



# **SAN FRANCISCO HUMAN SERVICES AGENCY**

Department of Aging and Adult Services  
Dignity Fund Community Needs Assessment (DFCNA)

September 18, 2017

Amalia Freedman

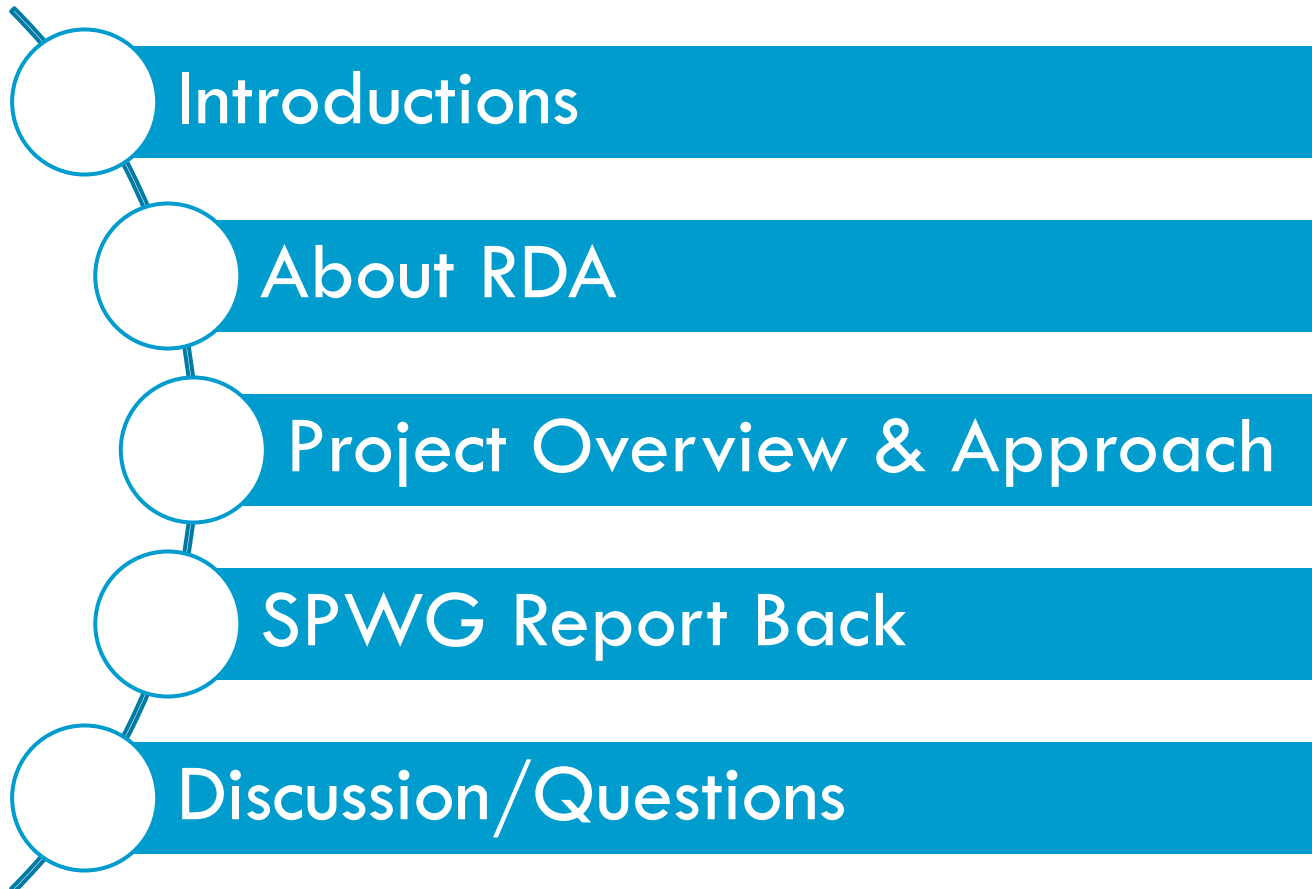
David Klauber



**OAC Meeting**

# Agenda

2



# About RDA

3

- ❑ Established in 1984 in Oakland, CA
- ❑ Systems approach to planning, evaluation, organizational development, and grant writing
- ❑ Support consumer-focused, outcome-based, efficient and effective use of resources
- ❑ Related projects include:
  - ❑ **San Francisco Human Service Agency**  
Resource Family Recruitment and Retention Strategic Planning
  - ❑ **Tri-Valley Cities of Dublin, Pleasanton, and Livermore**  
Community Needs Assessment of Human Services in Eastern Alameda County
  - ❑ **Humboldt County Health and Human Services**  
Mental Health Systems Alignment



4

# Project Overview

# Project Goals and Objectives

Conduct a participatory DFCNA process rooted in robust data collection that will identify the strengths, opportunities, challenges, and gaps present in the current services landscape to support an equitable and data-informed Service and Allocation Plan

Review literature and conduct initial research

Develop a robust data collection plan

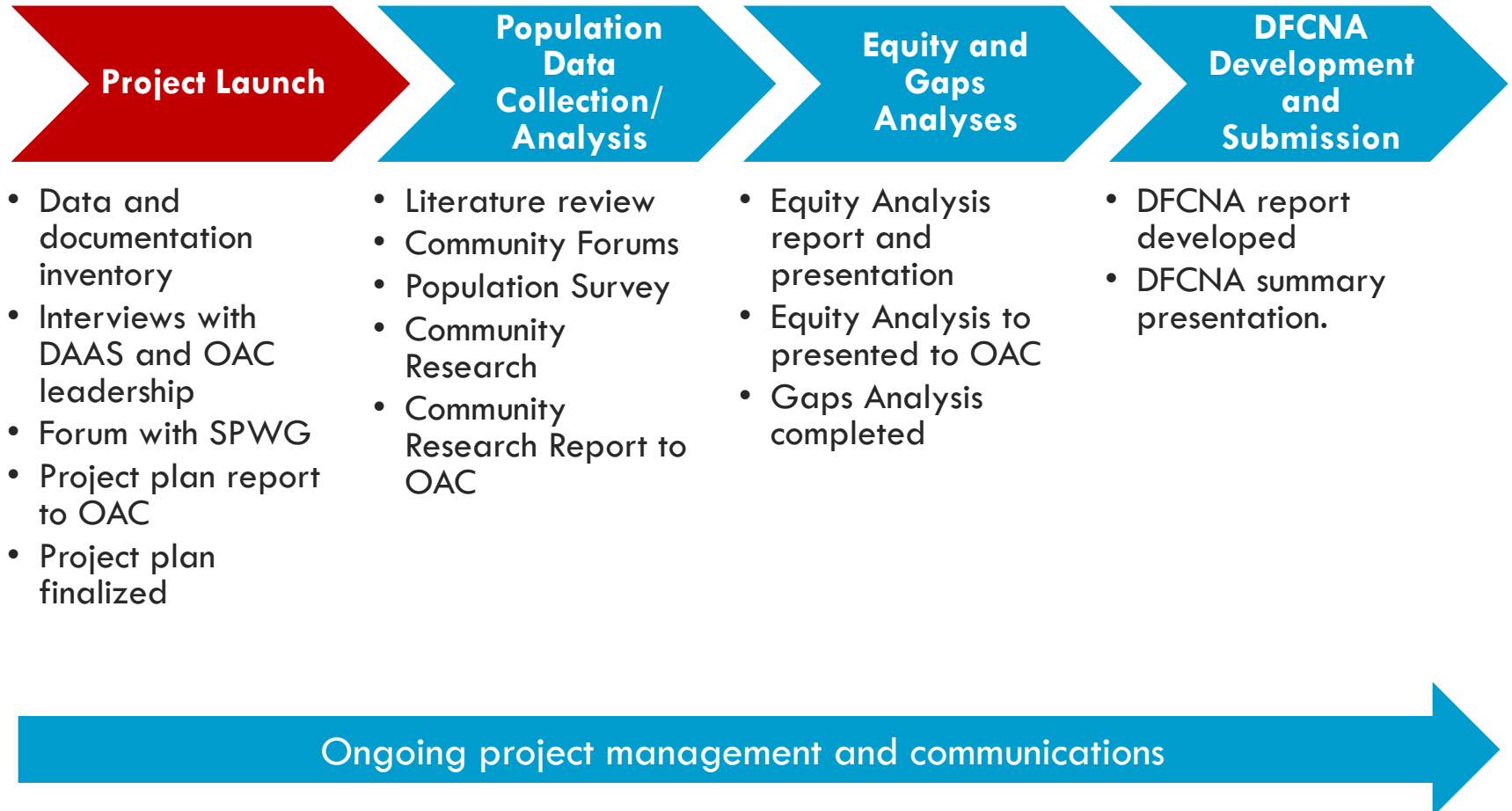
Conduct community forums, survey, and focus groups

Complete equity and gaps analysis

Create DFCNA to support the Fund's Plan

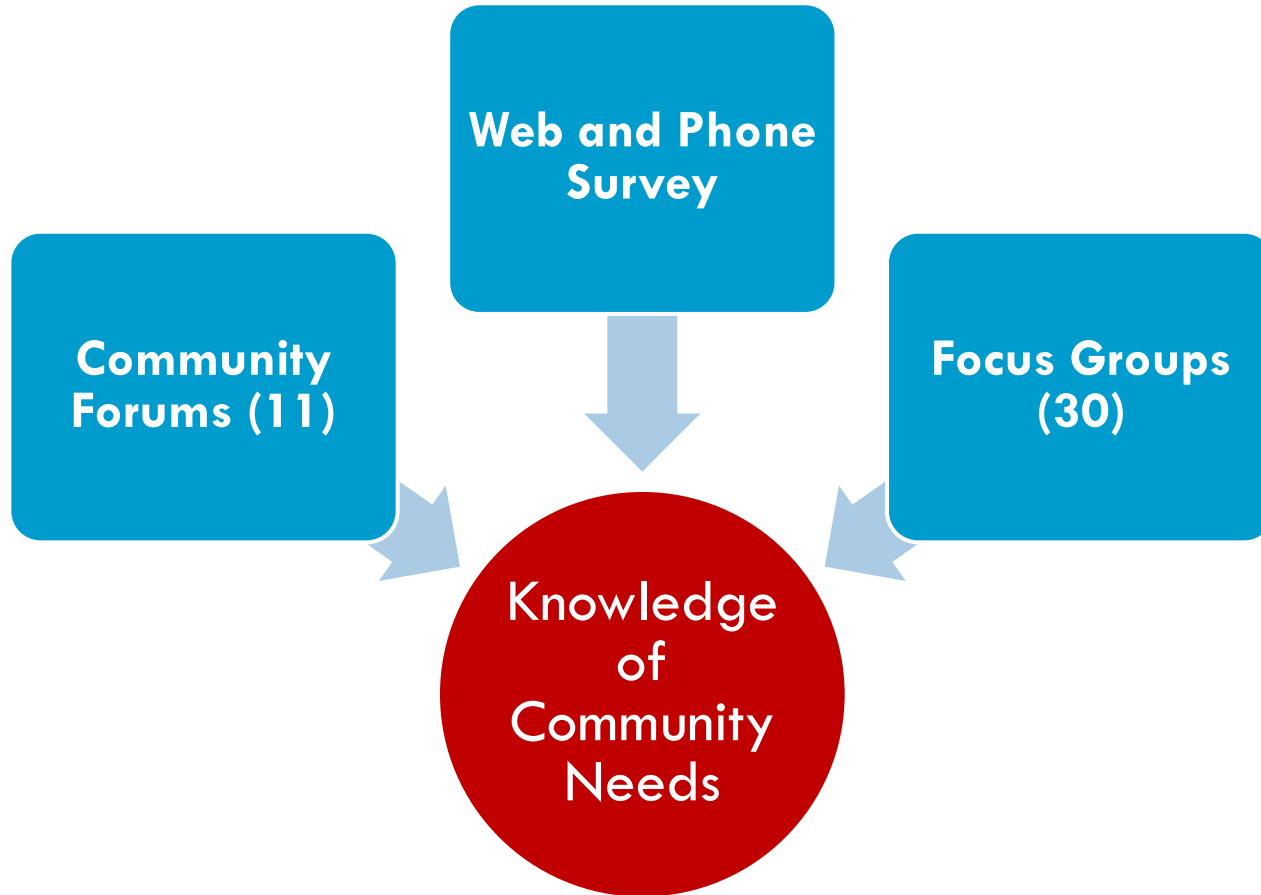
# Project Approach

6



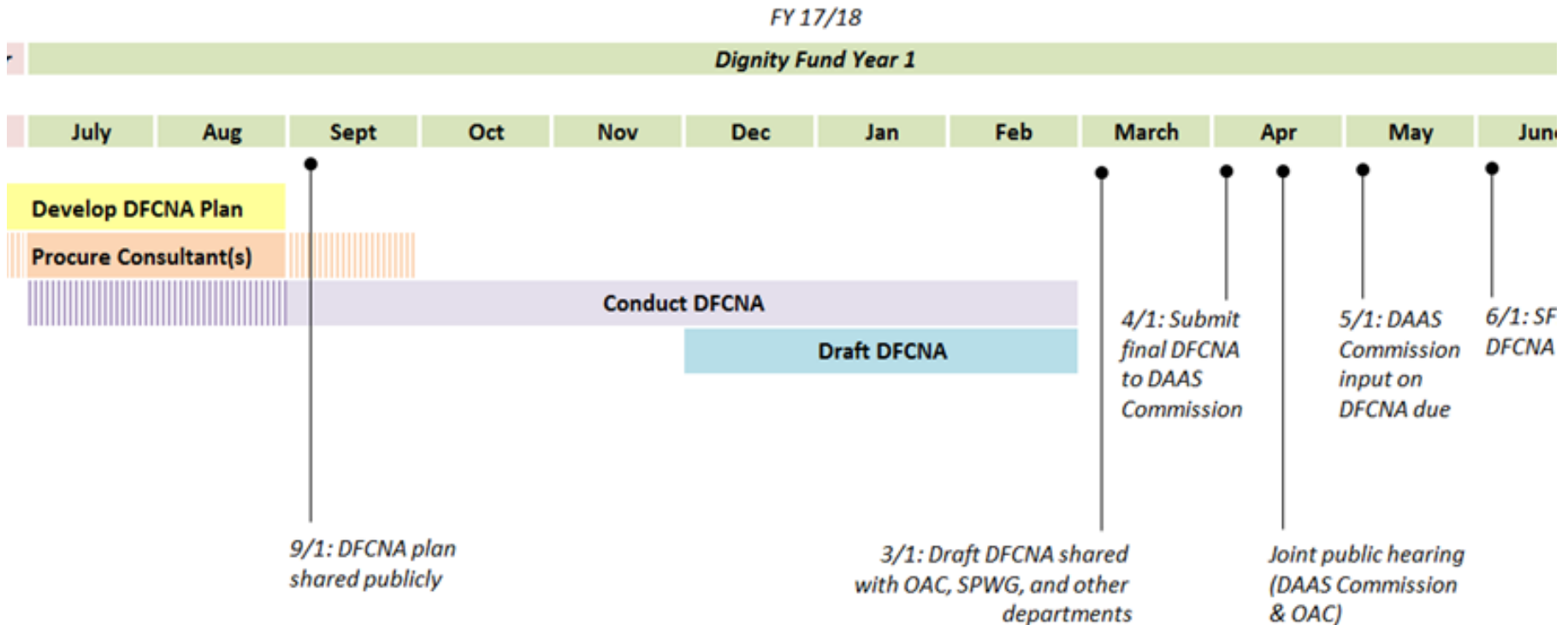
# Stakeholder Involvement: Multiple Ways to Give Feedback

7



# Project Timeline

8





9

# SPWG Meeting Report Back

# Outreach Recommendations

10

- Accessibility
  - ▣ Host meetings at physically accessible venues, “white spaces,” available transportation
  - ▣ Schedule meetings at varied times and locations across districts
- Multilingual Engagement
  - ▣ Provide Interpretation services at all forums across districts
  - ▣ Translate promotional materials into multiple languages
- Effective Messaging
  - ▣ Encourage attendance across age groups by appealing to desire to shape own community
  - ▣ Brand with “Dignity Fund” to connect process with passage of Proposition I, but keep messaging simple and accessible

# Data Collection Recommendations

11

- Consider Multiple Way to Complete Survey
- Identify individuals at community forums for focus groups and survey participation
- Leverage CBO network, caregivers, advocates, social workers, religious centers to identify hard-to-reach individuals
- Include underrepresented groups such as:
  - Alzheimer/Dementia Patients
  - Ex-offenders
  - Aging Transgender community
  - Adults with disabilities who work/support families

# Perception of Current Services

12

## Strengths

- Robust network/variety of CBOs
- Collaboration between CBOs: referrals, trainings, information
- Formal and informal referral mechanisms between service providers to ensure proper care
- Dedicated staff willing to advocate for clients and additional services if needed.

## Areas For Growth

- Isolated/low engagement consumers
  - Those just above poverty eligibility markers
  - Individuals resistant to need for support
- Referral pathways from health systems to CBO's
- Engaging consumers in preventative services/in advance of a crisis
- Systems to scale services to meet demands of an aging baby boomer population

QUESTIONS?



Resource Development Associates