



San Francisco Department of Disability and Aging Services Annual Report

FY 2026-27



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



Letter from the Director

The last year at DAS was marked by many notable achievements. We welcomed community members in person at the nation's first municipally-funded Disability Cultural Center. We launched the DAS Online Resource Directory to help people to learn about and connect to available disability and aging resources. We conducted the Dignity Fund Community Needs Assessment, gathering input from more than 7,000 diverse stakeholders. These successes were made possible by our dedicated staff and community-based service providers, our City partners, and the advocates and other members of our community who work alongside us.

I am excited to see what we will achieve together in FY 2026-27. Planned activities include:

- **Facilitating benefits connection and retention:** We will provide tailored support to help older and disabled CalFresh and Medi-Cal recipients impacted by new eligibility requirements under HRI to keep their benefits. We will carry out neighborhood-level outreach and benefits enrollment in partnership with the SFHSA Mobile Benefits Center. We will strengthen information, referral, and assistance services by streamlining workflows following the launch of the DAS Online Resource Directory.
- **Enhancing disability access and inclusion:** We will advance public accessibility improvement projects like the redesign of Hallidie Plaza. We will celebrate disability culture and promote service connection at the 50th anniversary of the 504 sit-ins. We will develop a "community of practice" for ADA Coordinators across City agencies to help them better support ADA compliance and disability access activities Citywide.
- **Planning and collaborating for systems-level change:** We will outline program and funding priorities for the next four years in the Dignity Fund Services and Allocation Plan. We will participate in multiple Mayoral workgroups to inform policy strategy and improve service coordination for vulnerable populations. We will partner with City agencies across various pilot initiatives to improve service connection and coordination for clients with complex medical, mental health, and behavioral health needs.

We continue to navigate a challenging budget context this year. However, DAS remains committed to ensuring continuity of core services and collaborating with our partners to make best use of available resources to address community needs. I know that, together, we can weather these challenges and continue our shared work to ensure all San Franciscans can live and age with dignity in our city.



A handwritten signature in blue ink, appearing to read 'Kelly Dearman', followed by a long horizontal line.

Kelly Dearman
Executive Director

San Francisco Department of Disability and Aging Services

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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.

Introduction

Within the City and County of San Francisco, the **Department of Disability and Aging Services (DAS)** is the government agency charged with **directly providing and coordinating services for older adults, veterans, people with disabilities, and their families to maximize safety, health, and independence.** As the state-designated Area Agency on Aging for San Francisco, DAS is responsible under the federal Older Americans Act to serve as the focal point for local aging concerns.

DAS is located within the San Francisco Human Services Agency (SFHSA), which delivers a safety net of services and public benefits to promote well-being and independence. Each year, **DAS serves more than 89,000 unduplicated clients through our department programs and community partnerships.** With an FY 2026-27 budget of \$597 million, DAS is supported by a staff of nearly 450 employees and contracts with over 65 community organizations to deliver services.

Table 1. DAS Vision, Mission, and Values

San Francisco Department of Disability and Aging Services	
VISION	San Francisco is a city where people with disabilities and older adults are valued, engaged, and living with dignity.
MISSION	The Department of Disability and Aging Services supports the well-being, safety and independence of adults with disabilities, older people, and veterans.
VALUES	• Compassion • Inclusion • Innovation • Accountability • Equity

DAS provides programs both directly and through partnerships with community-based organizations, addressing a wide range of needs. Our services range from engagement and wellness services that promote healthy aging for active and independent community members, to services that support stability in the community and prevent unnecessary institutional care, to crisis intervention services for individuals requiring immediate assistance to mitigate exposure to risks, and reaches the level of guardianship services for those unable to manage their needs due to mental illness and cognitive challenges.

Additionally, through the San Francisco Office on Disability and Accessibility newly housed within DAS as of April 2025, the Department **advocates for disability rights and ensures people with disabilities have equal access** to City services, facilities, and information.

Figure 1. DAS Service Spectrum



Please read on to learn about our Department, our key achievements in the past year, and our priorities for FY 2026-27 to support older people and adults with disabilities to live safely and engage in our community. These highlights are structured by the five underlying goals that shape the SFHSA strategic plan:

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

FY 2025-26 Highlights: By the Numbers

Our Department



\$548 million budget for direct programs and community partnerships



450 employees working to administer and develop services



65+ community-based organizations partnering to provide diverse services

Our Programs



Home care provided to **33,730 people with disabilities** through the In-Home Supportive Services program



3,020 veterans and dependents assisted in accessing benefits by the County Veterans Service Office



10,590 reports of abuse and neglect investigated by Adult Protective Services

Our Partners



2.6 million meals provided citywide via **home-delivery** and at **communal dining** sites



21,370 hours of multilingual technology training and education provided to 3,420 clients



41,840 information and referral contacts across 15 community **Aging and Disability Resource Centers**



98,390 hours of activities provided by community centers — including social and cultural events, art classes, educational workshops — to nearly **18,170 participants**

GOAL 1

Equity, Inclusion, and Accessibility

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

Advancing Disability Rights and Accessibility Across San Francisco

The Mayor's Office on Disability transitioned to DAS and was renamed the **Office on Disability and Accessibility (ODA)** in April 2025. ODA helps ensure that people with disabilities have equal access to City services, facilities, programs, and information in compliance with the Americans with Disabilities Act (ADA). More broadly, ODA is committed to ensuring people with disabilities who live in, work in, and visit San Francisco can fully participate in civic life — applying a holistic approach that blends accessibility with innovation, public engagement, and equity to enhance the city's livability and resilience.

Over FY 2025-26, ODA's first full year within DAS, we carried out various activities to improve disability access and inclusion throughout the city. For example, we:

- **Managed a centralized ADA grievance monitoring process**, gathering data on nearly 180 ADA grievances received across agencies Citywide, and their outcomes.
- **Launched the Beyond the Front Door initiative**, partnering with City agencies to advance accessibility in businesses and commercial corridors, including to develop a best practices guide and other educational resources for businesses.
- **Advised on City architectural access improvement projects**, including the accessible redesign of Hallidie Plaza (the entrance to the Powell St. BART station), installation of a few elevator and path of travel improvements at the SoMARTs Cultural Center, and planned accessibility improvements to pathways, benches, drinking fountains, and the playground at Koshland Park.

Celebrating Disability Inclusion, Culture, and Pride

In July 2025, led by the Office on Disability and Accessibility, **DAS celebrated Disability Pride Month and the 35th anniversary of the federal Americans with Disabilities Act**, the landmark civil rights law that protects people with disabilities from discrimination. As part of these festivities, the DAS-funded **San Francisco Disability Cultural Center (DCC) held the grand opening of its brick-and-mortar location**, housed inside The Kelsey Civic Center, a new affordable housing development across the street from City Hall. Launched in 2024 with a robust calendar of virtual events and other services, the DCC expanded its programming last year to add a variety of hybrid and in-person activities to **foster and celebrate disability community**. Notable events over the past year included a disability community roundtable with Mayor Daniel Lurie (pictured below in Figure 2), an intimate onsite concert performed by the SF Symphony, and the Superfest Disability Film Festival.

Since its launch, **the DCC has also forged new partnerships with community-based organizations and City departments** to better serve San Francisco's disability community. For example, the Center has partnered with City departments focused on health and transportation to increase disability access to the services they provide. Additionally, the DCC

regularly hosts staff from Toolworks — an Aging and Disability Resource Center service provider funded by DAS — to deliver information, referral, and assistance to DCC participants.

Figure 2. San Francisco Disability Cultural Center Roundtable with Mayor Daniel Lurie



Disability community members, DAS and DCC staff, and Mayor Lurie pose following a roundtable discussion on the needs of San Francisco's disability community.

Preparing Adults with Disabilities and Complex Medical Needs for Emergencies

DAS collaborates closely with the SF Department of Emergency Management and the SFHSA Disaster Preparedness and Response (DPR) unit to **ensure the City's disaster planning and response activities are tailored to the needs of older adults and adults with disabilities**. In particular, ODA and Clinical and Quality Improvement (CQI) staff provide subject matter expertise on people with Disability, Access, and Functional Needs and other guidance as participants in both Citywide and SFHSA-internal workgroups focused on emergency preparedness.

Last year, CQI and DPR partnered with colleagues in the In-Home Supportive Services (IHSS) program to proactively identify home care recipients who use electrically powered medical equipment like ventilators — and therefore face heightened safety risks during emergencies and power outages. Together, we **established life-sustaining emergency preparedness protocols** for this population, including a plan to provide them with backup batteries and other power resources. CQI launched the Home-Based Health and Safety Assessment pilot program to **assess more than 80 IHSS clients for durable medical equipment and related emergency readiness needs**. We are currently working to ensure these individuals have access to backup batteries that can last for at least 24 hours during power outages, leveraging insurance plans to cover medical equipment and battery costs where possible.

GOAL 1

Equity, Inclusion, and Accessibility

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

1. Reduce poverty, health, and wellness inequities through our programs, services, and policy advocacy.	Responsible
1. Support development of the FY 2026-27 California Association of Area Agencies on Aging legislative platform and budget priorities, with an focus on equity, inclusion, and accessibility	DAS Leadership
2. Invest in initiatives to welcome and include all community members in social and civic life.	Responsible
1. Provide accessibility-focused subject matter expertise to inform City capital projects, including the accessible redesign of Hallidie Plaza (the entrance to the Powell St. BART station), elevator installation at the SoMArts Cultural Center, and accessibility improvements to pathways, benches, and the playground in Koshland Park	Office on Disability and Accessibility
2. Expand educational resources available to small businesses through the Beyond the Front Door initiative, launched last year to provide them with guidance on how to comply with the Americans with Disabilities Act and strengthen disability access more broadly	Office on Disability and Accessibility
3. Implement strategies that improve accessibility for Deaf and Hard of Hearing San Francisco residents, visitors, and workers — including American Sign Language speakers — in partnership with the SF Office of Civic Engagement and Immigrant Affairs	Office on Disability and Accessibility
4. Oversee enhancements to the SF 311 database to centralize tracking of Americans with Disabilities Act (ADA) grievances submitted to City agencies and related outcome monitoring	Office on Disability and Accessibility

GOAL 1

Equity, Inclusion, and Accessibility

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

3. Encourage participation in our programs, particularly among immigrants, communities of color, older adults, people with disabilities, and LGBTQ+ community members, through data-informed and culturally appropriate outreach strategies, services, and spaces.	Responsible
1. Partner with the SFHSA Mobile Benefits Center and DAS-funded community service providers to conduct targeted neighborhood-level outreach and benefits enrollment activities for older and disabled adults throughout the city	DAS Benefits and Resource Hub, Office of Community Partnerships
2. Coordinate Citywide events for the 50th anniversary of the 504 sit-ins to celebrate disability culture and promote connection to DAS services for people with disabilities	Office on Disability and Accessibility, Office of Community Partnerships, SFHSA Communications
4. Take a holistic approach to connecting people and families to an array of programs and services to meet their unique needs and circumstances.	Responsible
1. Strengthen outreach by developing public-facing fact sheets that provide information on core DAS programs, including eligibility, benefits, and how to access services	DAS Benefits and Resource Hub, SFHSA Communications
2. Transition the DAS Benefits and Resource Hub to a new phone system with technological features that will help to improve service delivery and minimize inequities in user experience across linguistic groups	DAS Benefits and Resource Hub, SFHSA IT
3. Participate in the State's Aging and Disability Resource Centers (ADRC) Advisory Committee to advise relevant California departments on the ongoing development and implementation of the statewide ADRC network	DAS Leadership, DAS Benefits and Resource Hub

GOAL 2

Strong Workforce and Collaboration

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

Improving Timely Completion of Reassessments for Client Eligibility in IHSS

Last year, the state implemented a policy change to shift some costs of administering the growing IHSS program to counties. Under this new policy, San Francisco would pay a higher share of the federal penalty for overdue reassessments of IHSS recipients enrolled in services through the Community First Choice Option (CFCO) program used by most clients. Initial budget projections estimated that DAS would bear \$1 million in new costs annually as a result of this change. These costs would pose significant financial challenge at any time, but would be especially burdensome in the context of budget cuts at every level of government.

In response, IHSS established new operational priorities and procedures, and mobilized staff accordingly to limit our financial exposure. We prioritized casework focused on timely completion of CFCO reassessments coming due, and on rapidly reducing an existing backlog of overdue reassessments. **IHSS social workers, supervisors, managers, and even analysts and clerical staff made significant contributions** to this all-hands initiative. Due to their tireless efforts, **we successfully boosted rates of timely reassessment to nearly 100%** and incurred just \$225,000 in actual penalties in FY 2025-26. In fact, these penalties, assessed quarterly by the state, were down to just \$850 by the final quarter of the year — marking a decisive improvement from our initial projections.

DAS also strategically deployed resources from other parts of the agency to support our CFCO reassessment strategy. For example, **CQI public health nurses provided approximately 150 IHSS clients with clinical consultations** and support to address unmet medical needs by referring them to primary care providers, coordinating medication reconciliation, and addressing durable medical equipment needs.

Coordinating Across Programs to Support Client Safety During Power Outages

In December 2025, San Francisco experienced a significant multi-day power outage affecting about a third of the city and approximately 130,000 households. To support older adults and people with disabilities throughout impacted neighborhoods, DAS mobilized a coordinated, cross-program response. **DAS Office of Community Partnerships (OCP) staff led the effort to identify powered facilities that could serve as resource centers**, comparing data on DAS-funded sites against known blackout zones. The OCP Director also led the coordination of the City's emergency food response, one of SFHSA's responsibilities during an emergency.

Frontline staff quickly turned that planning into direct support for affected residents. For example, IHSS deployed program leadership and staff to the Richmond Recreation Center, which served as a resource center offering device charging, Wi-Fi, water, ADA-accessible restrooms, and utilities assistance. **IHSS social workers also conducted two waves of wellness calls to clients with heightened risks** during an emergency, such as individuals with complex medical needs, living alone, or dependent on electrically powered medical equipment. They also translated and sent emergency text alerts in five threshold languages.

Adult Protective Services (APS) staff were also deployed to provide translation support, assistance to clients filling out benefit applications, and home visits to check on vulnerable adults. **ODA served as the Disability, Access, and Functional Needs lead** across the Richmond Recreation Center and Mission Street resource centers, assessing client needs and facilitating emergency placement for seven households at local hotels.

Nutrition support was equally central to the emergency response. Following wellness calls, IHSS referred clients in need of food assistance to the Intake unit at the DAS Benefits and Resource Hub. **Intake staff then coordinated with the Department's community-based emergency Home-Delivered Meals provider**, Meals on Wheels, to ensure timely delivery of food to these clients. **Meals on Wheels provided nearly 340 emergency meals to approximately 55 affected clients** and distributed approximately 100 gift cards to help clients purchase food. Simultaneously, **DAS Congregate Meal providers stepped up to meet increased demand at communal dining sites**, supported in particular by providers who prepare meals for distribution at their and other dining sites — including Episcopal Community Services, Glide, Project Open Hand, and Self-Help for the Elderly.

This whole-department response, including planning, resource center mobilization, wellness outreach, and emergency food support, reflects the strength of DAS's cross-divisional coordination during a citywide emergency. Our experience during this emergency is in turn informing future disaster preparedness efforts.

Assessing Community Needs to Inform Program and Funding Priorities

Last year, DAS completed the **Dignity Fund Community Needs Assessment FY 2025-26**, marking the beginning of the third Dignity Fund planning and funding cycle. During this needs assessment process, **DAS gathered input from more than 7,000 diverse older adults, adults with disabilities, caregivers, veterans, service providers, and other stakeholders** to learn about our community's needs, service system strengths and gaps, and equity issues. Our research activities included a citywide survey, town hall-style community forums in each supervisorial district, focus groups, and a quantitative equity analysis using program enrollment data and population data. In the coming months, informed by the findings and recommendations from this needs assessment, we will develop the Dignity Fund Services and Allocation Plan. This plan will outline key priorities and funding for the four-year funding cycle from FY 2027-28 to FY 2030-31.

Figure 3. Dignity Fund Community Needs Assessment Forum Discussion



Community forum participants share their feedback with DAS about the needs of older adults and adults with disabilities in San Francisco

Goal 2: Strong Workforce and Collaboration

GOAL 2

Strong Workforce and Collaboration

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

1. Ensure staff at all levels represent diversity of communities we serve and provide all staff equitable opportunities for growth and advancement.	Responsible
1. Collaborate with the IHSS Public Authority and Homebridge to pilot a paid training/professional development program for Independent Providers, modeled after the now-ended statewide IHSS Career Pathways initiative	In-Home Supportive Services
2. Train and support staff so that they can provide high quality services to clients.	Responsible
1. Facilitate training for DAS and community-based service provider staff on disability and anti-ableism	Office of Community Partnerships
2. Launch a monthly training and discussion series for Americans with Disabilities Act (ADA) Coordinators across City agencies to develop a "community of practice" and improve their ability to facilitate ADA compliance and disability access more broadly	Office on Disability and Accessibility
3. Design training on customer service best practices (in-person and telephone) for DAS Benefits and Resource Hub and other service center staff in partnership with SFHSA HR's Learning & Organizational Development unit	DAS Benefits and Resource Hub
3. Partner with organizations with deep roots in the communities we serve to develop and provide culturally appropriate services.	Responsible
1. Procure innovative, community-based social services that support HIV long-term survivors	Office of Community Partnerships

GOAL 2

Strong Workforce and Collaboration

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

4. Facilitate interagency partnerships and research to promote cross-sector collaborations and systems-level change.	Responsible
1. Prepare the Dignity Fund Services and Allocation Plan for the four-year funding cycle from FY 2027-28 to FY 2030-31	Office of Community Partnerships, SFHSA Planning
2. Coordinate the Age- and Disability-Friendly SF (ADFSF) Workgroup to implement Year 2 of the 2026-2029 ADFS Action Plan, including actions related to improving housing navigation supports, promoting accessible public infrastructure, and enhancing services for wheelchair users	Age- and Disability-Friendly SF, DAS Leadership
3. Participate in the newly established SF Food Security Council to advise the Mayor's Office and City departments on food security strategy, policy, and program implementation	Office of Community Partnerships
4. Conduct Year 4 of research to identify best practices in multi-disciplinary case collaboration and create a profile of APS cases that most benefit from these collaborations in partnership with the University of Southern California	Adult Protective Services
5. Conduct an analysis of the community-based Wheelchair Repair program to develop insights into client demographics, program trends, and outcomes	Age- and Disability-Friendly SF, Office of Community Partnerships
6. Collaborate with the Bay Area Social Services Consortium (BASSC) and local universities to continue implementation of a regional aging and adult services strategic plan, with a focus on the education, recruitment, retention, and promotion of the aging services professionals	DAS Leadership

GOAL 3

Employment and Economic Security

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

Preparing for HR 1 Implementation Impacts on CalFresh and Medi-Cal

Over the last year, SFHSA and DAS have been preparing for the implementation of HR 1, also known as the “One Big Beautiful Bill Act,” which became federal law in July 2025. This law made significant changes to the Supplemental Nutrition Assistance Program and Medicaid — known in California as CalFresh and Medi-Cal, respectively. Primarily impacting adults under age 65 without children, key changes under HR 1 include **new work requirements for CalFresh** that began on June 1, 2026 and **new work requirements and biannual renewals for Medi-Cal** that will begin on January 1, 2027. These and other changes make it harder for people who need help to get and stay enrolled in these programs.

In response, **SFHSA has led the City’s work to develop and implement strategies that help San Franciscans access and retain food assistance and healthcare benefits.** In alignment with these broader efforts, DAS Eligibility staff participated in trainings on new policies and procedures to better serve older adults ages 60 to 64 affected by these changes. We also delivered public education to community service providers, partner organizations (such as the San Francisco Health Plan), internal departments, and the general public through webinars, community meetings, and tailored outreach materials such as posted notices and flyers. DAS Eligibility coordinated and continues to work with community-based service providers who will serve as host agencies for volunteer placements that help clients meet work requirements.

In addition, **DAS Eligibility designed and launched a more tailored, hands-on approach to annual CalFresh renewals for the older and disabled clients we serve.** Eligibility workers initiate client outreach 60 days before the renewal is due (compared to the 45 day standard for the program). Moreover, we contact all clients, rather than only those individuals who respond to our renewal notices. Eligibility workers follow up with clients by phone at the 30-day mark to improve the likelihood of successful client contact and completion of the renewal process. Additionally, we offer clients home visits when needed to complete their CalFresh applications and verify documents that inform eligibility determinations.

Similar planning and preparations for forthcoming changes to Medi-Cal administration are currently underway.

Facilitating Benefits Connection for Student Veterans

The County Veterans Service Office (CVSO) partners with City College of San Francisco to host **monthly benefits clinics for student veterans.** At these clinics, CVSO Veterans Claims Representatives provide veterans with information about the veterans’ education benefits they are entitled to and help them file benefit claims, including college fee waivers for those who qualify. **Last year, the CVSO assisted about 50 veterans through these clinics.** This year, the CVSO plans to expand veterans’ benefits clinics to other campuses in partnership with San Francisco State University and University of California San Francisco.

GOAL 3

Employment and Economic Security

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

1. Provide training, education and support to help people enter and advance in the workforce, particularly BIPOC and other groups who have been historically left out of the labor market or under-employed.	Responsible
1. Provide employment support for older adults and adults with disabilities through ReServe program job training and subsidized job placement (Year 3)	Office of Community Partnerships
2. Support IHSS Independent Providers enrolled in CalFresh and/or Medi-Cal and subject to new eligibility requirements under HR1 to maintain their benefits by encouraging them to join the IHSS IP Registry to increase their caregiving hours or to participate in other qualifying activities as needed to satisfy their new work requirements	In-Home Supportive Services, DAS Benefits and Resource Hub
2. Ensure individuals and families access the financial assistance they are eligible for.	Responsible
1. Support older and disabled CalFresh and/or Medi-Cal recipients subject to new eligibility requirements under HR1 to retain their benefits by proactively reviewing cases, identifying qualifying exemptions to these requirements, and facilitating connection to services that help clients maintain their eligibility	DAS Benefits and Resource Hub
2. Enhance CVSO website design, informational content, and functionality to help veterans prepare needed documents for their appointments with CVSO Claims Representatives and have a more seamless service experience	County Veterans Service Office, SFHSA IT, SFHSA Communications
3. Develop and scale resources in innovative strategies to promote economic wellbeing, particularly for immigrants, older adults, people with disabilities, and communities of color.	Responsible
1. Participate in the SF Mayor's Office workgroup on social safety net programs to inform Citywide policy strategy and service coordination related to HR1 implementation, food security, and other relevant safety net issues	DAS Leadership
2. Coordinate with the SF Department of Benefits Support and community-based organizations to expand volunteer opportunities that help older and disabled CalFresh and Medi-Cal recipients subject to new eligibility requirements under HR1 to satisfy their new work requirements	DAS Leadership, Office of Community Partnerships
4. Advocate to reform and expand public benefits so more people are eligible and able to reach economic stability.	Responsible
1. Support advocacy for enhanced senior and disability program funding, such as reauthorization of the federal Older Americans Act and modernization of the California Department of Aging Intrastate Funding Formula	DAS Leadership

GOAL 4

Health and Well-being

Everyone has the food, shelter, healthcare, supportive services, and community connection to thrive.

Ensuring Food Security for CalFresh Recipients

In November 2025, during a protracted government shutdown, the federal government unexpectedly suspended food benefits provided by the Supplemental Nutrition Assistance Program — known as CalFresh in California — for the first time ever in the program's 60-year history. This unprecedented decision put 112,000 CalFresh recipients in San Francisco at increased risk of food insecurity.

In response, SFHSA, which administers the CalFresh program locally, led a rapid and strategic response to ensure people would not go hungry. In just one week, **SFHSA launched an \$18 million public-private partnership** with the Crankstart Foundation and the financial technology company GiveCard to issue prepaid digital or physical debit cards pre-loaded with funds to be used at grocery stores throughout the city.

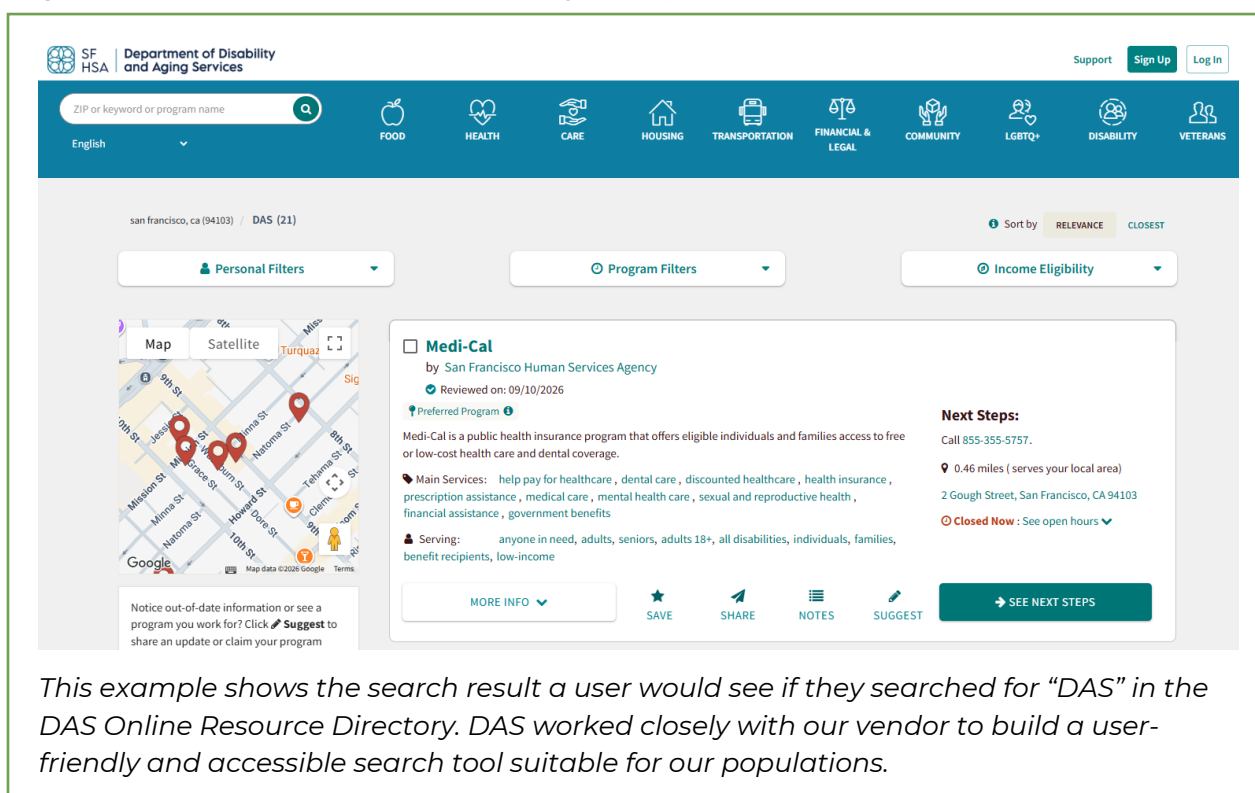
Over 65,000 CalFresh households claimed \$14.4 million in emergency grocery gift cards.

Launching a Searchable Directory for Disability and Aging Resources

DAS is deeply committed to ensuring that seniors, adults with disabilities, and the professionals who serve them are aware of and can easily navigate the wide range of supportive resources available to support disability and aging in San Francisco. To that end, we **launched the DAS Online Resource Directory in early summer 2026**, following a multi-year process of best practices research, vendor procurement, co-design with stakeholders, and iterative user testing.

This dynamic tool allows users to craft **tailored searches by service type, neighborhood, language capacity, and cultural expertise**, helping seniors, adults with disabilities, and service providers quickly find available services to best meet their needs. To promote the directory and educate users, the DAS Benefits and Resource Hub and Office of Community Partnerships co-hosted webinars for DAS staff and community-based service providers, demonstrating the directory's key features and providing practical examples for using the tool. OCP staff also worked closely with DAS-funded community partners to verify their organizations' current listings in the directory and trained them to update these listings as needed. These efforts will ensure the directory will reflect a comprehensive and accurate list of available disability and aging resources ongoing.

Figure 4. DAS Online Resource Directory Example Search Result



Addressing Homelessness and Housing Insecurity

In FY 2025-26, APS concluded the **seventh year of the state-funded Home Safe pilot program**. Home Safe provides APS clients at imminent risk of homelessness with intensive case management and other supportive services to keep them safely and stably housed in the community. **Last year, we provided homelessness prevention services to 200 clients.**

The Home Safe program has been invaluable in preventing evictions and saving multiple clients' homes. We have been able to assist clients at risk of eviction with back rent payments, pairing this with linkage to money management services to help prevent them from falling behind on rent again. In addition, offering deep cleaning services to clients who have been hoarding and living in clutter has resulted in over 150 clients being able to avoid eviction, remain in their homes, and enjoy a better quality of life.

— Kari Kientzy, Adult Protective Services Section Manager

GOAL 4

Health and Well-being

Everyone has the food, shelter, healthcare, supportive services, and community connection to thrive.

1. Advance food security through access to CalFresh and community-based programs that provide healthy, nutritious, and culturally relevant food.	Responsible
1. Support community-based nutrition service providers to continue serving culturally relevant meals and groceries to thousands of older people and adults with disabilities in their homes and more than 120 sites throughout the city (Year 2)	Office of Community Partnerships
2. Facilitate access to Medi-Cal, mental health services, and other programs that support physical and mental wellness.	Responsible
1. Implement Year 4 of CalAIM Enhanced Care Management services for eligible (1) high-risk IHSS clients who are unable to manage their own care needs and (2) individuals at risk of institutionalization and/or those transitioning from institutional to community settings, in coordination with the San Francisco Health Plan	In-Home Supportive Services, Office of Community Partnerships
2. Implement Year 3 of CalAIM Community Support services, including transitional care services and housing support for individuals discharging from skilled nursing facilities to community settings and assisted living facilities	Office of Community Partnerships
3. Facilitate connection to and retention of CalAIM Enhanced Care Management services for individuals at risk of institutionalization by coordinating with City and community partners to refer potentially eligible individuals and assist clients to maintain their eligibility at recertification	DAS Benefits and Resource Hub, Clinical and Quality Improvement
4. Provide targeted clinical support — including referrals to primary care, medication reconciliation, and Durable Medical Equipment resource connection — to IHSS applicants and clients with complex medical needs	Clinical and Quality Improvement, In-Home Supportive Services
5. Identify opportunities to strengthen adult day services and other supports for caregivers of people with dementia informed by the Department's 2025 Dementia Care Landscape Analysis	Office of Community Partnerships

GOAL 4

Health and Well-being

Everyone has the food, shelter, healthcare, supportive services, and community connection to thrive.

3. Coordinate a network of community support to foster meaningful connections, refer people to resources, and reduce isolation.	Responsible
1. Develop cross-platform integration between the DAS online resource directory and centralized SF DAS GetCare database to streamline workflows and data collection related to information, referral, and assistance across the DAS Benefits and Resource Hub and community-based Aging and Disability Resource Center network	DAS Benefits and Resource Hub, Office of Community Partnerships
2. Strengthen housing-related information, referral, and assistance services — including housing navigation support to locate and apply for affordable housing — across the community-based Aging and Disability Resource Centers	Office of Community Partnerships
3. Support DAS Case Management clients enrolled in CalFresh and/or Medi-Cal and subject to eligibility requirements under HRI to retain their benefits by proactively reviewing cases and developing care plan items focused on facilitating connection to services that help clients maintain their eligibility	Office of Community Partnerships

4. Help people live safely and stably in the community through connection to home care and housing support services.	Responsible
1. Implement Year 8 of the Home Safe pilot program to prevent homelessness among victims of abuse, neglect, and/or self-neglect	Adult Protective Services
2. Participate in the SF Department of Homelessness and Supportive Housing Enhanced Care Pilot (Year 3) at Kelly Cullen Community in partnership with Cardea Health, Homebridge, and the IHSS Public Authority	In-Home Supportive Services
3. Support eligible older and disabled shelter guests at Jerrold Commons to obtain needed home care support through IHSS, in partnership with the SF Department of Homelessness and Supportive Housing, Homebridge, and the IHSS Public Authority (Year 2)	In-Home Supportive Services
4. Participate in the SF Mayor's Office Breaking the Cycle initiative to inform Citywide policy strategy and service coordination related to issues at the intersection of housing, health, and long-term care supports	DAS Leadership

GOAL 5

Safety and Care

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

Coordinating with City Partners to Strengthen Conservatorship Services

San Francisco became the first California county to implement the statewide expansion of mental health conservatorship under State Senate Bill 43. This law expanded conservatorship options for individuals unable to care for themselves due to severe substance use disorders or unmanaged mental illness. From this January 2024 expansion through the end of FY 2025-26, the Office of the Public Conservator received more than 350 referrals for conservatorship — representing a **23% increase in annual referral volume compared to pre-expansion levels**.

DAS has worked closely with our partners at the Department of Public Health to respond to this increased demand for conservatorship services and improve system coordination. Last year, as part of these collaborative efforts, **we launched two pilot programs to enhance community conservatorships:**

1. **Shelter Pilot:** Provide short-term shelter placement and intensive wraparound behavioral health services to community conservatees awaiting long-term placement at the appropriate level of care.
2. **Mental Health Rehabilitation Center (MHRC) Pilot:** Streamlines MHRC placement for community conservatees that need a higher level of care.

Even as we strengthen conservatorship referral pathways and improve collaborative workflows with our City partners to deliver services, conservatorship remains a last resort. We remain committed to ensuring that, where appropriate, we connect people to less restrictive alternatives, like voluntary mental health supports and substance use treatment.

GOAL 5

Safety and Care

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

1. Prevent children from experiencing abuse, neglect, and trauma by supporting families early, sustaining a network of community-based supports, and redressing disproportionate involvement in the child welfare system based on race, income, substance use, and other areas of bias.	Responsible
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SFHSA strategy not applicable to the Department of Disability & Aging Services

2. Assure safe and stable homes for children who enter foster care by holistically supporting caregivers and by prioritizing family reunification, family home settings, and keeping children in San Francisco.	Responsible
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SFHSA strategy not applicable to the Department of Disability & Aging Services

3. Ensure dignity and maximize independence of older people and adults with disabilities by preventing and addressing abuse, neglect, and financial exploitation.	Responsible
1. Participate in a pilot program to facilitate connection to conservatorship services, long-term care placement, and other appropriate social supports for Permanent Supportive Housing residents with complex personal care, mental health, and behavioral health needs transitioning to a higher level of care, in partnership with City departments and the University of California - San Francisco	Legal & Guardianship Programs, Adult Protective Services
2. Begin developing new analysis of the Indicators, Services, Outcomes (ISO) Matrix and other key APS metrics to inform individualized staff coaching and other strategies for improving service quality and equity	Adult Protective Services, SFHSA Planning
3. Participate in Year 2 of an enhanced community conservatorship pilot program that provides short-term shelter placement and intensive wraparound behavioral health services to community conservatees awaiting long-term placement at the appropriate level of care, in partnership with the SF Department of Public Health and Department of Homelessness and Supportive Housing	Legal & Guardianship Programs
4. Participate in Year 2 of an enhanced community conservatorship pilot program that streamlines Mental Health Rehabilitation Center placement for community conservatees in need of a higher level of care, in partnership with the SF Department of Public Health	Legal & Guardianship Programs
5. Participate in the SF Mayor's Office workgroup on hoarding to inform Citywide policy strategy and service coordination related to preventing and addressing the safety risks posed by hoarding and cluttering	DAS Leadership, Adult Protective Services