

Glossary of DAAS Programs by Service Area

This appendix provides a brief description of services directly provided or administered by the SF Department of Aging and Adult Services (SF DAAS) through partnerships with community-based organizations.

All SF DAAS programs are included to provide a full picture of the Department's operations and because many non-Older Americans Act funded services were also referenced in the Area Plan Goals and Objectives.

In this section, programs are categorized by broader service area. The table below lists each program alphabetically and identifies service area.

Guide to SF DAAS Services and Service Area

Program	Service Area	Older Americans Act-Funded
Adult Day Care*	Caregiver Support	N
Adult Day Health Center*	Connection & Engagement	N
Adult Protective Services	Self-Care & Safety	N
Aging and Disability Resource Centers	Access	N
Alzheimer's Day Care Resource Center*	Caregiver Support	N
Alzheimer's Grant	Self-Care and Safety	N
Case Management*	Case Management	N
Clinical and Quality Assurance	Self-Care & Safety	N
Community Connectors*	Connection & Engagement	N
Community Living Fund	Case Management	N
Community Service Centers*	Connection & Engagement	N
Congregate Meals*	Nutrition & Wellness	Y
County Veterans Service Office	Access	N
DAAS Integrated Intake and Referral Unit	Access	Y
DAAS-Funded Transportation*	Access	Y
Elder Abuse Prevention	Self-Care and Safety	Y
Emergency Short-Term Home Care Support for Seniors*	Self-Care and Safety	Y
Employment Support*	Connection & Engagement	N
Empowerment for Seniors & Adults with Disabilities*	Access	N
Family Caregiver Support Program*	Caregiver Support	Y
Food Pantry*	Nutrition & Wellness	N
Forensic Center	Self-Care and Safety	N
Health Insurance Counseling and Advocacy Program (HICAP)*	Access	Y
Health Promotion*	Nutrition & Wellness	Y
Home Care Advocacy*	Access	N

Program	Service Area	Older Americans Act-Funded
Home-Delivered Groceries*	Nutrition & Wellness	N
Home-Delivered Meals*	Nutrition & Wellness	Y
Housing Counseling & Advocacy*	Housing Support	N
Housing Subsidies*	Housing Support	N
IHSS Care Transitions Program	Access	N
In-Home Supportive Services	Self-Care & Safety	N
Legal Assistance*	Access	Y
LGBT Animal Bonding Support*	Connection & Engagement	N
LGBT Care Navigation*	Case Management	N
LGBT Cultural Competency Training*	Access	N
LGBT Dementia Care Training*	Access	N
LTC Consumer Rights Counseling & Advocacy*	Access	N
LTC Ombudsman*	Self-Care and Safety	Y
Medication Management*	Case Management	N
Money Management*	Case Management	N
Naturalization*	Access	N
Nutrition Counseling*	Nutrition & Wellness	Y
Public Administrator	Self-Care & Safety	N
Public Conservator	Self-Care & Safety	N
Public Guardian	Self-Care & Safety	N
Rental Assistance Demonstration	Access	N
Representative Payee	Self-Care & Safety	N
Scattered Site Housing	Housing Support	N
Senior Companion*	Connection & Engagement	N
SF Connected*	Connection & Engagement	N
Suicide Prevention & Emotional Support*	Connection & Engagement	N
Support at Home	Self-Care and Safety	N
Support for Hoarding & Cluttering Disorder*	Connection & Engagement	N
Villages*	Connection & Engagement	N

**Services facilitated by the SF DAAS Office on the Aging*

ACCESS & EMPOWERMENT

Access services assist and empower older adults and adults with disabilities to participate in services and connect to needed resources.

Service	Description	Older Americans Act-Funded
Aging and Disability Resource Centers	Located at community-based organizations in San Francisco, ADRC Information and Assistance Specialists provide information, advice, translation, and assistance for seniors, adults with disabilities, and family and friends to access a wide variety of services.	N
County Veterans Service Office	The County Veterans Service Office assists veterans, many of whom are disabled, and their dependents in obtaining U. S. Department of Veterans Affairs' benefits and entitlements.	N
DAAS Integrated Intake and Referral Unit	The DAAS Integrated Intake and Referral Unit provides information, referrals, and assistance for older adults and adults with disabilities, caregivers, and community-based organizations serving older adults and adults with disabilities. It is the hotline for screening for many DAAS-funded and directly-provided services, such as In Home Supportive Services, Home Delivered Meals, and Community Living Fund. The Unit is also serves clients in person at the DAAS Benefits and Resources Hub.	Y
DAAS-Funded Transportation*	DAAS supplements the ADA-required Paratransit services in order to increase accessibility and participation in OOA funded services. DAAS Group Van transports clients from their homes to certain OOA Community Service sites while DAAS Shopping Shuttle service transports clients between Community Service sites and grocery stores.	Y
Empowerment for Seniors & Adults with Disabilities*	Training programs for seniors and adults with disabilities in community organizing, leadership, conducting effective meetings, accessing essential services, conflict resolution, promoting diversity and engaging in civic affairs and advocacy.	N
Health Insurance Counseling and Advocacy Program (HICAP)*	Counseling and information about Medicare, supplemental health insurance, long-term care insurance, managed care or related health insurance, community education activities, advocacy, and legal representation.	Y

Service	Description	Older Americans Act-Funded
Home Care Advocacy*	Homecare advocacy promotes a seamless and responsive system to best meet the in-home care needs of seniors and adults with disabilities. This program facilitates a task force to address issues like access gaps for persons ineligible for public benefits but unable to afford private pay service and coordination of response to state policy and budget changes.	N
IHSS Care Transitions Program	This program provides transitional care support for new IHSS applicants returning home after hospitalization. This transitional care service is provided by staff from the DAAS Integrated Intake and Referral Unit.	N
Legal Assistance*	Legal advice, counseling and/or representation by an attorney. Areas of expertise include: benefits appeals, eviction prevention, consumer rights, estate planning, etc.	Y
LGBT Cultural Competency Training*	This training is focused on improving awareness of current issues faced by LGBT seniors and adults with disabilities. It is provided to DAAS community partners.	N
LGBT Dementia Care Training*	This training is focused on facilitating service provider efforts to assist LGBT persons with dementia and to connect these clients to needed services and supports.	N

**Services facilitated by the SF DAAS Office on the Aging*

CAREGIVER SUPPORT

Caregiver services provide support to friends and family members caring for a loved one.

Service	Description	Older Americans Act-Funded
Adult Day Care*	Adult Day Care (also termed “Adult Social Day”) sites are community-based programs that provides social and recreational activities in a group setting to adults 18 years of age or older who need personal care services and/or supervision but do not need medical attention during the day. A private pay service, DAAS supports a limited number of subsidized slots.	N

Service	Description	Older Americans Act-Funded
Alzheimer's Day Care Resource Center*	Day care specifically for those in the moderate to late stages of Alzheimer's disease or related dementia whose care needs and behavioral issues make it difficult for the individual to participate in lower-level day care programs. A private pay service, DAAS supports a limited number of subsidized slots. These centers also provide support groups and resources to caregivers.	N
Family Caregiver Support Program*	For informal caregivers who assist older adults, this program provides a variety of services, including information and assistance, support groups, counseling, respite services and supplemental services to support quality homecare.	Y

**Services facilitated by the SF DAAS Office on the Aging*

CASE MANAGEMENT

For older adults and people with disabilities with complex needs, these programs help clients navigate available supports, advocate for services to meet their needs, and follow up to ensure consistent service.

Service	Description	Older Americans Act-Funded
Case Management*	Office on the Aging Community Case Management provides care coordination for older adults or adults with disabilities who are experiencing a diminished functional capacity and need formal assistance is required. Services include: assessing needs; developing care plans; authorizing, arranging and coordinating services; follow-up monitoring; and reassessment.	N
Community Living Fund	This program provides intensive case management and purchases needed services and items for which there is no other payer. Its focus is preventing unnecessary institutionalization of seniors and adults with disabilities and helping those currently institutionalized transition back to the community if that is their preferred location.	N
LGBT Care Navigation*	Provides care navigation and peer support to help LGBT seniors and adults with disabilities reduce isolation and overcome barriers that may inhibit accessing of needed services.	N
Medication Management*	Case Management clients are provided with support to management of medication regimens.	N

Service	Description	Older Americans Act-Funded
Money Management*	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.	N

**Services facilitated by the SF DAAS Office on the Aging*

CONNECTION & ENGAGEMENT

The primary focus of these programs is providing opportunities for older people and adults with disabilities to connect socially with and contribute to their community.

Service	Description	Older Americans Act-Funded
Adult Day Health Center*	Adult Day Health Centers (funded as "Community-Based Adult Services" through Medi-Cal) are community-based sites that support persons with disabilities. Licensed by the state, these facilities provide day program activities, as well as physical and occupational therapies and other support for persons with chronic conditions.	N
Community Service Centers*	Community centers that provide activities to promote socialization and support quality of life through recreational activities, translation, light social services, and outreach. Historically referred to as "senior centers," these sites are spread throughout the city and welcome both older adults and adults with disabilities.	N
Community Connectors*	Particularly in residential areas that lack a Community Service Center, these neighborhood-based network building efforts are facilitated by a local resident and advisory board and aim to build community, develop volunteer networks, and foster age- and disability-friendliness through inclusive social opportunities.	N
Employment Support*	Employment support services include subsidized job placements and other support for older adults and persons with disabilities. In addition to helping supplement income, these services provide opportunities for connection in the community.	N
LGBT Pet Care Support*	Pets are a powerful source of companionship and support and have the potential to promote healthier outcomes for persons experiencing illness. This program provides care navigation, peer support, and pet care resources, targeting older LGBT persons who are particularly at high risk of isolation.	N

Service	Description	Older Americans Act-Funded
Senior Companion*	This program provides volunteer service opportunities and a small stipend for a limited number of low-to-moderate income older persons to provide peer support and expand the capacity of local community-based sites to support higher need seniors. These volunteers provide support to other older adults, such as assistance with chores and transportation to appointments.	N
SF Connected*	This program provides customized training and educational programs specifically for older persons and people with disabilities to learn and grow familiar with basic computer and internet skills. A primary goal is to address barriers to social connection and provide social media tools to help individuals overcome isolation and access resources for healthy aging.	N
Suicide Prevention & Emotional Support*	The Center for Elderly Suicide Prevention (CESP) provides crisis intervention, peer counseling, professional psychological counseling, telephone reassurance, grief counseling, support groups, and information and referral to appropriate agencies. Its Friendship Line – serving as a crisis intervention hotline and warm-line for urgent and non-urgent calls – is available at (800) 971-0016 and (415) 752-3778.	N
Support for People with Collecting Behaviors*	This program facilitates support groups and psychoeducation for individuals who compulsively acquire possessions and are unable to discard them. It also coordinates a citywide task force and provides education and training to professionals working with people with collecting behaviors (i.e., hoarding and cluttering).	N
Village*	The Village model promotes independent living and helps its members develop enhanced support networks. The model is a membership organization through which paid staff and a volunteer cadre coordinates a wide array of services and socialization activities for senior members.	N

**Services facilitated by the SF DAAS Office on the Aging*

HOUSING SUPPORT

Housing-related services administered through DAAS include systems-level advocacy and client-focused services that address individual housing needs.

Service	Description	Older Americans Act-Funded
---------	-------------	----------------------------

Service	Description	Older Americans Act-Funded
Housing Counseling & Advocacy*	This program provides information for individuals in jeopardy of being evicted and assistance in advocating for tenant rights, as well as broader training for individuals and groups so they can inform the public about the need for affordable and accessible housing for older adults and people with disabilities.	N
Housing Subsidies*	This 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%.	N
Scattered Site Housing	Originally a program within the SF Department of Public Health, the Scattered Site Housing program was transitioned to DAAS in FY 16/17. This program provides housing subsidies and ongoing support for persons transitioning out and/or at risk of placement in institutional care.	N

**Services facilitated by the SF DAAS Office on the Aging*

NUTRITION & WELLNESS

Housing-related services administered through DAAS include systems-level advocacy and client-focused services that address individual housing needs.

Service	Description	Older Americans Act-Funded
Congregate Meals*	Nutritious hot meals provided in a communal group setting (typically co-located with Community Services).	Y
Food Pantry*	DAAS funds grocery bags with nutritious items at food pantries throughout the city for low-income persons in need of additional nutrition resources. This program serves clients who are able to visit a local food pantry and transport food home.	N
Health Promotion*	These are evidence-based health promotion programs that have been proven to be effective in reducing older people's risk of disease, disability and injury and to empower people to take more control over their own health through lifestyle changes. This includes physical fitness fall prevention classes, as well as chronic disease self-management programs.	Y
Home-Delivered Groceries*	For low-income persons in need of additional nutrition resources who have the capacity to store food and prepare meals but are unable to visit local food pantries or transport food home, this program delivers grocery bags directly to the home through use of volunteers and paid staff.	N
Home-Delivered Meals*	Meals for persons who are homebound because of illness, incapacitating disability, isolation, or lack of a support network. In addition to ongoing service, the program provides emergency service for those in immediate need and transitional care service for persons discharged from the hospital.	Y
Nutrition Counseling*	Persons identified at high risk of poor nutrition status and/or with special diet requirements may be referred for nutrition counseling for additional one-on-one support.	Y
Nutrition Education*	Group classes and trainings to educate older people and adults with disabilities about strategies to maximize nutrition status. This service is provided at Congregate Meal sites.	Y

**Services facilitated by the SF DAAS Office on the Aging*

SELF-CARE AND SAFETY

These programs aim to mitigate risks for older adults and people with disabilities and support their ability to live safely in the least restrictive setting.

Service	Description	Older Americans Act-Funded
Adult Protective Services	Adult Protective Services (APS) investigates possible abuse or neglect of seniors and adults with disabilities. The abuse may be physical, emotional, financial, neglect by others, or self-neglect. Social workers provide short-term counseling, case management, and referral services that ensure the ongoing safety of the person.	N
Alzheimer's Disease Initiative	Supported by a grant from the U.S. Department of Health and Human Services, this project enhances support for persons with dementia living alone, expands caregiver and staff training, and facilitates support groups for professionals and family caregivers.	N
Clinical and Quality Assurance	The DAAS Clinical and Quality Assurance (CQA) unit provides clinical consultations by Registered Nurses and Licensed Clinical Social Workers to serve DAAS clients with complex clinical needs, including medical, nursing and behavioral health needs. The CQA unit works collaboratively within DAAS and outside healthcare professionals in order to evaluate clients' medical and/or behavioral health needs, as well as to assess client's readiness for change and engagement with services and to client-centered service plans.	N
Elder Abuse Prevention	With support from the Adult Protective Services program, this community-based program provides outreach and educational trainings for professionals and the general public to prevent and mitigate abuse of older adults and people with disabilities.	Y
Emergency Short-Term Home Care Support for Seniors*	Time-limited personal care, homemaker, and chore services to allow older adults to live safely in the community, thereby preventing premature institutionalization. It is focused on persons discharging from hospital and/or applying for In-Home Supportive Services (a Medi-Cal benefit).	Y

Service	Description	Older Americans Act-Funded
Forensic Center	The Forensic Center is responsible for improving communication and supporting collaboration among the legal, medical, and social service professionals who investigate and intervene in cases of abuse and self-neglect involving older adults and people with disabilities. A multi-disciplinary team meets on a regular basis to discuss cases with the goal of sharing expertise and resources to provide further direction, which might involve prosecution, to the cases being discussed. On a quarterly basis, meetings are open to providers in the community and include an educational component.	N
In-Home Supportive Services (IHSS)	This is a Medi-Cal benefit that funds home care workers to low-income seniors and people with disabilities to support clients 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
LTC 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
Public Administrator	When a San Francisco resident dies and there are no family members to take care of his or her affairs, the Public Administrator program will manage the estate. In this role, staff search for family members and wills, arrange for disposition of remains, locate and manage all assets, monitor creditor claims, review taxes and provide all services necessary to administer each estate through distribution to heirs and beneficiaries.	N
Public Conservator	Mental health conservatorship services are provided to San Francisco residents who are gravely disabled (unable to provide for their food, clothing or shelter) due to serious mental illness and who have been found by the Court unable or unwilling to accept voluntary treatment. Referrals are only accepted from psychiatric hospitals. Placements for conservatees are operated in collaboration with the SF Department of Public Health.	N

Service	Description	Older Americans Act-Funded
Public Guardian	The Public Guardian program supports people whose physical and mental limitations make them unable to handle basic personal and financial needs. Many clients have dementia or experienced Traumatic Brain Injuries that have permanently impacted their capacity. A court mandated program, Public Guardian staff is responsible for managing client medical care, placement, and financial resources.	N
Representative Payee	The Representative Payee program manages money for seniors and adults with disabilities who are unable to manage their own finances to ensure that daily living needs are met and that well-being and independence are protected. These services are voluntary, and the consumer must have a case manager to be eligible.	N
Support at Home	A new pilot program beginning in FY 16/17, Support at Home subsidizes home care for who are ineligible for In-Home Supportive Services and unable to fully afford to privately pay for needed in-home support.	N

**Services facilitated by the SF DAAS Office on the Aging*