



# **2022 Dignity Fund Community Needs Assessment**

## **Findings & Recommendations**



**March 21, 2022**



# Agenda

- **Presentation (40 min)**
  - **Project Overview**
  - **Methods**
  - **Participant Profiles**
  - **Equity Analysis Findings**
  - **Gaps Analysis Findings and Recommendations**
- **Q&A (20 min)**



**SECTION ONE**

# **Project Overview**





# 2022 Dignity Fund Community Needs Assessment



Repeating every fourth fiscal year, the DFCNA informs a **four-year planning and funding cycle**.



The DFCNA **identifies service strengths, gaps, and unmet needs**.



The DFCNA and the Dignity Fund planning process ensure the Dignity Fund is supported services are **responsive to the evolving needs** of San Francisco older adults and adults with disabilities.



# DFCNA Research Questions



1. What are the needs of older adults and adults with disabilities in San Francisco?
2. What are the system-level strengths and gaps?
3. What population subgroups may be underserved?



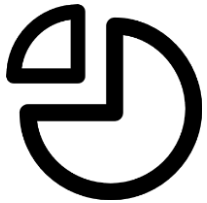
**SECTION TWO**

# **Methods**





# Methods



Discovery Phase

Equity Analysis

Community Forums and  
Focus Groups

Community Survey

Secondary  
Data

Listening Sessions with  
Communities of Color

LGBTQ Older Adults Survey

2021 SF Technology Needs  
Assessment Report



# Discovery Activities

- Key Informant Interviews
- A listening session with the Service Provider Working Group





# Equity Analysis Methods

- Census data
- DAS enrollment data
- DAS budget data

$$\text{Participation rate} = \frac{\text{number of people participating}}{\text{number of people eligible to participate}} \times 1,000$$



# Equity factors

<b>Equity Factor</b>	<b>Definition</b>
<b>Low-to-moderate income</b>	At or below 200% of the Federal Poverty Level
<b>Limited English proficiency</b>	Individuals whose primary language is not English or who are less than fluent in English
<b>Lives alone</b>	Lives alone used as a proxy for social isolation
<b>BIPOC</b>	Self-identifies with a race or ethnicity other than non-Hispanic White
<b>LGBTQ</b>	Self-identifies with a sexual orientation or gender identity other than cisgender and heterosexual



# Community Forums and Focus Groups

- RDA conducted a total of **29 events total**. These included
  - Both in-person and virtual events
  - Standardized presentations and protocols for each type
  - Translated outreach materials and language interpreters
- **Topics:** consumer needs, barriers to participation, and service experiences.
- **Communities:** veterans, adults who are unable to leave their homes without significant assistance (i.e., “homebound”), transgender and gender non-conforming individuals, and family caregivers, among others.



# Community Forums and Focus Groups

Events	Participants
Virtual Focus Groups (9)	47 total
In-person Focus Groups (4)	37 total
Virtual Community Forums—in each supervisory district (11)	213 total
In-person Community Forums—citywide with one event hosted in each region (5)	111 total



# Community Survey

- Administered via online, paper, and phone and remained open for seven weeks.
- The consumer survey included five sections that gathered responses on the following themes:
  - (1) Consumer Service Needs,
  - (2) DAS Programs and Services Experience
  - (3) Health and Wellbeing
  - (4) Caregiving Experiences, and
  - (5) Demographic Information.



# Community Survey

	<b>Older Adults (60+)</b>	<b>Adult with Disabilities (18-59)</b>	<b>Caregivers</b>	<b>Providers</b>
<b>DAS clients (N=53,744)</b>	<b>74%</b>	<b>9%</b>	<b>17%</b> <b>(caregivers or missing age or disability status)</b>	
<b>2022 DFCNA survey (N=2,187)</b>	<b>74%</b>	<b>8%</b>	<b>6%</b>	<b>14%</b>



# Secondary Data

- Listening Sessions with Communities of Color: Summary of Findings and Recommendations
- LGBTQ Older Adult Survey
- 2021 Empowered San Francisco Technology Needs Assessment Report



## SECTION THREE

# Participant Profiles



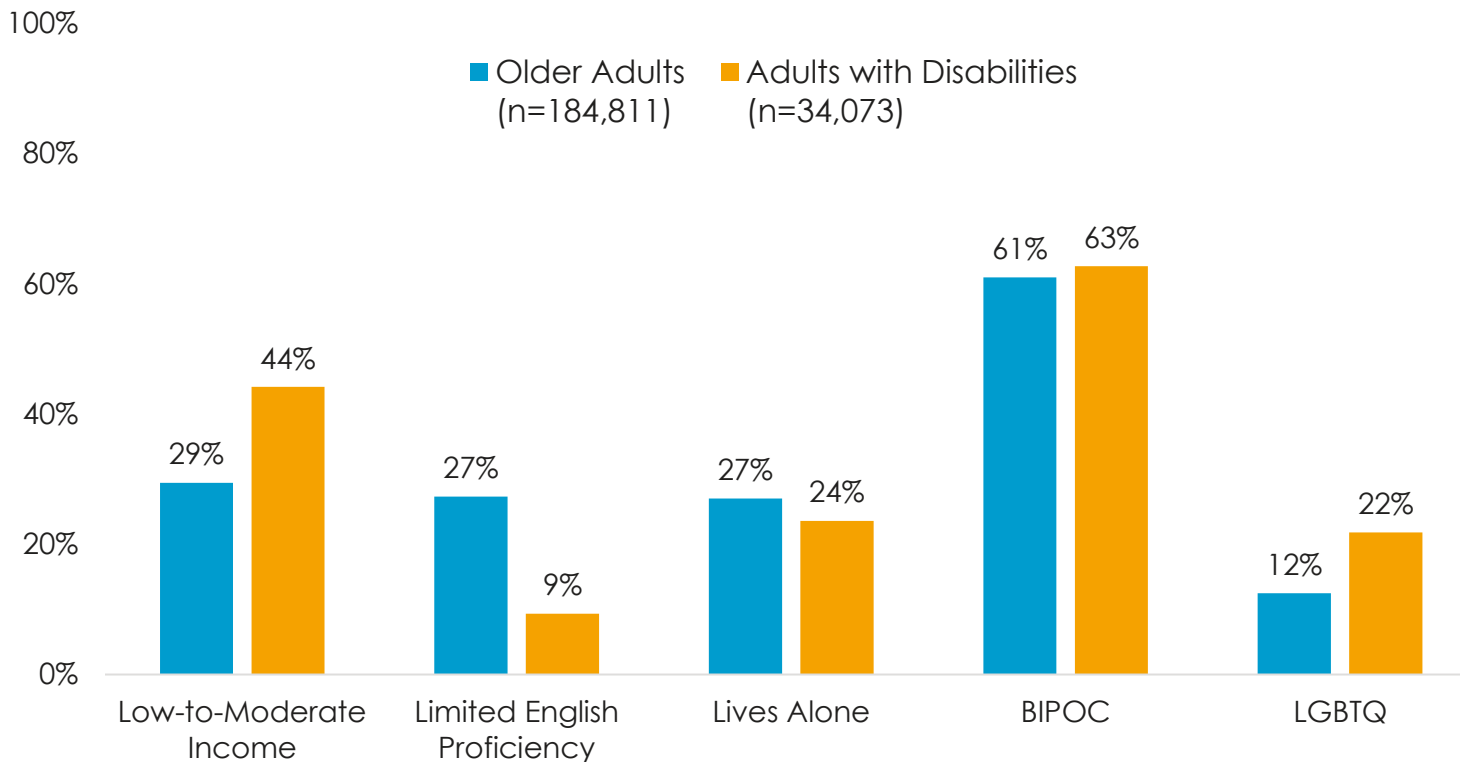


# **Profile of SF Older Adults and Adults with Disabilities**





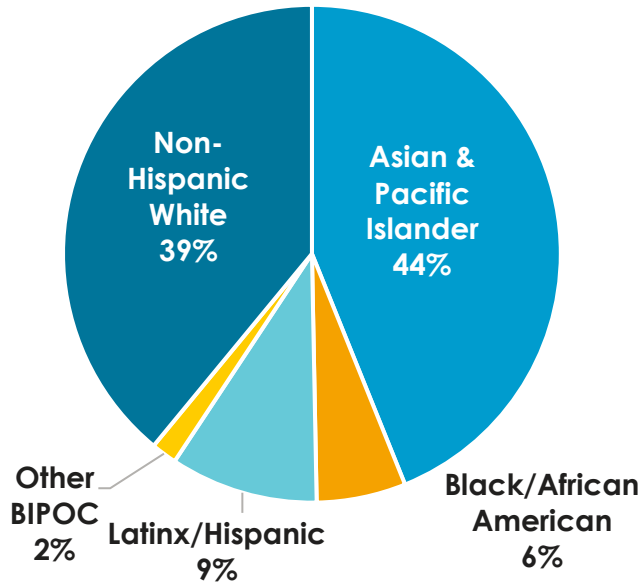
# Profile of San Francisco Older Adults and Adults with Disabilities



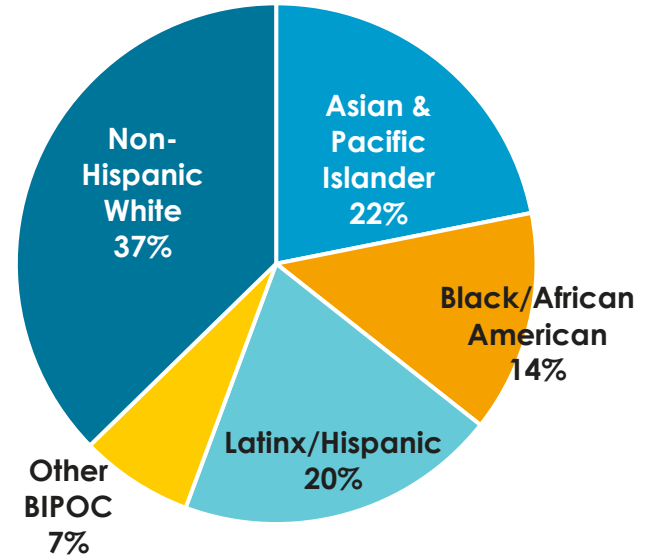


# Profile of San Francisco Older Adults and Adults with Disabilities

Older Adults  
(n=184,811)



Adults with Disabilities  
(n=34,073)

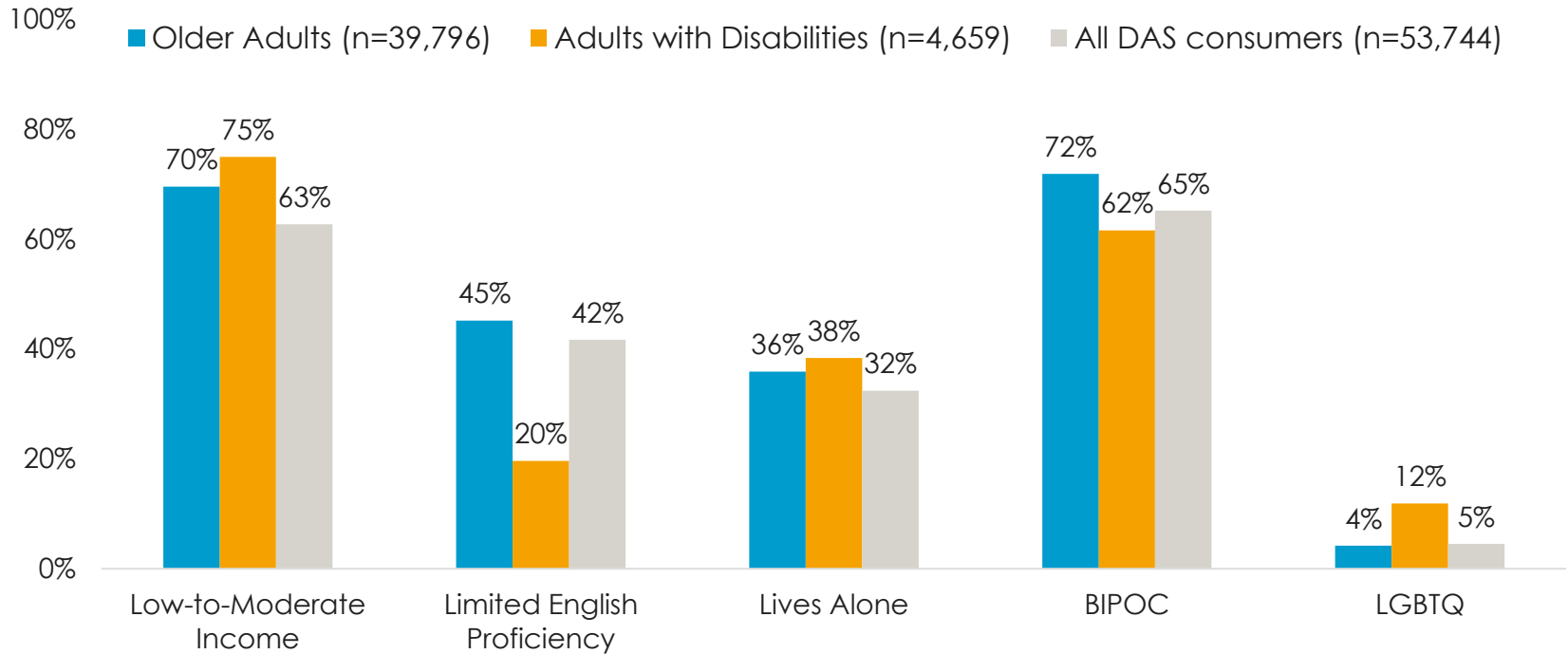


# Profile of 2021 DAS clients





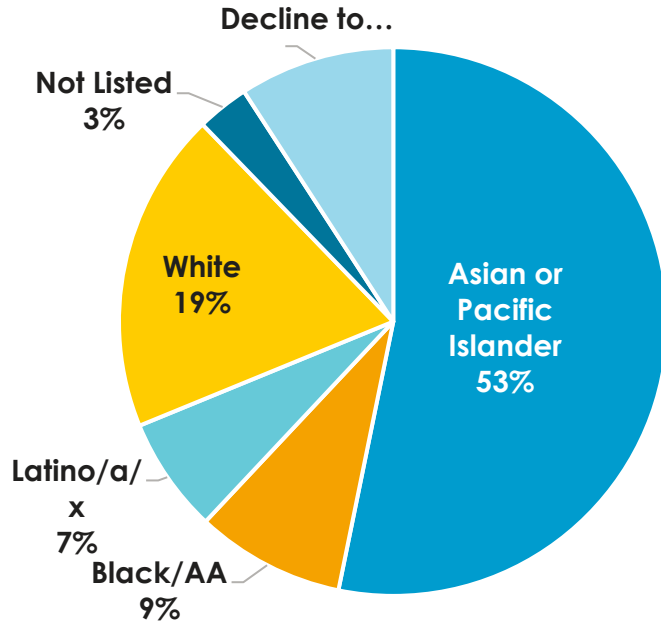
# Percentage of DAS clients with an equity factor



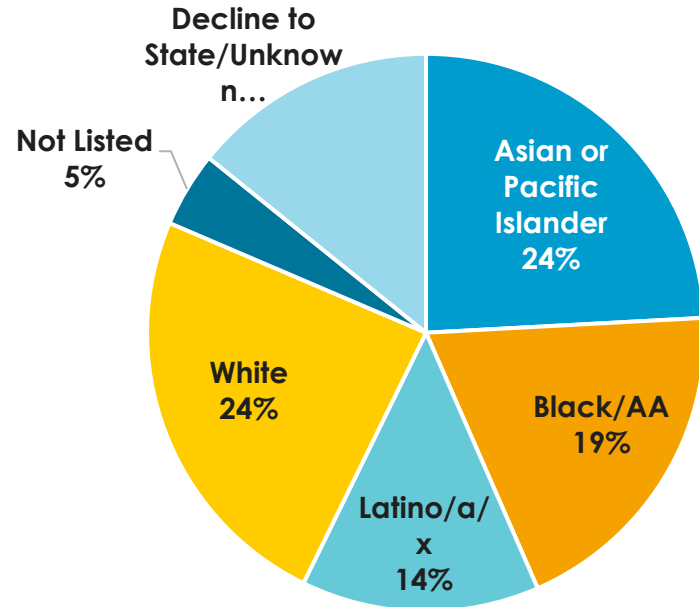


# Demographics of DAS consumers

Older Adults  
(n=39,796)



Adults with Disabilities  
(n=4,659)





## SECTION FOUR

# Equity Analysis Findings





# Equity analysis questions

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



## **Question 1:**

**Are populations with the presence of an equity factor utilizing services at the same rate as the population citywide?**





# Most-utilized programs

## Older adults

- Home delivered groceries
- Home delivered meals
- Food Pantry
- Community Services
- Congregate Meals

## Adults with disabilities

- Home delivered groceries
- Home delivered meals
- Aging and Disability Resource Centers
- Congregate Meals
- Community Services



# Participation rates by equity factor

Equity factor	Older adults	Adults with disabilities
Low-to-moderate income	2.4x the overall rate	1.7x the overall rate
Limited English Proficiency	1.7x the overall rate	2.1x the overall rate
Lives alone	1.3x the overall rate	1.6x the overall rate
BIPOC	1.2x the overall rate	1x the overall rate (the same rate)
LGBTQ	.3x the overall rate (one third the rate)	.5x the overall rate (half the rate)
Overall	215/1000 older adults	137/1000 Adults with disabilities

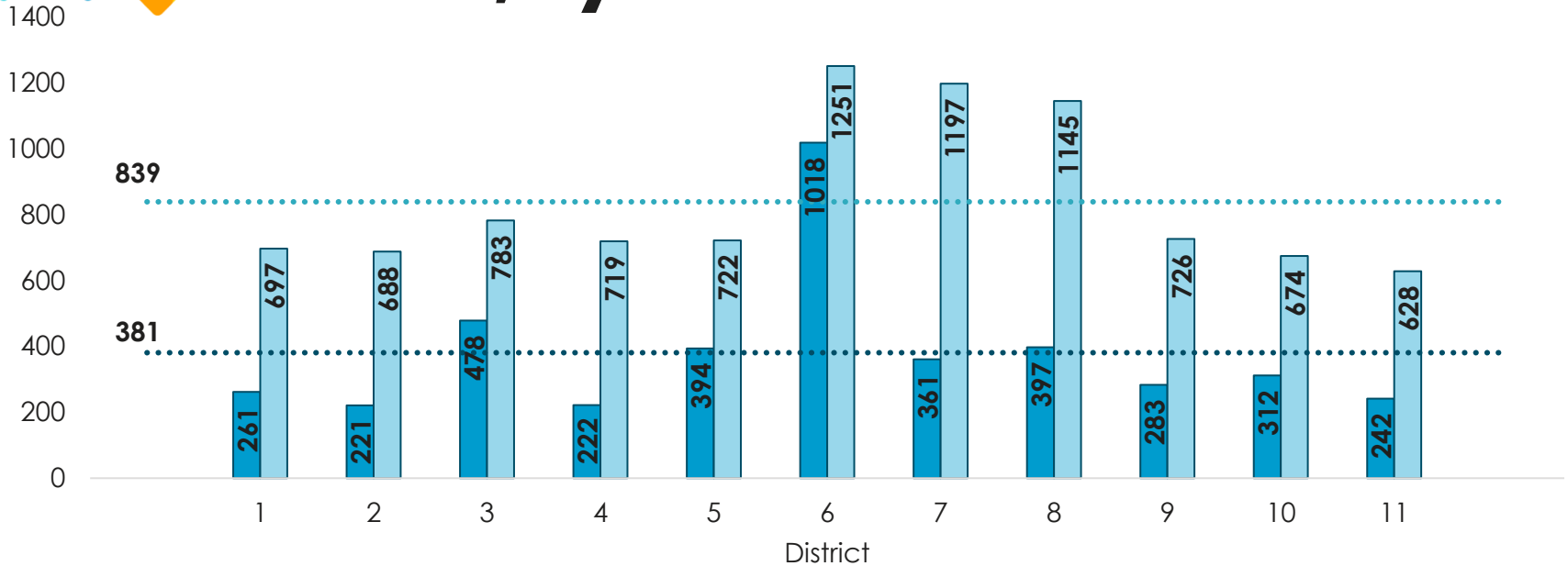
## **Question 2:**

**How do service utilization rates among low-to-moderate income populations compare across districts in the city?**





# Participation rate among older adults, by district



■ All older adults (n=38,834)

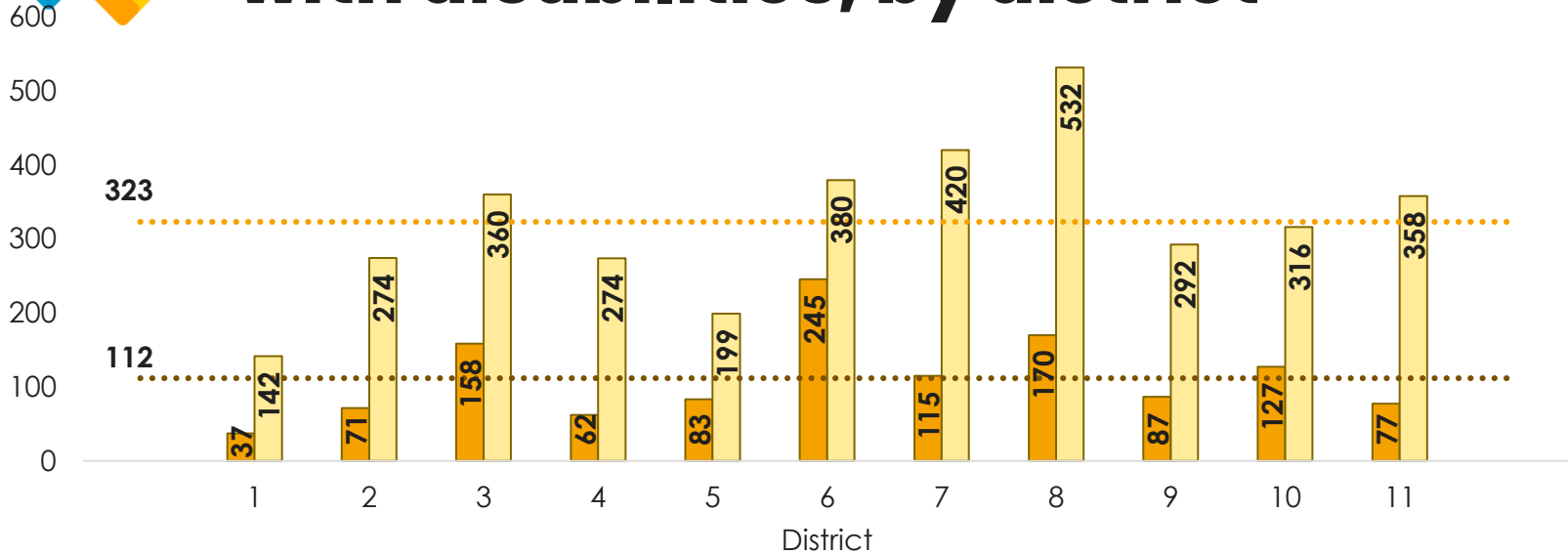
■ Low-to-moderate income older adults (n=27,586)

..... District average among older adults (381)

..... District average among low-to-moderate income older adults (839)



# Participation rate among adults with disabilities, by district



■ All adults with disabilities (n=4,638)

■ Low-to-moderate income adults with disabilities (n=3,476)

..... District average among adults with disabilities (112)

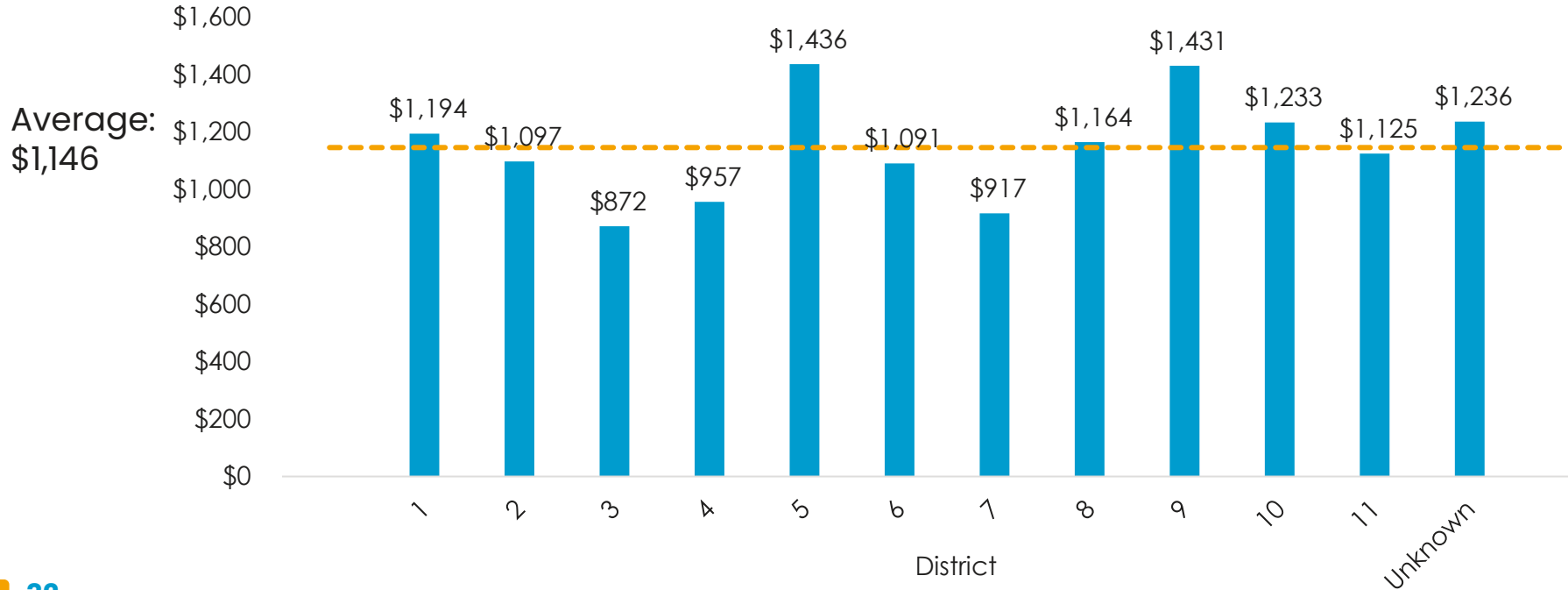
..... District average among low-to-moderate income adults with disabilities (323)

# **Question 3:** **How are funds spent across city districts?**





# Average per-participant benefit, by district








**SECTION FIVE**

# **Gaps Analysis Findings & Recommendations**





## **Finding #1: Consumers experience a multitude of barriers to service connection, contributing to feelings of being excluded and unsupported.**



- Consumers lack awareness of services.
- Some BIPOC participants shared that their communities **do not receive adequate information** about available resources.
- Consumers often did not access services because they were not, or did not believe themselves to be, **eligible for services**.
- **Challenging applications** are often a major barrier.
- When consumers can navigate application processes, about half found that **services are full and/or have a long waitlist**.



## **Recommendation #1: Improve the dissemination of resources and information to expand the awareness of services.**



- Create an online **resource directory**:
  - Streamline identification of desired services by adding filtering tools to tailor searches,
  - Consider developing a short screening tool,
  - Clarify program eligibility criteria for each service, and
  - Ensure program and provider contact information is accurate and up to date.
- **Diversify modes of communication** regarding available services.



## **Finding #2: Adults with disabilities experience heightened barriers and have greater unmet needs than older adults.**



- The current system and services are not addressing the **unique barriers and needs** of many adults with disabilities.
- Adults with disabilities **connect with services at much lower rates** than older adults, indicating a communication and service gap that may be largely driven by physical and social isolation.
- Adults with disabilities are **less satisfied with vocational opportunities** compared with older adults.

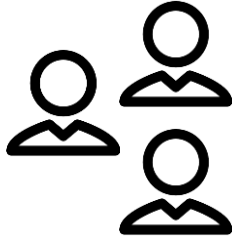


## **Recommendation #2: Strategize ways to meet the unique needs of—and address barriers specific to—adults with disabilities.**

- Continue to **engage consumers** with disabilities and incorporate their perspectives, experiences, and needs in developing services.
- Develop or expand **application assistance services**.
- Improve **accessibility of service information** and navigation.
- Cultivate strategic **inter-agency partnerships**.
- Increase the **capacity of providers** and partners to provide accessible and culturally responsive services.
- Provide more support for people with disabilities **to access vocational training** and employment resources.



### **Finding #3: While many of consumers' basic needs are generally met, social connectivity needs (amplified by the pandemic) are not as well met.**



- Consumers' **basic needs**, particularly nutrition and physical activity needs, are generally well met.
- Barriers to in-person participation driven by the COVID-19 pandemic have contributed to a **gap in services** that meet the needs of consumers who want to **connect socially**.
- Participants appreciate **offerings that allow them to connect socially** and desire more opportunities for connection.



**“We can't leave the house for various reasons, there's no one to help us. We would like to be part of activities, but it's difficult.”**

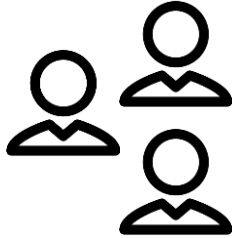
*– Virtual Community Forum participant, District 9 (English breakout room)*

**“Zoom has a real place in connecting people with issues of isolation and loneliness. Would like to see it expanded so every senior has the ability to connect.”**

*– Virtual Community Forum participant, District 8 (English breakout room)*



## **Recommendation #3: Identity new, creative, localized, and culturally relevant, opportunities for consumers to connect and socialize.**



- Ensure **social support programs** are focused on a variety of populations.
- Be creative in ways to **engage people in person**, such as holding outdoor classes or small neighborhood-based events.
- Support both **formal and informal community groups**.
- Increase **awareness** among community members and caretakers.
- Continue to **invest in and potentially expand peer support programs** and intergenerational socialization activities.





## **Finding #4: Consumers increasingly rely on technology and would benefit from expanded technology resources and virtual service offerings that promote inclusivity.**



- Technology-based resources and service offerings are experienced by consumers as **both a service strength and challenge**.
- Consumers appreciate the flexibility, accessibility, and inclusivity of **virtual offerings** during the COVID-19 pandemic.
- Despite their strengths, **technology access** and technology-based resources still pose a barrier to participation for some people.



**Recommendation #4a: Continue investment and expansion of hybrid services, providing virtual and in-person options that allow consumers flexibility with how they engage with a given service.**

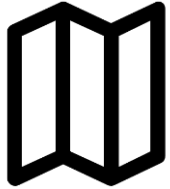
- Assess **remote service utilization** to better understand and target services and activities that community members prefer to access remotely.
- Increase **service provider capacity** to support the provision of culturally and linguistically relevant hybrid service offerings.
- Integrate **technology access and support**.



## **Recommendation #4b: Expand and scale technology access across service offerings.**

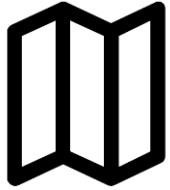


- **Support agencies and advocacy efforts** that seek to establish high-speed internet as public infrastructure and improve digital connectivity.
- **Strengthen referral pathways and connection** to digital inclusion programs.
- Increase investment in and support to local agencies and programs that create access to free or low-cost assistive or adaptive technology.
- **Expand connectivity** and digital literacy trainings.



## **Finding #5: Consumer concerns and needs relating to safety, mobility, and transportation have been exacerbated by the COVID-19 pandemic and racialized violence.**

- Participants are frequently **concern for their safety and wellbeing** when having to conduct essential out-of-the-home activities.
- BIPOC members of the community specifically expressed **fear of racially motivated violence** given the rise of violence against the Asian American and Pacific Islander (API) community.
- Safety issues coupled with **pandemic-related service changes** and reductions have fueled transportation challenges.
- Consumers with **physical mobility challenges and accessibility needs** find public transportation particularly inaccessible.
- **Veterans need better transportation** services to access their basic needs.



## **Recommendation #5a: Increase access to safe and efficient transportation.**

- Strengthen coordination with **ridesharing services and agencies** like SFMTA to improve service connection and efficiency to ensure consumers' accessibility needs are met.
- Expand the availability of **taxi vouchers** and explore other ways to help connect consumers with more flexible transit options.

## **Recommendation #5b: Strengthen supportive services for consumers with mobility-related disabilities.**

- Expand and increase **communication** about and access to identity-specific (e.g., disability, LGBTQ older adult) escort services.



**“The AAPI (Asian American and Pacific Islander) violence happening recently makes [the community] even more isolated and afraid. There are less people at houses of worship because it feels like when they walk outside, they will be targeted. They need help with transportation and safety escorts... COVID-19 isolation is aggravated by the violence. We want to feel safe to be able to go out again.”**

*– Listening Sessions with Communities of Color. Summary of Findings and Recommendations*



## **Finding #6: BIPOC and LGBTQ consumers need culturally responsive services that affirm their identities and make them feel included, accepted, and safe.**

- BIPOC and LGBTQ consumers describe a **need for services that affirm their identities** while meeting their needs at the intersection of multiple identities
- BIPOC and LGBTQ community research participants shared a **need to feel included** in accessing and feeling comfortable with utilizing available resources and services.
- **Language needs are prominent** among some BIPOC, particularly immigrant, communities like API and Latinx/Hispanic populations.
- Although DAS services include many culturally-specific programs, some consumers note a **cultural disconnect with service provider staff** as a barrier to their participation.



**“I have had difficulties being who I am [at certain service providers].... And now I need their help, and I don't want to be turned away for being gay.”**

*– Virtual Focus Group participant, People that Identify as Transgender, Gender Nonconforming, and/or Intersex*

**“We heard from the African American community that this was a huge issue, that [they] need to have people actually making the calls be African American so there's trust, connection....”**

*– Virtual Focus Group participant, Faith Leaders*





**Recommendation #6: Strengthen service provider capacity to deliver culturally responsive, intersectional, and inclusive services that better meet the needs of diverse consumers — especially with a focus on equity factors such as BIPOC and LGBTQ identification.**

- **Support community providers** to hire and retain staff of diverse cultural backgrounds, languages, disability status, and age to better reflect the varied identities of DAS consumers.
- **Improve service provider capacity** to provide linguistically responsive services.
- Provide **robust training** to service provider staff to strengthen cultural humility and responsiveness.
- **Improve inclusivity of services** for LGBTQ clients, who are underrepresented in Dignity Fund services.



## **Finding #7: Caregivers need more information about available resources for themselves and their care recipients, as well as help navigating these services.**



- Caregivers experience **challenges understanding and accessing supportive resources** for themselves.
- Caregivers express a **need for more information about services** for their care recipients and help getting them connected to needed resources.
- Consumers and caregivers face barriers related to **Medi-Cal and In-Home Supportive Services**.



**Recommendation #7:** Improve outreach, education, and support for caregivers to ensure services are widely known and caregivers can effectively meet the needs of consumers.



## **Finding #8: Service providers need support to identify and successfully connect clients with available resources.**



- While service providers are generally aware of some supportive resources for older people and adults with disabilities, they may nevertheless need to develop a better **understanding of the full service landscape**.
- Service providers expressed a need for **better service navigation resources** to help them more successfully connect clients with needed help.



**“I need more help navigating the system in a simple way to find [resources] and figure out if [clients are] eligible for them.”**

*– Virtual Community Forum, District 2*

**“There are a ton of resources and it can be difficult to navigate the field of what all is there. It’s easier when you know an organization to make a warm referral.”**

*– DAS service provider, DAS Listening Sessions with Communities of Color*



## **Recommendation #8: Strengthen provider training, coordination, and capacity to support consumers with resource navigation.**



- Provide **regular trainings** to DAS service providers and partners on available resources for older people and people with disabilities.
- Develop a centralized **online resource directory**.
- Cultivate opportunities for service providers to **learn about and meet staff from other organizations** in the DAS network to strengthen cross-organization referral and service connection.



**Finding #9: Consumers have unmet needs in areas outside of DAS services (e.g., housing) where DAS can play a role through access support and system coordination.**

- **Housing-related supports** such as housing search assistance, rental assistance, and eviction prevention, are a persistent need.
- Participants from BIPOC listening sessions described an acute **need for safe and culturally inclusive housing**.
- Adults and transitional age youth with disabilities expressed a **need for workforce development** resources to find and retain jobs with needs-responsive employers.



## **Recommendation #9a: Strengthen interdepartmental collaboration and service coordination to better meet the housing needs of older adults and adults with disabilities.**

- “Enhance system coordination, interagency collaboration, and community feedback.” Specifically,
  - **Partner with other departments** and agencies to strengthen access and cultural responsiveness of services, while accounting for diverse consumer barriers and entry points to participation.
  - **Coordinate with City agencies** that hold the primary responsibility for delivering essential services, like housing and transportation, to better meet the needs of older people and people with disabilities.





**Recommendation #9b: Clarify DAS' role as a subject matter expert on disability and aging and enhance DAS' service coordination role—particularly to strengthen service connection to resources that address housing-related needs.**

- **Provide support for the housing search** and application process.
- **Continue to fund** (and potentially enhance funding) for eviction prevent and rent subsidy programs, and programs that help consumers age in place.
- **Increase availability of programs** that support people's ability to access and maintain safe and affordable housing.
- **Continue to strengthen collaboration** with the San Francisco Department of Homelessness and Supportive Housing (HSH).



**Q&A**





**Thank you!**