Rates by Equity Factor

Table E4. Service Participation Rates by Equity Factor: All Dignity Fund-Eligible Services

| Equity Factor | Older Adults | | | | Adults with Disabilities | | | |
|------------------------------------|--------------|---------------------|------------------------------|----------------------------|--------------------------|---------------------|------------------------------|----------------------------|
| | Clients | Eligible population | Participation rate per 1,000 | Comparison to overall rate | Clients | Eligible population | Participation rate per 1,000 | Comparison to overall rate |
| BIPOC | 42,507 | 120,768 | 352 | 1.2 | 3,893 | 23,571 | 165 | 1.1 |
| LGBTQ+ | 3,690 | 28,840 | 128 | 0.4 | 994 | 10,683 | 93 | 0.6 |
| Limited English Proficiency | 27,561 | 48,558 | 568 | 2.0 | 1,180 | 3,359 | 351 | 2.3 |
| Lives alone | 24,842 | 52,319 | 475 | 1.6 | 3,649 | 8,722 | 418 | 2.7 |
| Low-to-moderate income | 45,410 | 52,108 | 871 | 3.0 | 4,874 | 11,736 | 415 | 2.7 |
| Overall | 55,398 | 192,264 | 288 | - | 5,718 | 36,839 | 155 | - |

Data Tables: Service-Level Service Participation Rates by Equity Factor

The following tables show participation rates for the top ten enrolled services among the Dignity Fund program portfolio, listed in alphabetical order by service name.

Table E5. Service Participation Rates by Equity Factor: Aging and Disability Resource Centers

| Equity Factor | Older Adults | | | | Adults with Disabilities | | | |
|------------------------------------|--------------|---------------------|------------------------------|----------------------------|--------------------------|---------------------|------------------------------|----------------------------|
| | Clients | Eligible population | Participation rate per 1,000 | Comparison to overall rate | Clients | Eligible population | Participation rate per 1,000 | Comparison to overall rate |
| BIPOC | 10,641 | 120,768 | 88 | 1.4 | 950 | 23,571 | 40 | 1.1 |
| LGBTQ+ | 526 | 28,840 | 18 | 0.3 | 146 | 10,683 | 14 | 0.4 |
| Limited English Proficiency | 9,019 | 48,558 | 186 | 2.9 | 525 | 3,359 | 156 | 4.2 |
| Lives alone | 5,194 | 52,319 | 99 | 1.5 | 533 | 8,722 | 61 | 1.6 |
| Low-to-moderate income | 11,208 | 52,108 | 215 | 3.3 | 939 | 11,736 | 80 | 2.1 |
| Overall | 12,518 | 192,264 | 65 | - | 1,376 | 36,839 | 37 | - |

Table E6. Service Participation Rates by Equity Factor: Community Connector

| Equity Factor | Older Adults | | | | Adults with Disabilities | | | |
|------------------------------------|--------------|---------------------|------------------------------|----------------------------|--------------------------|---------------------|------------------------------|----------------------------|
| | Clients | Eligible population | Participation rate per 1,000 | Comparison to overall rate | Clients | Eligible population | Participation rate per 1,000 | Comparison to overall rate |
| BIPOC | 826 | 120,768 | 7 | 0.9 | 15 | 23,571 | 1 | 0.6 |
| LGBTQ+ | 78 | 28,840 | 3 | 0.4 | 2 | 10,683 | 0 | 0.2 |
| Limited English Proficiency | 562 | 48,558 | 12 | 1.5 | 9 | 3,359 | 3 | 2.4 |
| Lives alone | 519 | 52,319 | 10 | 1.3 | 6 | 8,722 | 1 | 0.6 |
| Low-to-moderate income | 933 | 52,108 | 18 | 2.3 | 31 | 11,736 | 3 | 2.3 |
| Overall | 1,476 | 192,264 | 8 | - | 42 | 36,839 | 1 | - |

Table E7. Service Participation Rates by Equity Factor: Community Service Centers

| Equity Factor | Older Adults | | | | Adults with Disabilities | | | |
|------------------------------------|--------------|---------------------|------------------------------|----------------------------|--------------------------|---------------------|------------------------------|----------------------------|
| | Clients | Eligible population | Participation rate per 1,000 | Comparison to overall rate | Clients | Eligible population | Participation rate per 1,000 | Comparison to overall rate |
| BIPOC | 18,868 | 120,768 | 156 | 1.3 | 821 | 23,571 | 35 | 1.3 |
| LGBTQ+ | 1,401 | 28,840 | 49 | 0.4 | 142 | 10,683 | 13 | 0.5 |
| Limited English Proficiency | 12,041 | 48,558 | 248 | 2.0 | 333 | 3,359 | 99 | 3.6 |
| Lives alone | 9,894 | 52,319 | 189 | 1.6 | 615 | 8,722 | 71 | 2.6 |
| Low-to-moderate income | 19,303 | 52,108 | 370 | 3.1 | 892 | 11,736 | 76 | 2.8 |
| Overall | 23,293 | 192,264 | 121 | - | 1,005 | 36,839 | 27 | - |

Table E8. Service Participation Rates by Equity Factor: Congregate Meals

| Equity Factor | Older Adults | | | | Adults with Disabilities | | | |
|------------------------------------|--------------|---------------------|------------------------------|----------------------------|--------------------------|---------------------|------------------------------|----------------------------|
| | Clients | Eligible population | Participation rate per 1,000 | Comparison to overall rate | Clients | Eligible population | Participation rate per 1,000 | Comparison to overall rate |
| BIPOC | 15,204 | 120,768 | 126 | 1.4 | 1,040 | 23,571 | 44 | 1.1 |
| LGBTQ+ | 1,134 | 28,840 | 39 | 0.4 | 301 | 10,683 | 28 | 0.7 |
| Limited English Proficiency | 9,226 | 48,558 | 190 | 2.1 | 243 | 3,359 | 72 | 1.8 |
| Lives alone | 8,460 | 52,319 | 162 | 2.0 | 1,150 | 8,722 | 132 | 3.3 |
| Low-to-moderate income | 15,118 | 52,108 | 290 | 3.2 | 1,369 | 11,736 | 117 | 2.9 |
| Overall | 17,614 | 192,264 | 92 | - | 1,490 | 36,839 | 40 | - |

Table E9. Service Participation Rates by Equity Factor: DAS Intake

| Equity Factor | Older Adults | | | | Adults with Disabilities | | | |
|------------------------------------|--------------|---------------------|------------------------------|----------------------------|--------------------------|---------------------|------------------------------|----------------------------|
| | Clients | Eligible population | Participation rate per 1,000 | Comparison to overall rate | Clients | Eligible population | Participation rate per 1,000 | Comparison to overall rate |
| BIPOC | 1,037 | 120,768 | 9 | 0.9 | 265 | 23,571 | 11 | 1.0 |
| LGBTQ+ | 184 | 28,840 | 6 | 0.7 | 90 | 10,683 | 8 | 0.7 |
| Limited English Proficiency | 397 | 48,558 | 8 | 0.9 | 40 | 3,359 | 12 | 1.0 |
| Lives alone | 1,098 | 52,319 | 21 | 2.3 | 300 | 8,722 | 34 | 2.9 |
| Low-to-moderate income | 1,349 | 52,108 | 26 | 2.8 | 347 | 11,736 | 30 | 2.5 |
| Overall | 1,774 | 192,264 | 9 | - | 435 | 36,839 | 12 | - |

Table E10. Service Participation Rates by Equity Factor: Food Pantry

| Equity Factor | Older Adults | | | | Adults with Disabilities ⁵ | | | |
|------------------------------------|--------------|---------------------|------------------------------|----------------------------|---------------------------------------|---------------------|------------------------------|----------------------------|
| | Clients | Eligible population | Participation rate per 1,000 | Comparison to overall rate | Clients | Eligible population | Participation rate per 1,000 | Comparison to overall rate |
| BIPOC | 2,488 | 38,203 | 65 | 1.3 | - | - | - | - |
| LGBTQ+ | 170 | 7,816 | 22 | 0.4 | - | - | - | - |
| Limited English Proficiency | 2,208 | 22,181 | 100 | 2.0 | - | - | - | - |
| Lives alone | 1,310 | 24,413 | 54 | 1.1 | - | - | - | - |
| Low-to-moderate income | 2,533 | 52,108 | 49 | 1.0 | - | - | - | - |
| Overall | 2,658 | 52,108 | 51 | - | - | - | - | - |

⁵ Client-level enrollment information is unavailable for adults with disabilities in this program.

Table E11. Service Participation Rates by Equity Factor: Health Insurance Counseling and Advocacy Program (HICAP)

| Equity Factor | Older Adults | | | | Adults with Disabilities | | | |
|------------------------------------|--------------|---------------------|------------------------------|----------------------------|--------------------------|---------------------|------------------------------|----------------------------|
| | Clients | Eligible population | Participation rate per 1,000 | Comparison to overall rate | Clients | Eligible population | Participation rate per 1,000 | Comparison to overall rate |
| BIPOC | 1,233 | 120,768 | 10 | 1.0 | 62 | 23,751 | 3 | 1.2 |
| LGBTQ+ | 80 | 28,840 | 3 | 0.3 | 13 | 10,683 | 1 | 0.5 |
| Limited English Proficiency | 621 | 48,558 | 13 | 1.3 | 18 | 3,359 | 5 | 2.4 |
| Lives alone | 669 | 52,319 | 13 | 1.3 | 53 | 8,722 | 6 | 2.7 |
| Low-to-moderate income | 1,188 | 52,108 | 23 | 2.3 | 82 | 11,736 | 7 | 3.1 |
| Overall | 1,876 | 192,264 | 10 | - | 83 | 36,839 | 2 | - |

Table E12. Service Participation Rates by Equity Factor: Home-Delivered Groceries

| Equity Factor | Older Adults | | | | Adults with Disabilities | | | |
|------------------------------------|--------------|---------------------|------------------------------|----------------------------|--------------------------|---------------------|------------------------------|----------------------------|
| | Clients | Eligible population | Participation rate per 1,000 | Comparison to overall rate | Clients | Eligible population | Participation rate per 1,000 | Comparison to overall rate |
| BIPOC | 5,954 | 14,228 | 418 | 1.1 | 639 | 5,338 | 120 | 1.1 |
| LGBTQ+ | 367 | 2,934 | 125 | 0.3 | 121 | 2,152 | 56 | 0.5 |
| Limited English Proficiency | 4,857 | 9,276 | 524 | 1.4 | 210 | 1,135 | 185 | 1.7 |
| Lives alone | 4,561 | 10,923 | 418 | 1.1 | 567 | 2,824 | 201 | 1.8 |
| Low-to-moderate income | 7,057 | 19,561 | 361 | 1.0 | 811 | 7,420 | 109 | 1.0 |
| Overall | 7,142 | 19,561 | 365 | - | 813 | 7,420 | 110 | - |

Table E13. Service Participation Rates by Equity Factor: Home-Delivered Meals

| Equity Factor | Older Adults | | | | Adults with Disabilities | | | |
|------------------------------------|--------------|---------------------|------------------------------|----------------------------|--------------------------|---------------------|------------------------------|----------------------------|
| | Clients | Eligible population | Participation rate per 1,000 | Comparison to overall rate | Clients | Eligible population | Participation rate per 1,000 | Comparison to overall rate |
| BIPOC | 4,197 | 30,512 | 138 | 1.0 | 471 | 11,730 | 40 | 1.0 |
| LGBTQ+ | 611 | 6,792 | 90 | 0.7 | 142 | 5,122 | 28 | 0.7 |
| Limited English Proficiency | 1,893 | 15,889 | 119 | 0.9 | 73 | 2,327 | 31 | 0.8 |
| Lives alone | 4,073 | 15,263 | 267 | 1.9 | 629 | 4,109 | 153 | 3.7 |
| Low-to-moderate income | 5,223 | 19,561 | 267 | 1.9 | 713 | 7,420 | 96 | 2.3 |
| Overall | 6,266 | 45,278 | 138 | - | 723 | 17,662 | 41 | - |

Table E14. Service Participation Rates by Equity Factor: SF Connected

| Equity Factor | Older Adults | | | | Adults with Disabilities | | | |
|------------------------------------|--------------|---------------------|------------------------------|----------------------------|--------------------------|---------------------|------------------------------|----------------------------|
| | Clients | Eligible population | Participation rate per 1,000 | Comparison to overall rate | Clients | Eligible population | Participation rate per 1,000 | Comparison to overall rate |
| BIPOC | 3,275 | 120,768 | 27 | 1.4 | 263 | 23,571 | 11 | 1.1 |
| LGBTQ+ | 192 | 28,840 | 7 | 0.3 | 91 | 10,683 | 9 | 0.8 |
| Limited English Proficiency | 2,317 | 48,558 | 48 | 2.4 | 56 | 3,359 | 17 | 1.7 |
| Lives alone | 1,809 | 52,319 | 35 | 1.7 | 274 | 8,722 | 31 | 3.1 |
| Low-to-moderate income | 3,216 | 52,108 | 62 | 3.1 | 337 | 11,736 | 29 | 2.9 |
| Overall | 3,850 | 192,264 | 20 | - | 371 | 36,839 | 10 | - |

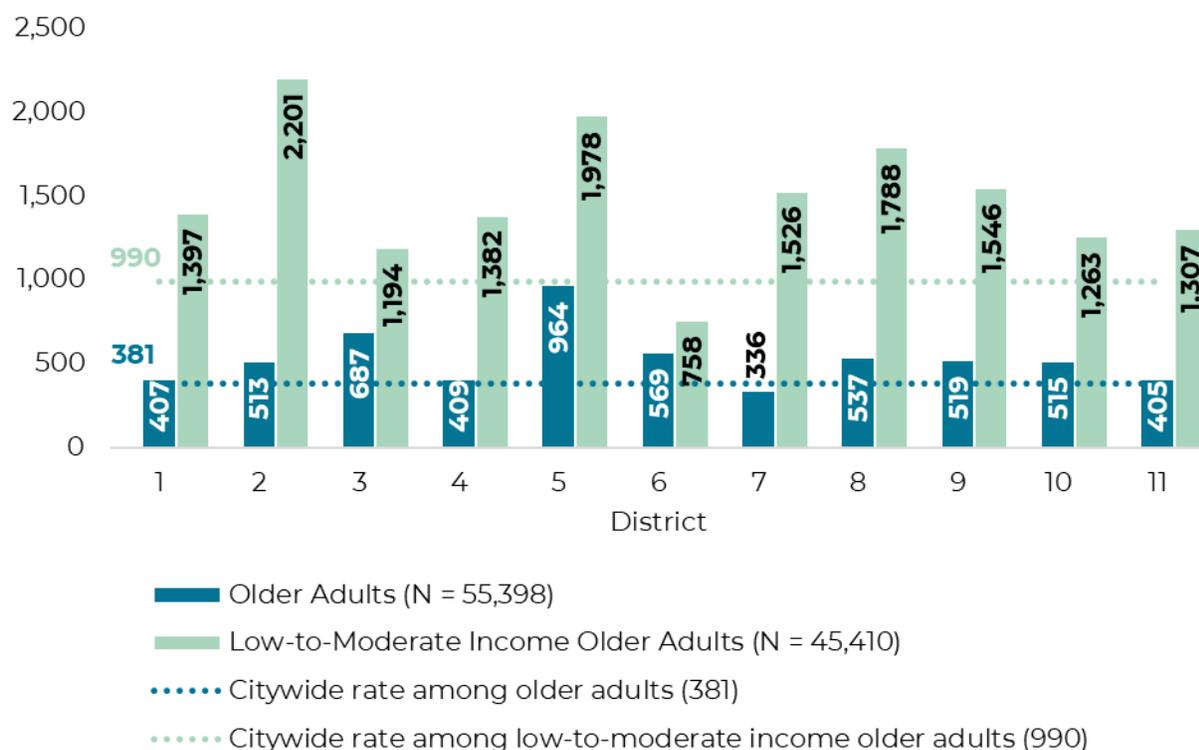
Findings: Equity Analysis Question 2

HOW DO SERVICE PARTICIPATION RATES AMONG LOW-TO-MODERATE INCOME POPULATIONS COMPARE ACROSS DISTRICTS IN THE CITY?

Older Adults

Participation rates were highest in District 5 for older adults overall. In District 5, the participation rate among seniors was 2.5 times the citywide rate, due in part to the fact that District 5 is a centrally located district that is home to a high density of site-based services such as Community Service Centers, ADRCs, Congregate Meal sites, and SF Connected technology labs, each of which provide services to a high volume of clients in person. **Among older adults with low-to-moderate income, District 2 had the highest participation rate at 2.2 times the citywide rate.** District 2, like District 5, has a large concentration of site-based services, and also has a much smaller eligible population — both factors that may contribute to higher rates of participation in this district.

Figure E1. Participation Rate by 1,000 Eligible among Older Adults



Note: Some district participation rates exceed 1,000 because people participate in services in those districts who do not live there.

Participation among older adults in the top ten enrolled programs varied widely across districts, although the districts that are more centrally located tended to have higher participation rates than outer districts, such as Districts 1, 4, and 11. These trends are due in

large part to the greater numbers of service sites in the city center. Participation trends by program are described below:

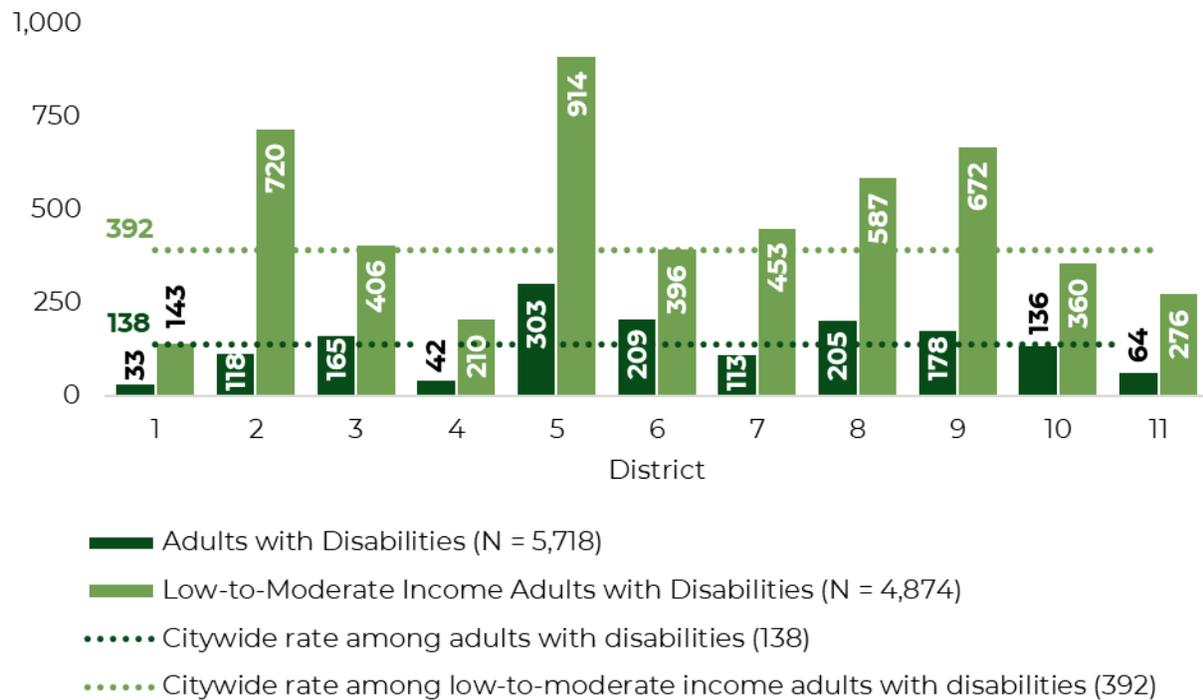
- **Aging and Disability Resource Centers (ADRCs):** Participation in ADRCs was highest in District 3 both for older adults overall and low-to-moderate income older adults — likely because there are several ADRCs located in this district. In addition, many of the city’s older adults with limited English proficiency live in this district, and a core service at ADRCs is in-language assistance with forms and translation. Participation was also at or above the citywide rate in Districts 5, 8, and 9 for older adults overall. The same was true for older adults with low-to-moderate income, who also participated at a higher rate in District 7. Participation rates were lowest in District 10.
- **Community Connector:** Participation in the Community Connector program was highest in District 7, and was above the citywide rate in Districts 10 and 11 for both older adults overall and low-to-moderate income older adults. There were no older adult participants in this program in District 8.
- **Community Service Centers:** Participation in Community Service Centers was highest in District 5 for older adults overall and in District 2 for older adults with low-to-moderate income. Above-citywide participation rates were also evident in Districts 4, 9, and 10 for older adults overall, and in Districts 1, 4, 8, and 9 for older adults with low-to-moderate income. Participation was lowest in District 7 for older adults overall and in District 6 for older adults with low-to-moderate income.
- **Congregate Meals:** This program saw highest participation rates in District 5 for older adults overall and in District 2 for older adults with low-to-moderate income. For older adults overall, Districts 8 and 10 had participation rates above the citywide rate, while participation was lowest in District 4. Districts 4 and 6 had the lowest participation rates for older adults with low-to-moderate income.
- **DAS Intake:** All participation in DAS Intake occurred in District 6, where the DAS Benefits and Resource Hub is located. This analysis treats the information, referral, and assistance services provided by DAS Intake as site-based, although many clients access DAS Hub services over the phone, and to a lesser degree, online.
- **Food Pantry:** Food Pantry participation was highest in District 10, with participation rates above the citywide rate in Districts 1, 5, 9 and 11. District Participation was lowest in District 8.
- **Health Insurance Counseling and Advocacy Program (HICAP):** Participation in HICAP was highest in District 3 for older adults overall, and Districts 5 and 10 for older adults with low-to-moderate income. There was not significant variation in participation rates across the different districts for this program, although District 7 had the lowest participation rate by a small margin for older adults overall, and District 5 had the lowest participation rate for older adults with low-to-moderate income.

- **Home-Delivered Groceries (HDG):** Participation rates in Home-Delivered Groceries were highest in District 11, and lowest in District 6 for both older adults overall and older adults with low-to-moderate income.
- **Home-Delivered Meals (HDM):** District 5 had the highest rates of participation for this program, while participation was lowest in District 7.
- **SF Connected:** Participation rates were highest in District 6 for older adults overall and District 9 for older adults with low-to-moderate income. For both groups, participation rates were lowest in District 7.

Adults with Disabilities

Participation rates were highest in District 5 for both adults with disabilities overall and adults with disabilities with low-to-moderate income. The participation rate in District 5 was about two times the citywide rate, likely because this district is central in the city and has a high concentration of site-based services in which a large number of clients are enrolled. Participation rates in more central districts like Districts 3, 6, 8, and 9 were consistent with or higher than the citywide rate. Participation rates were lowest in District 1.

Figure E2. Participation Rate by 1,000 Eligible among Adults with Disabilities



As among seniors, participation adults with disabilities in the top ten enrolled programs varied widely across districts, although the districts that are more centrally located tended to have higher participation rates than outer districts, such as Districts 1, 4, and 11. These trends

are due in large part to the greater numbers of service sites in the city center. Participation trends by program are described below:

- **Aging and Disability Resource Centers (ADRCs):** Participation in ADRCs among adults with disabilities was highest in District 8, followed by District 3. Notably, while disabled adults access services at ADRCs located throughout the city, District 3 is home to an ADRC that specializes in serving people with disabilities.
- **Community Connector:** Participation in the Community Connector program was highest in Districts 7, 10, and 11 for both adults with disabilities overall and disabled adults with low-to-moderate income.
- **Community Service Centers:** District 9 had the highest rate of disabled adult participation in Community Services Centers, while District 3 had the lowest. Participation was also above the citywide average in Districts 5, 6, and 10 for adults with disabilities overall, and in Districts 2, 5, 9, and 10 for low-to-moderate income adults with disabilities.
- **Congregate Meals:** Congregate Meal participation was highest in District 5 and lowest in District 4 for both adults with disabilities overall and disabled adults with low-to-moderate income.
- **DAS Intake:** All participation in DAS Intake occurred in District 6, where the DAS Benefits and Resource Hub is located. This analysis treats the information, referral, and assistance services provided by DAS Intake as site-based, although many clients access DAS Hub services over the phone, and to a lesser degree, online.
- **Food Pantry:** Client-level enrollment information is unavailable for adults with disabilities in this program; as such, we cannot report Food Pantry participation trends for this population.
- **Health Insurance Counseling and Advocacy Program (HICAP):** HICAP participation was highest in District 5 for adults with disabilities overall and in District 4 for low-to-moderate income adults with disabilities.
- **Home-Delivered Groceries (HDG):** Participation in Home-Delivered Groceries was highest in District 11. Districts 2, 5, 7, 9, and 10 also had higher participation rates than the citywide average for this program.
- **Home-Delivered Meals (HDM):** Participation in Home-Delivered Meals was highest in District 5, at over triple the rate of any other district. Participation rates in all other districts sat at or below citywide rate.
- **SF Connected:** Participation was highest in this program in Districts 5 and 6 for both adults with disabilities overall and disabled adults with low-to-moderate income. Participation in District 2 was also higher than citywide rates for low-to-moderate income people with disabilities.

Data Tables: Service Participation Rates by District and Service for Older Adults (Summary)

District participation was estimated identifying the district in which services were provided. Some services are provided to the clients where they live (e.g. Home-Delivered Meals). In these cases, district participation reflects the client's district of residence. Other services are site-based (e.g. Aging and Disability Resource Centers). In these cases, district participation reflects the district in which the service is located.

Table E15. Service Participation Rates per 1,000 Eligible by District and Service: All Older Adults

| Service | Supervisorial District | | | | | | | | | | | Citywide |
|---|------------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|----------|
| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | |
| Aging & Disability Resource Centers (ADRCs) | 43 | 45 | 319 | 59 | 189 | 27 | 71 | 145 | 171 | 8 | 47 | 89 |
| Community Connector | 4 | 4 | 4 | 3 | 4 | 1 | 36 | 0 | 0 | 22 | 28 | 10 |
| Community Service Centers | 169 | 262 | 139 | 230 | 265 | 140 | 114 | 190 | 228 | 212 | 131 | 165 |
| Congregate Meals | 99 | 154 | 151 | 60 | 443 | 128 | 94 | 226 | 147 | 233 | 95 | 125 |
| DAS Intake | - | - | - | - | - | 141 | - | - | - | - | - | 13 |
| Food Pantry | 79 | 26 | 43 | 47 | 83 | 21 | 24 | 19 | 66 | 103 | 86 | 58 |
| Health Insurance Counseling and Advocacy Program (HICAP) | 8 | 11 | 18 | 9 | 16 | 14 | 7 | 13 | 12 | 13 | 10 | 13 |
| Home-Delivered Groceries (HDG) | 164 | 153 | 111 | 138 | 182 | 60 | 130 | 103 | 173 | 247 | 266 | 156 |
| Home-Delivered Meals (HDM) | 39 | 28 | 36 | 44 | 84 | 49 | 30 | 33 | 46 | 35 | 32 | 44 |
| SF Connected | 18 | 13 | 33 | 23 | 38 | 52 | 10 | 20 | 30 | 24 | 28 | 27 |
| All services | 407 | 513 | 687 | 409 | 964 | 569 | 336 | 537 | 519 | 515 | 405 | 381 |

Table E16. Service Participation Rates per 1,000 Eligible by District and Service: Older Adults with Low-to-Moderate Income

| Service | Supervisorial District | | | | | | | | | | | Citywide |
|---|------------------------|-------|-------|-------|-------|-----|-------|-------|-------|-------|-------|----------|
| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | |
| Aging & Disability Resource Centers (ADRCs) | 174 | 223 | 581 | 232 | 373 | 39 | 387 | 466 | 537 | 20 | 166 | 244 |
| Community Connector | 11 | 11 | 5 | 8 | 7 | 1 | 122 | 0 | 1 | 40 | 74 | 20 |
| Community Service Centers | 600 | 1,111 | 243 | 743 | 544 | 193 | 517 | 656 | 689 | 506 | 428 | 421 |
| Congregate Meals | 371 | 677 | 265 | 200 | 930 | 186 | 417 | 810 | 444 | 564 | 308 | 330 |
| DAS Intake | - | - | - | - | - | 166 | - | - | - | - | - | 29 |
| Food Pantry | 68 | 26 | 42 | 43 | 82 | 21 | 23 | 18 | 64 | 97 | 82 | 55 |
| Health Insurance Counseling and Advocacy Program (HICAP) | 22 | 27 | 26 | 24 | 29 | 18 | 19 | 23 | 27 | 29 | 27 | 26 |
| Home-Delivered Groceries (HDG) | 157 | 152 | 111 | 138 | 182 | 60 | 128 | 102 | 172 | 243 | 261 | 154 |
| Home-Delivered Meals (HDM) | 135 | 120 | 60 | 152 | 186 | 71 | 126 | 103 | 135 | 86 | 92 | 114 |
| SF Connected | 65 | 56 | 58 | 73 | 86 | 67 | 43 | 69 | 92 | 60 | 87 | 87 |
| All services | 1,397 | 2,201 | 1,194 | 1,382 | 1,978 | 758 | 1,526 | 1,788 | 1,546 | 1,263 | 1,307 | 990 |

Data Tables: Service Participation Rates by District and Service for Adults with Disabilities (Summary)

District participation was estimated identifying the district in which services were provided. Some services are provided to the clients where they live (e.g. Home-Delivered Meals). In these cases, district participation reflects the client's district of residence. Other services are site-based (e.g. Aging and Disability Resource Centers). In these cases, district participation reflects the district in which the service is located.

Table E17. Service Participation Rates per 1,000 Eligible by District and Service: All Adults with Disabilities

| Service | Supervisorial District | | | | | | | | | | | Citywide |
|---|------------------------|-----|-----|----|-----|-----|-----|-----|-----|-----|-----|----------|
| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | |
| Aging & Disability Resource Centers (ADRCs) | 5 | 17 | 96 | 9 | 43 | 7 | 27 | 138 | 59 | 2 | 2 | 33 |
| Community Connector | 1 | 0 | 1 | 0 | 0 | 0 | 2 | 1 | 0 | 2 | 2 | 1 |
| Community Service Centers | 7 | 12 | 3 | 8 | 34 | 29 | 9 | 20 | 64 | 39 | 9 | 24 |
| Congregate Meals | 4 | 38 | 17 | 3 | 104 | 45 | 24 | 5 | 52 | 67 | 8 | 36 |
| DAS Intake | - | - | - | - | - | 49 | - | - | - | - | - | 11 |
| Food Pantry⁶ | - | - | - | - | - | - | - | - | - | - | - | - |
| Health Insurance Counseling and Advocacy Program (HICAP) | 1 | 2 | 2 | 3 | 4 | 1 | 3 | 1 | 2 | 2 | 1 | 2 |
| Home-Delivered Groceries (HDG) | 43 | 76 | 48 | 67 | 84 | 22 | 91 | 49 | 84 | 109 | 142 | 66 |
| Home-Delivered Meals (HDM) | 6 | 7 | 15 | 8 | 58 | 15 | 11 | 7 | 14 | 14 | 7 | 17 |
| SF Connected | 0 | 5 | 4 | 0 | 18 | 24 | 2 | 2 | 4 | 3 | 1 | 9 |
| All services | 33 | 118 | 165 | 42 | 303 | 209 | 113 | 205 | 178 | 136 | 64 | 138 |

⁶ Client-level enrollment information is unavailable for adults with disabilities in this program.

Table E18. Service Participation Rates per 1,000 Eligible by District and Service: Adults with Disabilities with Low-to-Moderate Income

| Service | Supervisorial District | | | | | | | | | | | Citywide |
|---|------------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|----------|
| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | |
| Aging & Disability Resource Centers (ADRCs) | 19 | 102 | 181 | 44 | 123 | 15 | 112 | 280 | 220 | 6 | 10 | 76 |
| Community Connector | 2 | 0 | 2 | 0 | 0 | 0 | 4 | 3 | 0 | 5 | 3 | 2 |
| Community Service Centers | 28 | 76 | 11 | 38 | 100 | 53 | 27 | 89 | 244 | 86 | 36 | 72 |
| Congregate Meals | 19 | 227 | 54 | 17 | 318 | 91 | 97 | 24 | 198 | 157 | 32 | 110 |
| DAS Intake | - | - | - | - | - | 84 | - | - | - | - | - | 28 |
| Food Pantry⁷ | - | - | - | - | - | - | - | - | - | - | - | - |
| Health Insurance Counseling and Advocacy Program (HICAP) | 4 | 8 | 6 | 15 | 11 | 3 | 11 | 7 | 7 | 6 | 6 | 7 |
| Home-Delivered Groceries (HDG) | 43 | 76 | 48 | 67 | 84 | 22 | 91 | 49 | 84 | 109 | 140 | 65 |
| Home-Delivered Meals (HDM) | 28 | 42 | 52 | 40 | 180 | 33 | 44 | 36 | 56 | 42 | 29 | 57 |
| SF Connected | 0 | 30 | 12 | 0 | 54 | 48 | 8 | 8 | 16 | 8 | 5 | 27 |
| All services | 143 | 720 | 406 | 210 | 914 | 396 | 453 | 587 | 672 | 360 | 276 | 392 |

⁷ Client-level enrollment information is unavailable for adults with disabilities in this program.

Findings: Equity Analysis Question 3

HOW ARE FUNDS SPENT ACROSS CITY DISTRICTS?

The total DAS budget for Dignity-Fund related programs in FY 2024-25 was \$100,433,900.

Of this amount, \$91,793,100 was allocated to programs with participant enrollment information that could be used to support equity analysis.⁸ Using this enrollment and budget information, we calculated total expenditures by district and the average cost per enrollment by district.

Spending was highest in District 5: approximately 21% of funds (\$18.8M) were spent to support services provided at service sites and to residents located in this district. This trend reflects the commercial nature of this centrally located district; it is home to a high number of very popular site-based services funded by DAS. In FY 2024-25, the Department facilitated nearly 27,570 enrollments in District 5. **Spending was lowest in District 7** (\$4.7M), where enrollments were also lowest (7,450).

There was some variation in per-enrollment spending by district, driven largely by the types of site-based services available in each district and the total number of enrollments attributable to a given district. **Overall, across all programs, DAS spent an average of \$673 per enrollment.** District 6 had the highest per-enrollment cost at \$1,028 per enrollment. District 3 had the lowest per-enrollment cost at \$528 per enrollment — likely due to high participation in several low-cost programs in this district, such as the three ADRCs there. While District 5 saw the greatest spending of any district, the per-enrollment cost in this district (\$683 per enrollment) was just above the citywide average, due to the high number of enrollments in low-cost, often site-based services in this district. Average per-enrollment cost by district is shown in Figure E3 on the next page; the dotted line represents the average across districts.

⁸ These programs include all programs that collect client-level enrollment data in the centralized SF DAS GetCare database, which is used by service providers of most Dignity Fund-eligible services to manage enrollments and collect client demographic information. They exclude a small number of programs for which client-level enrollment data is not available in SF DAS GetCare. They also exclude programs that are not client-facing, such as DAS and community-based service provider staff training or administrative costs.

Figure E3. Average Cost per Enrollment, by District

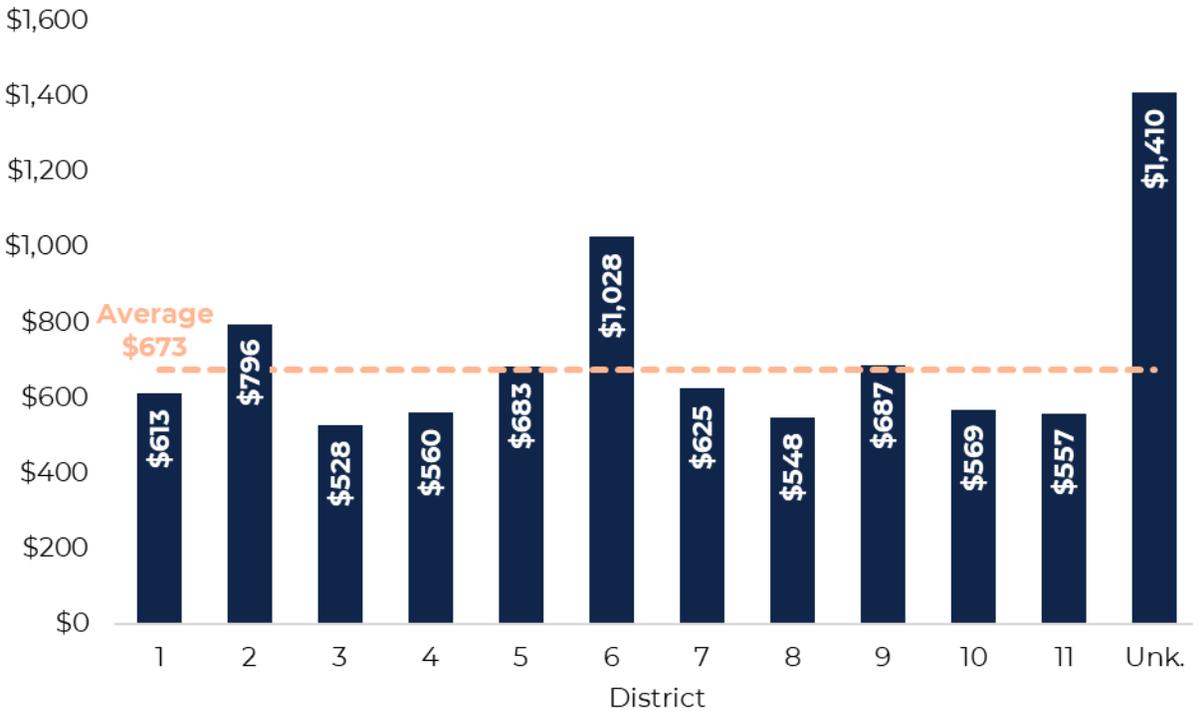


Table E19. Financial Allocation and Average Per-Participant Cost

| District | Total Enrollments | Total Cost | Average per-enrollment cost |
|----------------|-------------------|--------------|-----------------------------|
| 1 | 8,730 | \$5,350,203 | \$613 |
| 2 | 7,578 | \$6,060,234 | \$796 |
| 3 | 16,921 | \$8,929,031 | \$528 |
| 4 | 8,992 | \$5,037,148 | \$560 |
| 5 | 27,565 | \$18,835,115 | \$683 |
| 6 | 13,597 | \$13,981,108 | \$1,028 |
| 7 | 7,446 | \$4,653,952 | \$625 |
| 8 | 10,709 | \$5,869,197 | \$548 |
| 9 | 11,862 | \$8,144,434 | \$687 |
| 10 | 11,164 | \$6,354,543 | \$569 |
| 11 | 9,524 | \$5,306,593 | \$557 |
| Unknown | 2,341 | \$3,301,566 | \$1,410 |
| Total | 136,429 | \$91,793,125 | \$673 |

Figure E4. Average Per-Enrollment Cost, by District

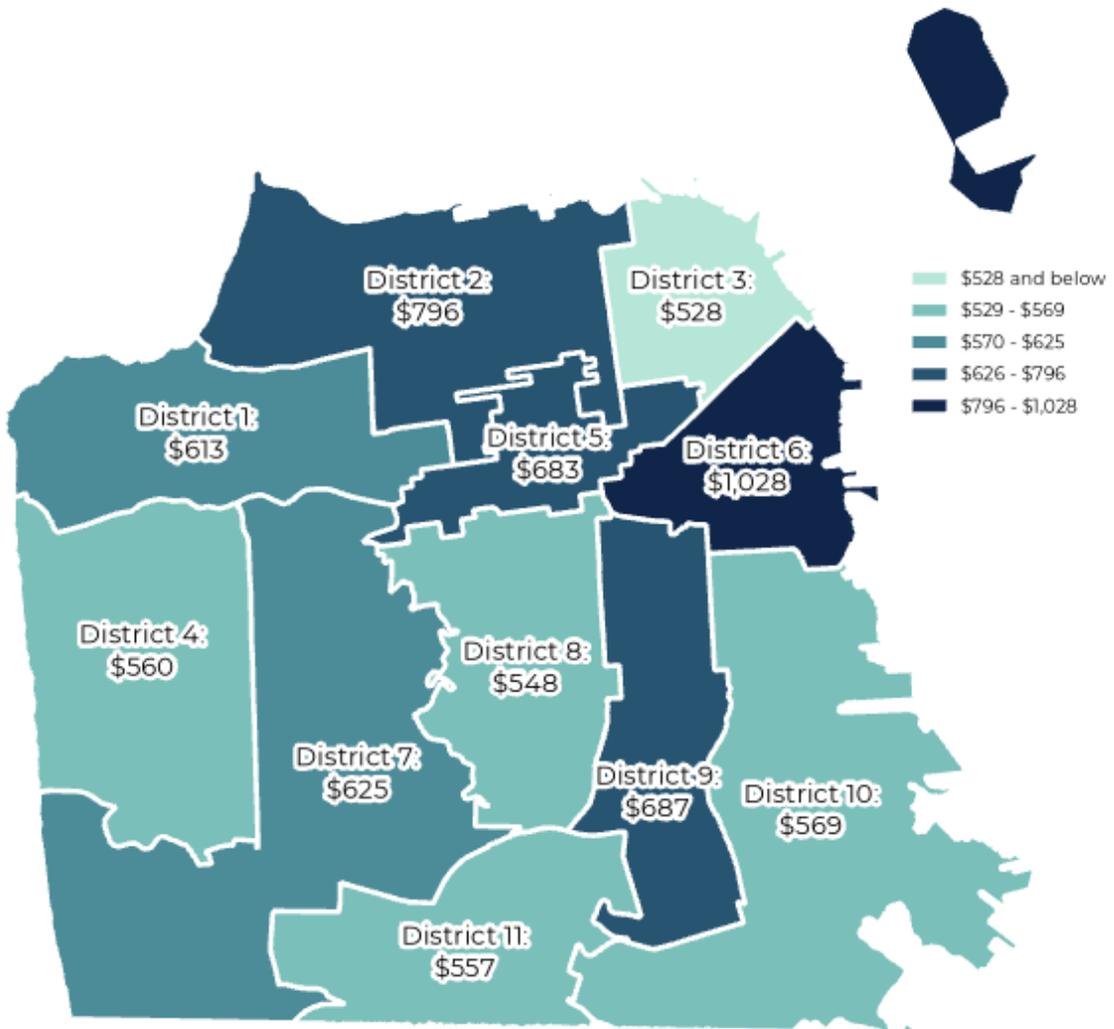


Table E20. Dignity Fund-Eligible Services Reflected in the Equity Analysis

| Service Area | Service | FY 2024-25 Budget |
|--|---|--------------------------|
| Access & Empowerment | Aging and Disability Resource Centers (ADRCs) | \$2,420,178 |
| | DAS Intake | \$3,642,092 |
| | Disability Cultural Center | \$1,259,369 |
| | Employment Navigation and Benefits Support | \$259,375 |
| | Empowerment Programs | \$535,292 |
| | Health Insurance Counseling and Advocacy Program (HICAP) | \$506,588 |
| | LGBTQ+ Financial Literacy | \$89,992 |
| | Transportation | \$110,566 |
| Caregiver Support | Adult Day Programs | \$1,474,429 |
| | Caregiver Respite | \$842,307 |
| | Family Caregiver Support Program | \$992,019 |
| Case Management & Care Navigation | Case Management | \$4,118,289 |
| | Community Living Fund (CLF) | \$5,197,306 |
| | LGBTQ+ Care Navigation | \$2,388,384 |
| | Money Management | \$226,354 |
| | Veterans Justice Court Case Management | \$250,000 |
| Community Connection & Engagement | Community Connector | \$973,554 |
| | Community Service Centers | \$12,920,138 |
| | Creative Arts for Older Adults & Adults with Disabilities | \$545,919 |
| | Employment Support | \$1,080,297 |
| | Intergenerational Programs | \$931,972 |
| | LGBTQ+ Mental health Connections | \$584,251 |
| | Neighborhood-Based Pilot Programs | \$584,440 |
| | Senior Companion | \$102,933 |
| | SF Connected | \$2,085,273 |
| | Technology at Home | \$442,850 |
| | Transgender and Gender Non-Conforming (TGNC) Supports | \$336,414 |
| | Veterans Drop-In Center | \$159,775 |
| | Village Programs | \$831,388 |
| Volunteer Visitors | \$100,924 | |
| Housing Supports | Housing Subsidies | \$1,347,038 |
| | Rental Assistance Demonstration | \$1,938,284 |
| | Scattered Site Housing | \$3,428,758 |
| | Veterans Services Connect | \$391,018 |

| Service Area | Service | FY 2024-25 Budget |
|---------------------------------|---|--------------------------|
| Nutrition & Wellness | Congregate Meals | \$12,864,267 |
| | Culturally Responsive Nutrition Support | \$324,250 |
| | Food Pantry | \$2,799,144 |
| | Health Promotion – Physical Fitness | \$428,527 |
| | Home-Delivered Groceries | \$1,614,332 |
| | Home-Delivered Meals | \$16,585,854 |
| | Nutrition as Health | \$589,526 |
| | Nutrition Education | \$167,777 |
| Self-Care & Safety | Senior Escorts | \$784,713 |
| | Short-Term Home Care for Seniors | \$204,918 |
| | Support at Home | \$1,943,606 |
| | Support Services for People with Collecting Behaviors | \$342,031 |
| | Video Doorbells | \$36,313 |

Additional Reference Tables

This section contains information on source data used for the equity analysis. We used the Census data below in Table E23 below to develop citywide estimates of the eligible older and disabled adult populations, overall and by equity factor, for Equity Analysis Question 1.

For most programs, the eligible population included all income levels and disability statuses with no further criteria. For some programs, there were additional eligibility criteria based on income and/or the presence of specific types of disabilities (in the Eligibility Criteria column in the table below, “Disability” refers to ambulatory, independent living, and self-care disabilities only, a subset of six disability types captured by the Census).

Specifically, for Home-Delivered Meals, the eligibility criteria was all income levels with a disability. For Food Pantry the criteria was at or below 200% FPL. For Home-Delivered Groceries the criteria was at or below 200% FPL with a disability.

Table E23. Census Data by Equity Factor, Used for Equity Analysis Question 1

| Equity Factor | Eligibility Criteria | Eligible Population: Older Adults | Eligible Population: Adults with Disabilities |
|--|--------------------------------------|-----------------------------------|---|
| Black, Indigenous, or People of Color (BIPOC) Overall | All income levels | 120,768 | 23,571 |
| | All income levels with Disability | 30,512 | 11,730 |
| | At or below 100% FPL | 18,887 | 4,889 |
| | At or below 100% FPL with Disability | 7,387 | 2,920 |
| | At or below 200% FPL | 38,203 | 8,314 |
| | At or below 200% with Disability | 14,228 | 5,338 |
| | At or below 300% FPL | 53,366 | 11,389 |
| | At or below 300% with Disability | 17,424 | 7,004 |
| LGBTQ+ | All income levels | 28,840 | 10,683 |
| | All income levels with Disability | 6,792 | 5,122 |
| | At or below 100% FPL | 3,864 | 2,041 |
| | At or below 100% FPL with Disability | 1,543 | 1,145 |
| | At or below 200% FPL | 7,816 | 3,403 |
| | At or below 200% with Disability | 2,934 | 2,152 |
| | At or below 300% FPL | 10,850 | 4,562 |
| | At or below 300% with Disability | 3,551 | 2,787 |
| Limited English Proficiency | All income levels | 48,558 | 3,359 |
| | All income levels with Disability | 15,889 | 2,327 |
| | At or below 100% FPL | 10,844 | 839 |
| | At or below 100% FPL with Disability | 5,001 | 599 |
| | At or below 200% FPL | 22,181 | 1,574 |
| | At or below 200% with Disability | 9,276 | 1,135 |
| | At or below 300% FPL | 29,272 | 2,265 |
| | At or below 300% with Disability | 10,755 | 1,633 |

| Equity Factor | Eligibility Criteria | Eligible Population: Older Adults | Eligible Population: Adults with Disabilities |
|--------------------|--------------------------------------|-----------------------------------|---|
| Lives alone | All income levels | 52,319 | 8,722 |
| | All income levels with Disability | 15,263 | 4,109 |
| | At or below 100% FPL | 15,421 | 2,966 |
| | At or below 100% FPL with Disability | 6,879 | 1,862 |
| | At or below 200% FPL | 24,413 | 4,204 |
| | At or below 200% with Disability | 10,923 | 2,824 |
| | At or below 300% FPL | 29,385 | 5,046 |
| | At or below 300% with Disability | 11,368 | 3,182 |
| Overall | All income levels | 192,264 | 36,839 |
| | All income levels with Disability | 45,278 | 17,662 |
| | At or below 100% FPL | 25,762 | 7,038 |
| | At or below 100% FPL with Disability | 10,286 | 3,948 |
| | At or below 200% FPL | 52,108 | 11,736 |
| | At or below 200% with Disability | 19,561 | 7,420 |
| | At or below 300% FPL | 72,332 | 15,730 |
| | At or below 300% with Disability | 23,674 | 9,611 |

Data sources: 2023 American Community Survey, 5-Year Estimates (IPUMS)
2023 San Francisco City Survey

Table E24 below shows estimates of the eligible population by district we used to answer Equity Analysis Question 2. The Census data available to estimate the district-level population by age and income are not available in alignment with the age threshold DAS uses to distinguish older adults (ages 60 and older) from adults with disabilities (ages 18 to 59). As such, the San Francisco citywide population estimates in this table differ from the total population estimates used in Question 1.

Table E24. Census Data by District and Income, Used for Equity Analysis Question 2

| District | Eligible Population: Older Adults 65+ | Eligible Population: Low-to-Moderate Income Older Adults 65+ (at or below 200% FPL) | Eligible Population: Adults with Disabilities 18-64 | Eligible Population: Low-to-Moderate Income Adults with Disabilities 18-64 (100% FPL) |
|----------------------|---------------------------------------|---|---|---|
| 1 | 13,972 | 3,176 | 2,421 | 537 |
| 2 | 9,360 | 1,747 | 1,691 | 264 |
| 3 | 14,903 | 7,878 | 3,855 | 1,144 |
| 4 | 15,755 | 3,656 | 2,472 | 476 |
| 5 | 12,720 | 5,369 | 4,453 | 1,416 |
| 6 | 12,583 | 8,143 | 8,928 | 4,114 |
| 7 | 14,928 | 2,533 | 2,211 | 528 |
| 8 | 10,226 | 2,393 | 3,014 | 615 |
| 9 | 11,581 | 3,490 | 4,415 | 1,133 |
| 10 | 11,076 | 3,747 | 4,366 | 1,418 |
| 11 | 14,128 | 3,765 | 3,540 | 784 |
| San Francisco | 141,232 | 45,867 | 41,366 | 12,429 |

Data Sources: 2023 American Community Survey 5-Year Estimates (IPUMS NHGIS)

Table B17024 – Age by Ratio of Income to Poverty Level in the Past 12 Months

Table C18130 – Age by Disability Status by Poverty Status

Rates of missing demographic data are shown below in Table E25, organized by characteristics and by program. Missing data was a notable challenge for the Aging and Disability Resource Centers, Community Connector, DAS Intake, and HICAP programs. For example, ADRC and DAS Intake information, referral, and assistance services are often light-touch interactions; for DAS Intake in particular, a significant portion of clients access services by phone and decline to provide their demographic information. Meanwhile, HICAP data is collected outside the centralized SF DAS GetCare database, and does not capture several of the demographic characteristics used to support this equity analysis.

Table E25. Missing Demographic Data, by Program and Demographic Characteristic

| Service | Total Clients | Missing Age | | Missing Race/Ethnicity | | Missing English proficiency | |
|--|---------------|-------------|-----|------------------------|-----|-----------------------------|-----|
| | | # | % | # | % | # | % |
| Aging & Disability Resource Centers | 15,623 | 5,815 | 37% | 1,755 | 11% | 2,502 | 16% |
| Community Connector | 1,530 | 4 | 0% | 327 | 21% | 337 | 22% |
| Community Service Centers | 25,244 | 455 | 2% | 1,280 | 5% | 2,595 | 10% |
| Congregate Meals | 20,064 | 220 | 1% | 792 | 4% | 2,217 | 11% |
| DAS Intake | 3,076 | 1,490 | 48% | 794 | 26% | 711 | 23% |
| Food Pantry | 2,268 | 2 | 0% | 20 | 1% | 182 | 8% |
| HICAP | 2,004 | 28 | 1% | 83 | 4% | 703 | 35% |
| Home-Delivered Groceries | 8,016 | 7 | 0% | 76 | 1% | 188 | 2% |
| Home-Delivered Meals | 7,030 | 6 | 0% | 58 | 1% | 102 | 1% |
| SF Connected | 4,383 | 98 | 2% | 336 | 8% | 627 | 14% |
| All services | 66,820 | 8,715 | 13% | 6,373 | 10% | 10,334 | 15% |

Table E25, Continued

| Service | Total Clients | Missing Gender Identity | | Missing Sexual Orientation | | Missing Income | | Missing Living Alone Status | |
|--|---------------|-------------------------|----|----------------------------|-----|----------------|-----|-----------------------------|-----|
| | | # | % | # | % | | | | |
| Aging & Disability Resource Centers | 15,623 | 757 | 5% | 2,479 | 16% | 2,325 | 15% | 2,597 | 17% |
| Community Connector | 1,530 | 87 | 6% | 425 | 28% | 143 | 9% | 344 | 23% |
| Community Service Centers | 25,244 | 275 | 1% | 1,654 | 7% | 754 | 3% | 1,987 | 8% |
| Congregate Meals | 20,064 | 190 | 1% | 1,020 | 5% | 429 | 2% | 1,518 | 8% |
| DAS Intake | 3,076 | 183 | 6% | 1,109 | 36% | 1,053 | 34% | 807 | 26% |
| Food Pantry | 2,268 | 2 | 0% | 121 | 5% | 58 | 2% | 43 | 2% |
| HICAP | 2,004 | 25 | 1% | 956 | 48% | 695 | 35% | 890 | 44% |
| Home-Delivered Groceries | 8,016 | 13 | 0% | 120 | 1% | 8 | 0% | 41 | 1% |
| Home-Delivered Meals | 7,030 | 4 | 0% | 116 | 2% | 250 | 4% | 254 | 4% |
| SF Connected | 4,383 | 165 | 4% | 559 | 13% | 230 | 5% | 507 | 12% |
| All services | 66,820 | 2,211 | 3% | 9,611 | 14% | 6,894 | 10% | 9,643 | 14% |