

Dignity Fund

DATA &
EVALUATION
REPORT

FY 2018-2019

Report by the
San Francisco Department of Aging & Adult Services

Benefits & Resource Hub

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INTRODUCTION

In November 2016, San Francisco voters passed local legislation to establish the Dignity Fund. This created a funding set-aside for aging and disability resources that support people to age in place within their chosen community. It also established a planning and evaluation process to ensure the Dignity Fund is administered transparently and allocated to make best use of its limited resources.

In our role administering the Dignity Fund, the San Francisco Department of Aging and Adult Services (DAAS) is committed to tracking measurable and verifiable objectives to understand program performance and impact. This includes regularly publishing a data and evaluation report that summarizes and shares this information (see the ***Background*** section for additional information on our three-part approach to tracking progress and measuring success).

Focused on Dignity Fund services¹ in FY 2018-19, this Data and Evaluation Report is a resource for service providers and staff that manage these programs, as well as those interested in understanding the scope and scale of Dignity Fund services. This report, and the data within, provides an important perspective into our work; we also recognize that collaborative discussion, qualitative information, and consumer voice contribute to a fuller picture of our programs and impact.

Please see the ***Highlights from FY 2018-19*** section for a summary of key achievements in FY 2018-19 across services.

¹ Services that receive or are eligible to receive funding through the Dignity Fund

BACKGROUND

DEPARTMENT OF AGING & ADULT SERVICES

Within the City and County of San Francisco, the **Department of Aging and Adult Services (DAAS)** is the government agency charged with **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, DAAS is responsible under the federal Older Americans Act to serve as the focal point for local aging concerns.

San Francisco Department of Aging & Adult 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 Aging and Adult Services supports the well-being, safety and independence of adults with disabilities, older people, and veterans.	
VALUES	
<ul style="list-style-type: none"> • Compassion • Inclusion • Innovation 	<ul style="list-style-type: none"> • Accountability • Equity

DAAS is located within the San Francisco Human Services Agency, which delivers a safety net of services and public benefits to promote wellbeing and independence. Each year, **DAAS serves over 60,000 unduplicated clients through its department programs and community partnerships.** With an overall budget of \$340 million in FY 2018-19, DAAS is supported by a staff of 370 employees and contracts with over 60 community-based organizations to deliver services.

DIGNITY FUND

The Dignity Fund was established via charter amendment passed by San Francisco voters as Proposition I in 2016. This legislation **created a dedicated and protected funding source** – called the Dignity Fund – for social services that support older adults and adults with disabilities to safely live and engage in the community. It also **instituted a planning and four-year funding process** to ensure Dignity Fund money is appropriately and purposefully spent to address community needs. Finally, the legislation **formed an oversight body** to monitor and participate in the administration of the Dignity Fund and to ensure the Fund is managed in a manner accountable to the community.

The Dignity Fund primarily supports community-based services.² The allocation of the Dignity Fund is driven by the **2018 Dignity Fund Community Needs Assessment** and subsequent four year funding plan, the **Dignity Fund Service and Allocation Plan for 2020-2023**. These reports, as well as additional information about the Dignity Fund, are available at <https://www.sfhsa.org>.

² The Dignity Fund legislation describes services eligible to be funded by this revenue source, as well as outlines ineligible services, such as mandated programs funded by the federal or state government.

ONGOING EFFORTS TO TRACK PROGRESS AND MEASURE SUCCESS

Tracking deliverables and service outcomes across programs is critical to ensure that the Dignity Fund is achieving its intended impact in the community and making best use of available resources. Over the course of this 2020-2023 funding cycle, DAAS will institute a three-part approach to tracking progress and measuring success in collaboration with the community, service providers, and external evaluators and researchers. This will include:

- **Data and Evaluation Reports** by fiscal year to account for service deliverables and outcomes for all Dignity Fund-eligible services;
- **Focus Area Reports** to delve more deeply into key issues and topics in order to better understand population and/or program trends and assess needs; and
- **A Cycle-End Evaluation Report** that analyzes trends and impact of the Dignity Fund over the entire funding cycle, timed to support the following cycle's planning process.

This report constitutes the first Data and Evaluation report to be published. The exact structure and content of this report may change in future to ensure the information presented is useful, accessible, and manageable.

Over the course of this funding cycle, we are **focusing on evaluating and strengthening outcome measurement**. This includes ensuring measures represent meaningful outcome objectives relevant to a program's purpose and that data collection is reliable and manageable. As outlined in the Dignity Fund Service and Allocation Plan for 2020-2023, a key part of this effort is **establishing a cohesive outcome objective framework** that allows us to more comprehensively describe the combined impact of Dignity Fund resources within each service area. Services are organized into service areas based on shared underlying goals. While specific outcome measures may be tailored to a specific program model or population, services within an area work towards to achieve similar overarching goals. This cohesive framework articulates these shared themes for outcome measurement and captures more comprehensively the impact of those services.

For example, our Nutrition & Wellness services vary widely in program model and client populations, from communal dining to home-delivered nutrition to guidance and counseling services. However, a shared goal in these services is to support Healthy Nutrition Habits, meaning that clients enhance their understanding of nutrition and make healthy dietary choices as a result of their engagement in services. Under this shared/cohesive framework, we can understand how these diverse services collectively contribute to improved diet and nutrition among our clients.

Ultimately, this outcome objective framework allows us to understand how each service within the Dignity Fund portfolio contributes to the empowerment, stability, and independence of older people and adults with disabilities. Our efforts towards this are structured largely by our contract schedule for procurement of services by service area; as services enter new contract terms, we are implementing improved measures. Future Data and Evaluation Reports will incorporate these changes.

READING THIS REPORT

This report is organized into seven sections by the major DAAS service areas. These service areas represent the primary strategies by which the Department seeks to improve the lives of older adults and people with disabilities in San Francisco. These are:

- **Access & Empowerment:** To educate, empower, and support older adults and people with disabilities to access needed benefits and participate in services
- **Caregiver Support:** To support the wellbeing of family and friend caregivers and their care recipients through education, counseling, resources, and connection
- **Case Management & Care Navigation:** To facilitate service connections and support individuals with complex needs to navigate available resources and promote stability in the community
- **Community Connection & Engagement:** To provide opportunities for older people and adults with disabilities to socialize, build community, and participate in a meaningful way in their community
- **Housing Support:** To support seniors and adults with disabilities to maintain stable housing through service connection and community engagement
- **Nutrition & Wellness:** To promote physical health and wellbeing for older adults and adults with disabilities by providing nutritious foods and supporting healthy lifestyles
- **Self-Care & Safety:** To support older adults and people with disabilities to meet their needs in the most independent setting, safe from abuse and self-neglect

ORGANIZATION OF SERVICE AREA SECTIONS

Each section begins with an overview of the service area, which includes the primary topics or themes for outcome measurement and key highlights from FY 2018-19 for those services.

Sections also contain service-specific performance profiles that summarize key service and outcome objectives. Outcome measures are grouped by theme with key themes for a service area marked with an asterisk (see **Background** section for additional information on this structure). In some instances, where services within a service area track similar outcome objectives, we have integrated performance into a weighted performance.

Where client-level data is available,³ demographic profiles by service are also included, capturing characteristics like race/ethnicity and age.

ADDITIONAL REFERENCE MATERIALS

For an alphabetical list of services that identifies the corresponding service area, see Appendix A. For a guide to San Francisco zip codes by neighborhood, see Appendix B.

³ Most Dignity Fund services utilize a centralized database to manage client enrollment, providing access to detailed demographic information by service. For a small number of programs, client-level demographic data is not available or has not been summarized here due to small program size (i.e., fewer than 100 clients).

HIGHLIGHTS FROM FY 2018-19

In FY 2018-19, DAAS partnered with community providers to facilitate over 117,000 enrollments in Dignity Fund services. Over 58,000 individuals* accessed services. In total, we allocated approximately \$68.9 million for these resources and supports.

FY 2018-19 Dignity Fund Service Levels and Funding

Total Enrollments	Total Unduplicated Clients*	Total Funding
117,332	58,252	\$68,870,691

* This figure is based on Dignity Fund services for which client-level data (including name and date of birth) is captured and made available. It does not include clients enrolled in programs for whom this information was not available. Therefore, this figure does not represent the full count of all individuals served. Please see Service Area pages for information on which programs are excluded from this count.

HIGHLIGHTS BY SERVICE AREA

The following is a selection of highlights by service area. Please see service area section overviews for additional detail and other key achievements.

- **ACCESS & EMPOWERMENT:** We served 22,510 clients* and facilitated 31,478 enrollments.
 - We provided information, referral, and assistance support to over 20,000 individuals through the Aging and Disability Resource Centers and the DAAS Integrated Intake and Referral Unit.
 - We completed over 15,500 hours of legal assistance through our Legal Services and LGBTQ Legal and Life Planning programs.
- **CAREGIVER SUPPORT:** We served 936 clients with a total of 2,238 enrollments.
 - We supported quality care for recipients: across Caregiver Respite and Family Care Support Program, 92% of caregiver clients felt better able to provide quality care for their recipients as a result of the services they received.
 - We provided nearly 26,000 hours of homecare through the Caregiver Respite program.
- **CASE MANAGEMENT & CARE NAVIGATION:** We served 2,103 clients with a total of 2,171 enrollments.
 - We supported seniors and people with disabilities to maintain stability in the community. This includes 92% of Community Living Fund clients who experienced one or fewer unplanned hospital admissions within a six-month period and 100% of Money Management clients living in public housing who retained their housing over the course of 12 months.
 - People felt less isolated and more connected. Over 80% of LGBTQ Care Navigation clients felt more engaged due to their participation in programming.

- **COMMUNITY CONNECTION & ENGAGEMENT:** We served 17,365 clients with 21,058 enrollments.
 - Over 90% of clients experienced increased engagement and socialization.¹ This includes 94% of participants in Intergenerational Programs who developed new friendships or relationships, and 97% of SF Connected clients used their new skills to connect with friends and relatives online.
 - We launched new Intergenerational Programs and Volunteer Visitor services to reduce isolation among older and disabled adults and promote their inclusion in the community.

- **HOUSING SUPPORT:** We served 679 clients* and facilitated 2,810 enrollments in services.
 - Across services, 85% of clients had a positive impact related to their housing stability.² For example, in the Veterans Services Connect program, 79% of clients surveyed reported the program helped them to maintain stable housing; in the Rental Assistance Demonstration program, 99% of clients obtained or maintained their housing.
 - In the second year of the new Veterans Services Connect program (launched in FY 2017-18 with a new Dignity Fund allocation), we supported 325 veterans to access services that support their housing stability.

- **NUTRITION & WELLNESS:** We served 28,580 clients* and facilitated 50,450 enrollments.
 - Across services, 85% of clients improved their nutrition habits.³ This includes 91% of Congregate Meal clients who reported an increase in their consumption of fruits and vegetables, and 79% of Nutrition for Healthy Outcomes clients who developed knowledge of healthy nutrition related to their chronic disease and/or overall health.
 - We supported over 1,200 older adults to exercise and maintain their health through the evidence-based Health Promotion program.

- **SELF-CARE & SAFETY:** We served 295 clients* and facilitated 771 enrollments.
 - We helped people to remain safely in the community. For example, 98% of clients who received homecare through our Support at Home or Emergency Short-Term Home Care programs reported that the help they received supported their stability.
 - We funded training for almost 1,000 professionals to improve their skills working with consumers experiencing high-risk behaviors and situations. Consistently across Self-Care and Safety services, at least 80% of participants reported that specialized trainings – focused on elder abuse prevention, suicidality, hoarding and cluttering behaviors, or providing in-home support to diverse populations – improved their understanding of critical challenges and better prepared them for their work.

¹ Based on Adult Day Health Centers, Community Connector, Community Service Centers, Community Service Program Pilots, Intergenerational Program, SF Connected, Village Programs, and Volunteer Visitors programs.

² Based on Rental Assistance Demonstration, Scattered Site, and Veterans Services Connect programs

³ Based on Congregate Meals, Home-Delivered Meals, Nutrition Counseling and Education, and Nutrition for Healthy Outcomes programs.

Service Area: Access & Empowerment

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

ACCESS & EMPOWERMENT SERVICES

- Advocacy (Home Care, Housing, Long-Term Care)
- Aging and Disability Resource Centers
- Community Liaisons & Ambassadors
- DAAS Integrated Intake & Referral Unit
- Empowerment for Seniors & Adults with Disabilities
- Health Insurance Counseling and Advocacy Program (HICAP)
- Legal Services
- LGBTQ Cultural Competency Trainings
- LGBTQ Legal & Financial Planning
- Naturalization
- Transportation

PRIMARY OUTCOME MEASUREMENT THEMES

- **Education & Awareness of Services:** Clients develop new knowledge of aging and disability services that address their needs.
- **Empowerment:** Clients develop enhanced agency and use new skills to engage with and access services that address their needs.
- **Provider Training & Professional Development:** Providers develop enhanced skills and competencies that strengthen their ability to support consumers to access services.
- **Service Connection:** Clients are connected to resources that address their needs and support them to live safely and engage in their community.

FY 2018-19 HIGHLIGHTS

- We served 22,510 clients* and facilitated 31,478 enrollments across all Access & Empowerment services. In total, DAAS allocated \$10.1 million for services in this area.
- We provided information, referral, and assistance support to over 20,000 individuals through the Aging and Disability Resource Centers and the DAAS Integrated Intake and Referral Unit.
- Over 15,500 hours of legal assistance was provided through our Legal Services and LGBTQ Legal and Life Planning programs. More than 2,000 individuals were served.
- We launched the new DAAS Ambassadors Program to help increase awareness of our services in the community, reaching out to both individuals and non-traditional organizations.

Dignity Fund FY 2018-19: Access & Empowerment Services

Total Enrollments	Total Unduplicated Clients*	Total Funding
31,478	22,510	\$10,129,493

**Does not include services for which client-level data is not captured/available (Advocacy Services, HICAP, Legal Services, and Naturalization)*

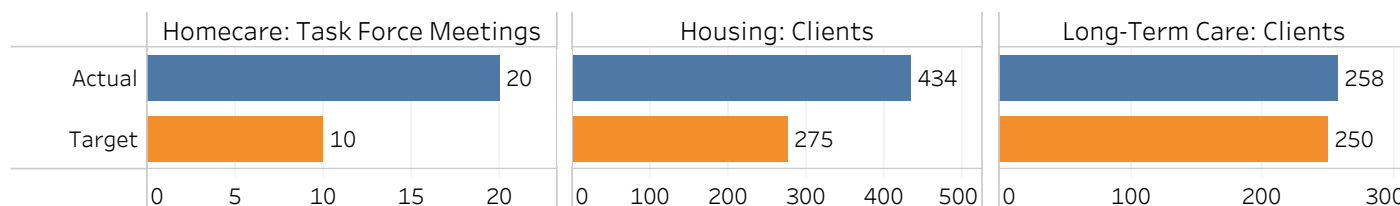
Advocacy Services

Advocacy services and counseling help to improve conditions for older people and adults with disabilities by providing both direct support and systems-level advocacy. DAAS-funded advocacy includes efforts focused on housing, home care, and long-term care services.

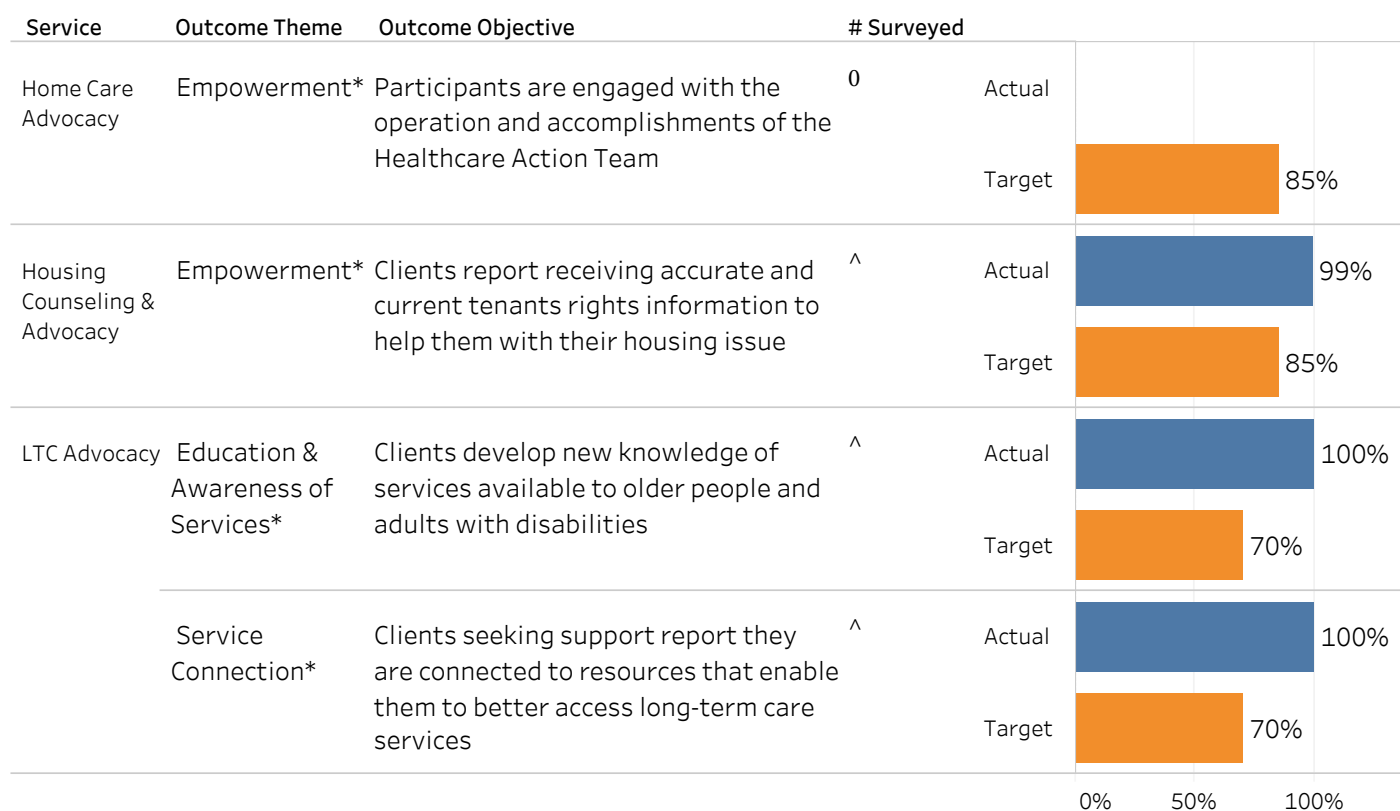
Funding \$367,665

Providers 1

Service Objectives



Outcome Objectives



*Key Measurement Theme for Service Area

^Number surveyed not available

Note: DAAS is working with service providers to strengthen outcome objectives and ensure data is available and consistently collected for future reporting.

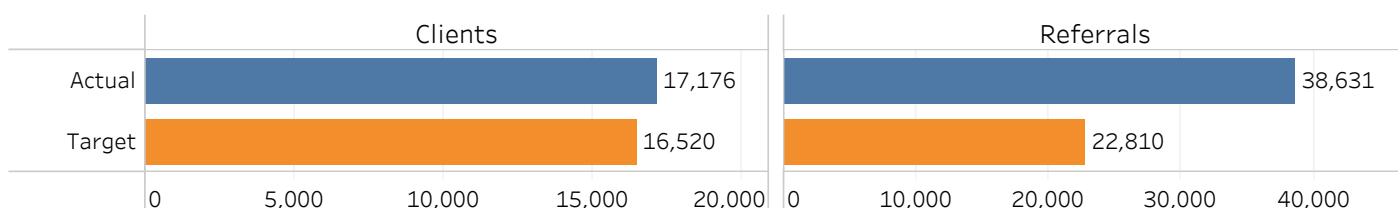
Aging and Disability Resource Centers

Age and Disability Resource Centers are centralized resources that provide free information, referrals, and other assistance, like translating or filling out forms. Located at community sites throughout the City, services are offered in multiple languages by these information and referral specialists.

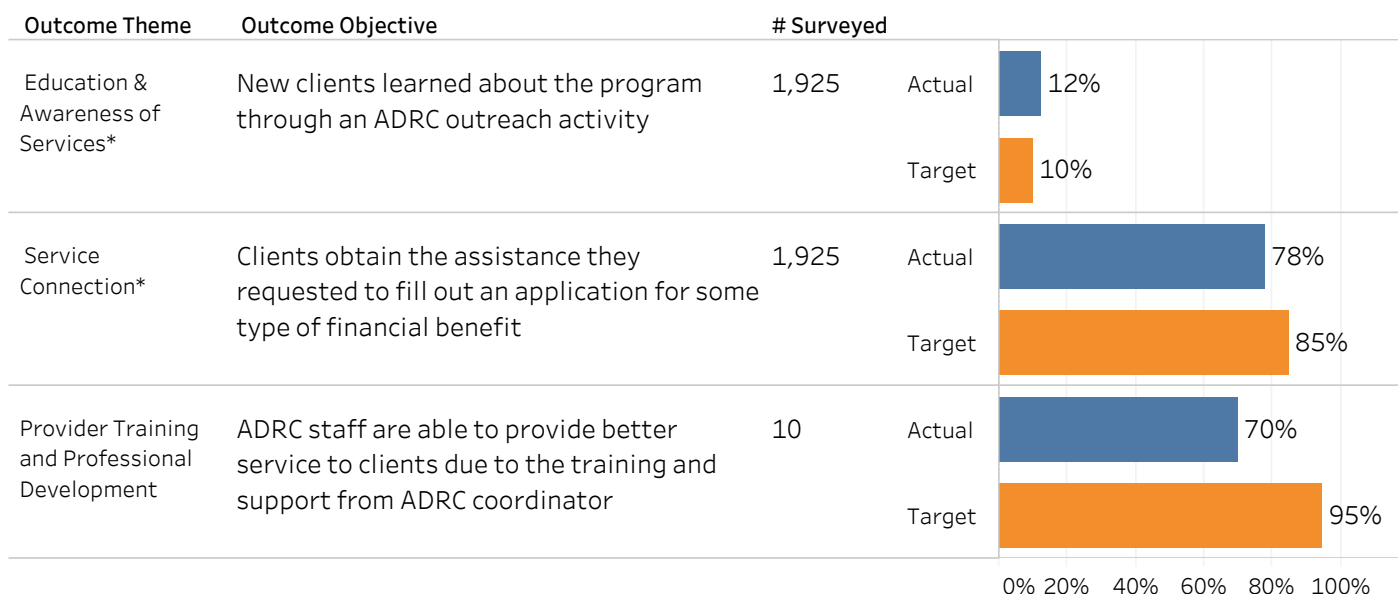
Funding \$1,146,052

Providers 8

Service Objectives



Outcome Objectives



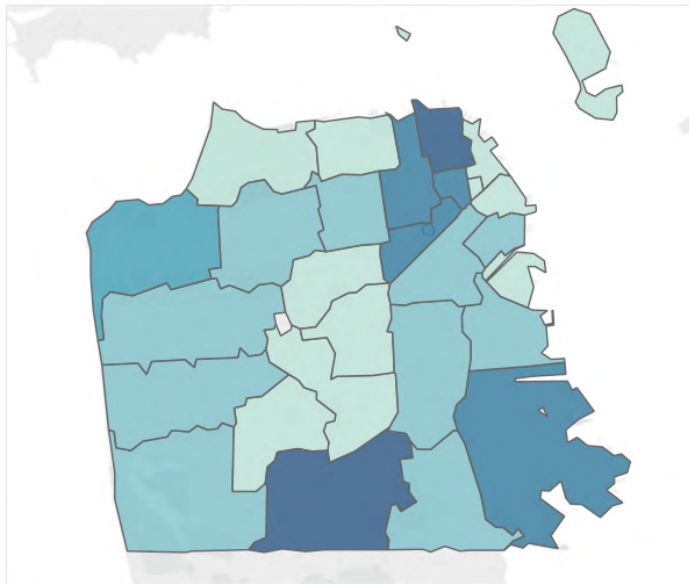
*Key Measurement Theme for Service Area

Service Levels (FY 18/19)

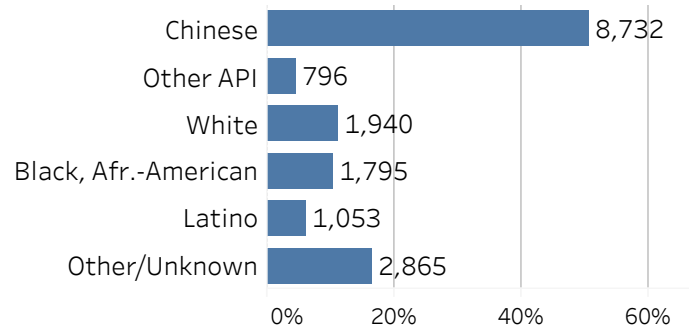
Unduplicated Clients	17,181
Enrollments	18,966

Analysis based on unduplicated clients

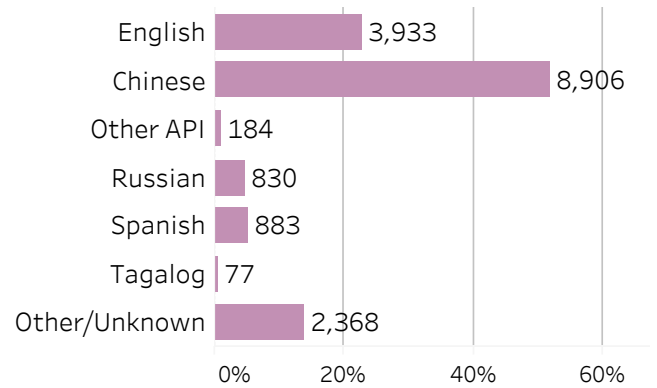
Zip Code of Residence



Race/Ethnicity



Primary Language



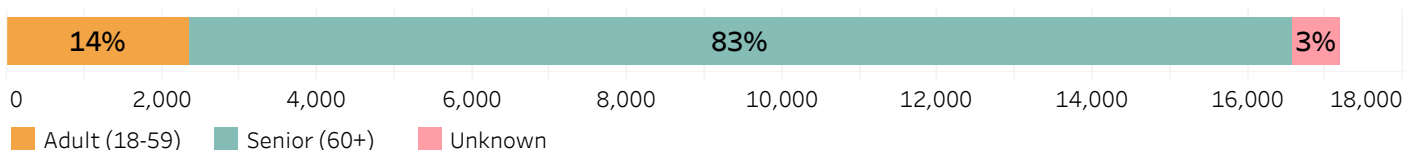
Gender Identity

	Undup. Clients	% of Clients
Female	9,001	52.4%
Male	6,842	39.8%
Trans Female	34	0.2%
Trans Male	6	0.0%
Genderqueer/Gender Non-binary	6	0.0%
Not listed, please specify		
Declined/Not stated	645	3.8%
Incomplete	610	3.6%

Sexual Orientation

	Undup. Clients	% of Clients
Straight/Heterosexual	12,089	70.4%
Gay/Lesbian/Same-Gender Loving	559	3.3%
Bisexual	110	0.6%
Questioning/Unsure	20	0.1%
Not listed, please specify		
Decline to Answer	1,279	7.4%
Incomplete	3,124	18.2%

Age



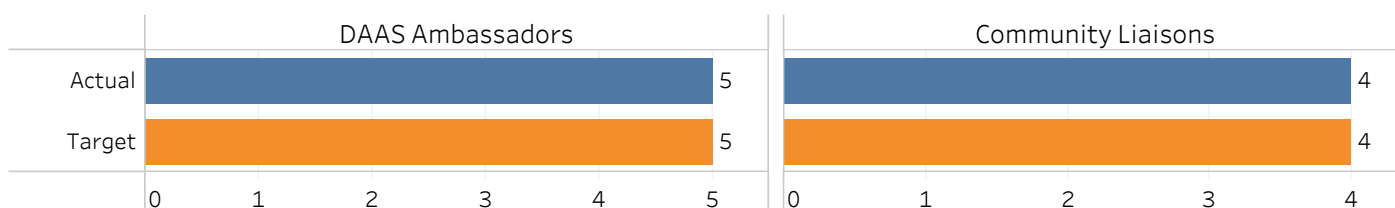
DAAS Ambassadors and Community Liaisons

These peer representation programs support public awareness and access of aging and disability services. DAAS Ambassadors reach out to organizations and individuals in the broader community. Community Liaisons greet and direct visitors to the DAAS Benefits and Resource Hub to support a positive customer experience.

Funding \$158,812

Providers 2

Service Objectives



Outcome Objectives

Service	Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
DAAS Ambassadors	A Engagement & Socialization	Participants feel valued through their service as a DAAS Ambassador	0	Actual	0%
				Target	80%
	Service Quality	Annual participant retention rate	0	Actual	0%
				Target	50%
Community Liaisons	Quality of Life	Participants feel the program has helped improve their lives	0	Actual	0%
				Target	75%
	Service Quality	Participants report they would like to continue in this program	4	Actual	75%
				Target	75%

*Key Measurement Theme for Service Area

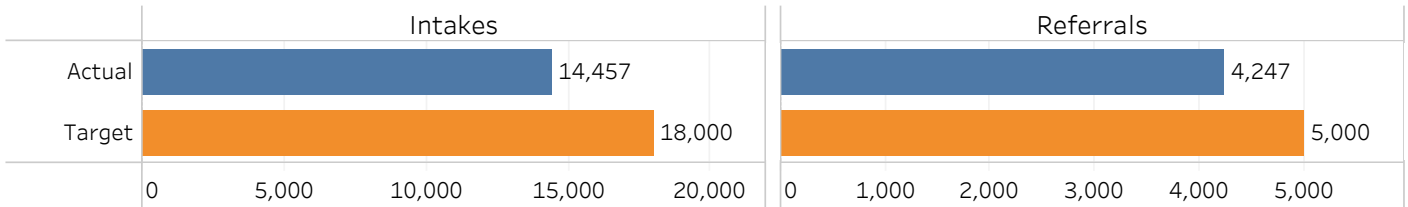
Note: DAAS Ambassadors program was new in FY 2018-19 and will report outcome objectives next year.

DAAS Integrated Intake and Referral Unit

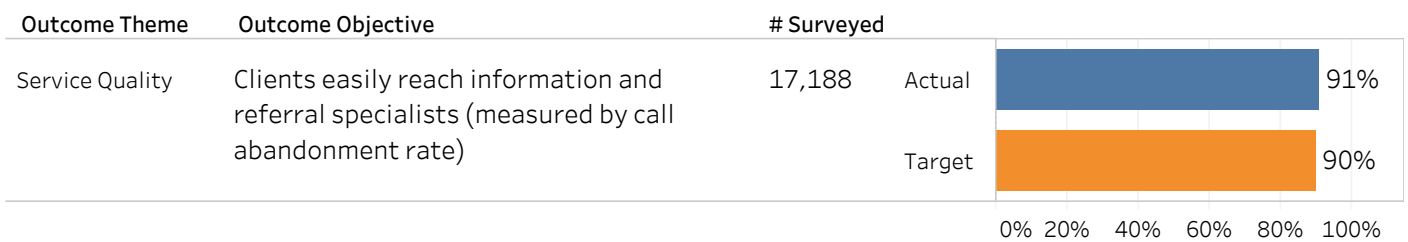
The DAAS Integrated Intake and Referral Unit is the City’s centralized access point for aging and disability resources. In addition to providing information about useful services, DAAS Intake processes program applications, such as In-Home Supportive Services, and manages waitlists for Case Management and Home-Delivered Meals. Support is offered in multiple languages at (415) 355-6700 or in-person at the DAAS Benefits and Resources Hub located at 2 Gough Street.

Funding	\$3,428,465
Providers	1

Service Objectives



Outcome Objectives



*Key Measurement Theme for Service Area

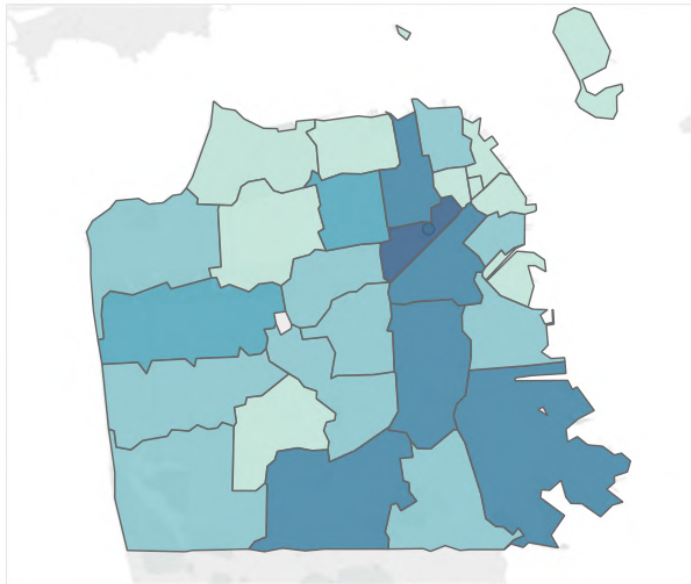
Note: DAAS is developing a new survey tool that will be implemented this year to track performance.

Service Levels (FY 18/19)

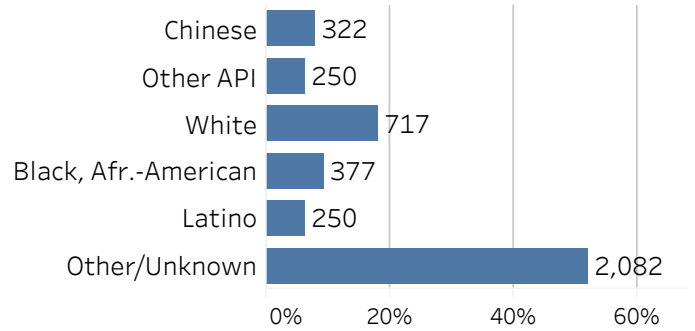
Unduplicated Clients	3,998
Enrollments	3,999

Analysis based on unduplicated clients

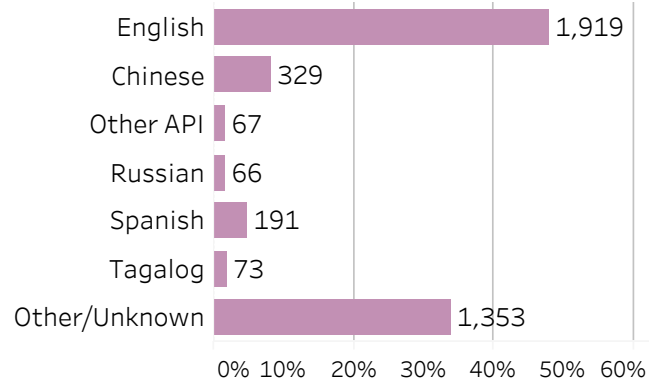
Zip Code of Residence



Race/Ethnicity



Primary Language



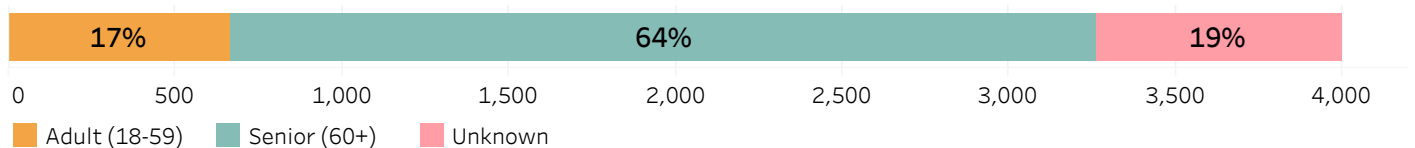
Gender Identity

	Undup. Clients	% of Clients
Female	1,711	42.8%
Male	1,320	33.0%
Trans Female	6	0.2%
Trans Male	1	0.0%
Genderqueer/Gender Non-binary	2	0.1%
Not listed, please specify		
Declined/Not stated	209	5.2%
Incomplete	651	16.3%

Sexual Orientation

	Undup. Clients	% of Clients
Straight/Heterosexual	1,282	32.1%
Gay/Lesbian/Same-Gender Loving	104	2.6%
Bisexual	24	0.6%
Questioning/Unsure	7	0.2%
Not listed, please specify		
Decline to Answer	617	15.4%
Incomplete	1,964	49.1%

Age



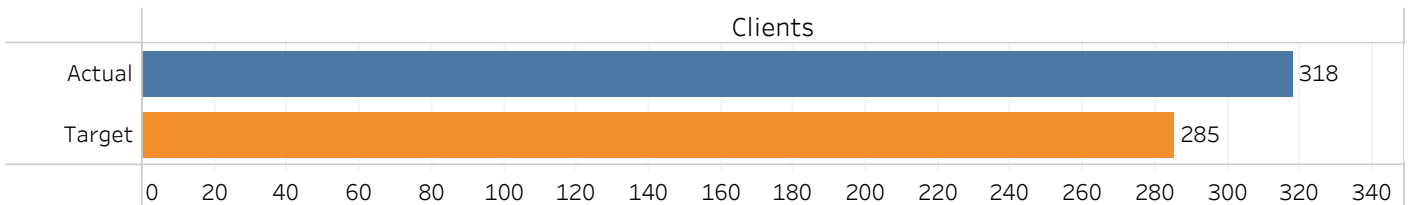
Empowerment

Empowerment Programs provide trainings to seniors and people with disabilities on organizing, leadership, and civic engagement and advocacy, as well as personal advocacy to access essential benefits and services in the community. These also include peer mentor programs to support clients to access resources and utilize new and/or assistive technologies.

Funding \$458,251

Providers 2

Service Objectives



Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Education & Awareness of Services*	Clients are more aware of services and resources for the aging and disability communities	^	100%	85%
Empowerment*	Senior & Disability Survival School students volunteer for community organizations or participate in a public policy process	^	20%	25%
	Senior & Disability University students volunteer for community organizations or participate in a public policy process	0		50%
Clients access new services - such as a supportive resource, transportation, or social activity - as a result of information and support from their peer mentor	0		75%	
	Clients rate themselves as more proficient in accessing services and more likely to do so	^	93%	50%

*Key Measurement Theme for Service Area

^Number surveyed not available

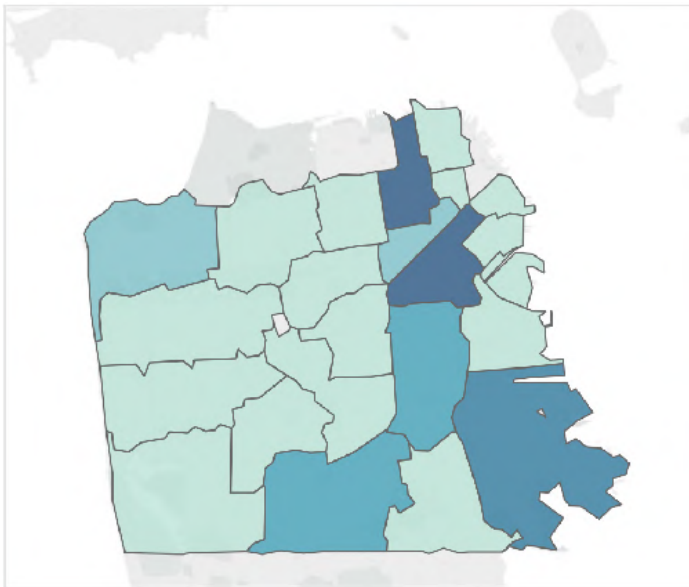
Note: DAAS is working with service providers to strengthen outcome objectives and ensure data is available an..

Service Levels (FY 18/19)

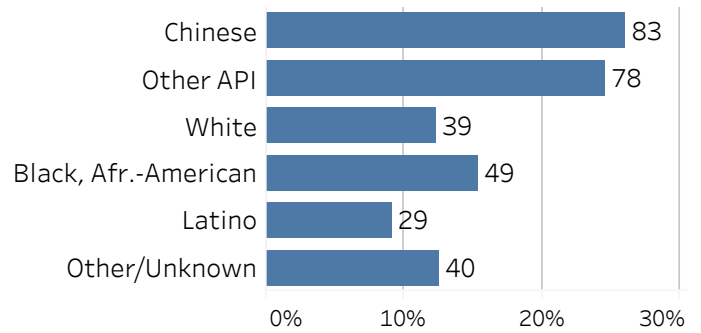
Unduplicated Clients	318
Enrollments	329

Analysis based on unduplicated clients

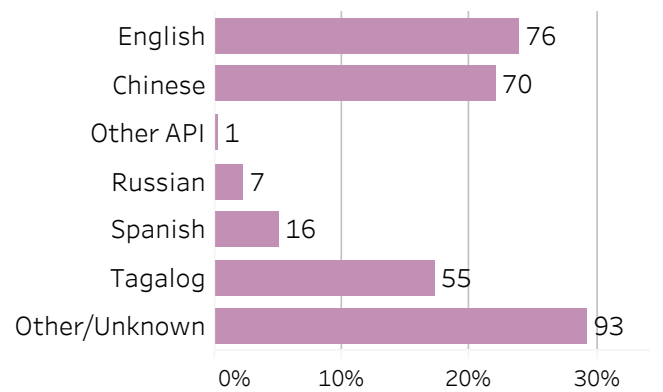
Zip Code of Residence



Race/Ethnicity



Primary Language



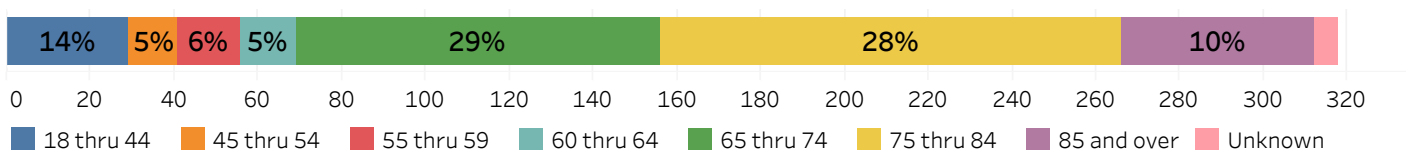
Gender Identity

	Undup. Clients	% of Clients
Female	221	69.5%
Male	84	26.4%
Trans Female	1	0.3%
Trans Male	1	0.3%
Genderqueer/Gender Non-binary		
Not listed, please specify		
Declined/Not stated	2	0.6%
Incomplete	9	2.8%

Sexual Orientation

	Undup. Clients	% of Clients
Straight/Heterosexual	230	72.3%
Gay/Lesbian/Same-Gender Loving	4	1.3%
Bisexual		
Questioning/Unsure		
Not listed, please specify	1	0.3%
Decline to Answer	24	7.5%
Incomplete	59	18.6%

Age



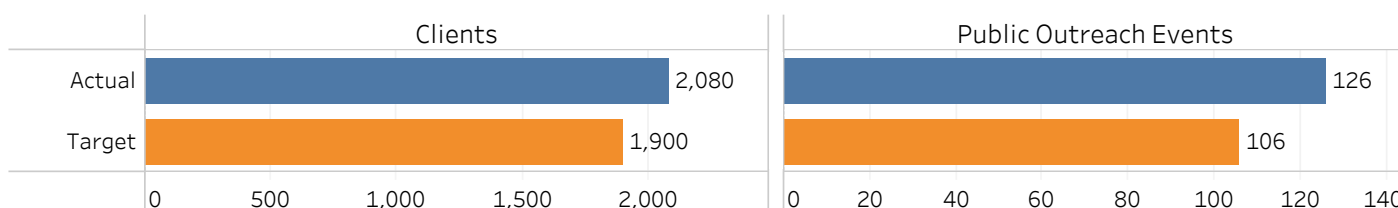
Health Insurance Counseling and Advocacy Program (HICAP)

Health Insurance Counseling and Advocacy Program (HICAP) supports older adults to maximize their health benefits. Volunteer counselors provide information and counseling about Medicare, supplemental health policies, and long-term care insurance, in addition to assistance with filing insurance claims and preparing appeals if claims are denied.

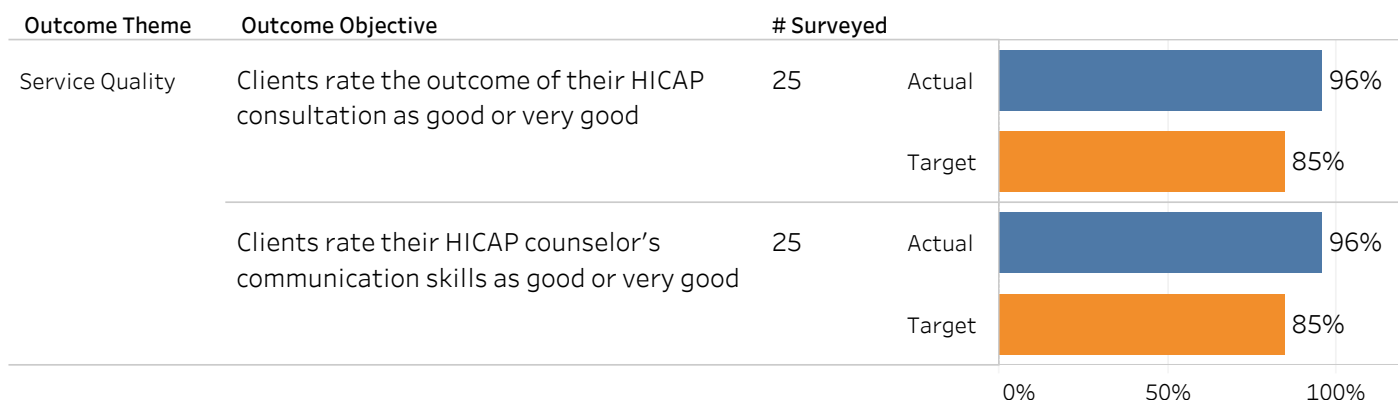
Funding \$399,692

Providers 1

Service Objectives



Outcome Objectives



*Key Measurement Theme for Service Area

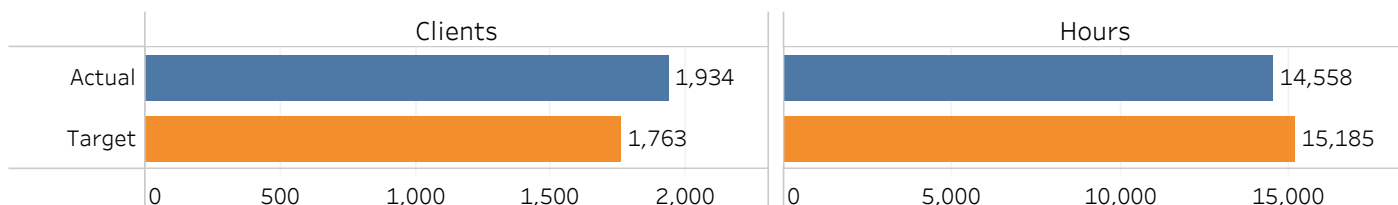
Legal Assistance

Legal assistance for older adults and adults with disabilities provides help such as counseling on rights, help with benefit appeals, and representation in court. The attorneys help draft legal documents related to a variety of topics, such as eviction prevention, financial and consumer issues, preparation of wills, disability planning and advance directives, and immigration matters.

Funding \$1,507,216

Providers 5

Service Objectives



Outcome Objectives

Outcome Theme	Outcome Objective		
Quantity/Service Objective	Total cases closed by closure disposition	Actual	
		Target	
	Total cases closed by legal issue	Actual	
		Target	
	Total cases closed by outcome	Actual	
		Target	

0

*Key Measurement Theme for Service Area

Note: DAAS is gathering baseline data to develop and implement new outcome objectives next year.

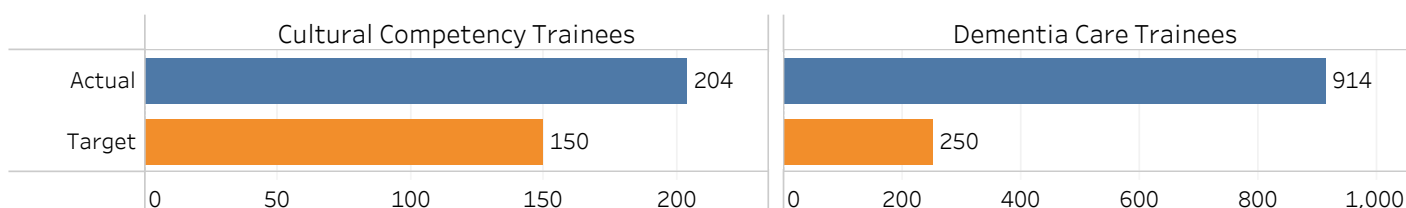
LGBTQ Cultural Competency Trainings

DAAS funds two LGBTQ trainings for service providers: (1) Cultural sensitivity training, focused on improving awareness of current issues faced by LGBTQ seniors and adults with disabilities; and (2) Dementia-focused training to support providers in assisting LGBTQ persons with dementia and to connecting these clients to needed services and supports.

Funding \$254,260

Providers 4

Service Objectives



Outcome Objectives

Service	Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
LGBTQ Cultural Competency Training	Provider Training and Professional Development*	Agencies participating in training implement at least 1 best practice into agency policies and procedures	17	100%	80%
		Service Quality	132	95%	85%
LGBTQ Dementia Care Training	Provider Training and Professional Development*	Trainees are confident in facilitating efforts to assist LGBTQ clients with dementia to feel more welcomed in the community and their agency	19	95%	75%
		Trainees can identify at least 5 best practices for increasing safety and inclusion for LGBTQ seniors and adults with disabilities	19	98%	85%
		Trainees have helped clients to use appropriate services for LGBTQ clients with dementia after the training	19	91%	60%

*Key Measurement Theme for Service Area

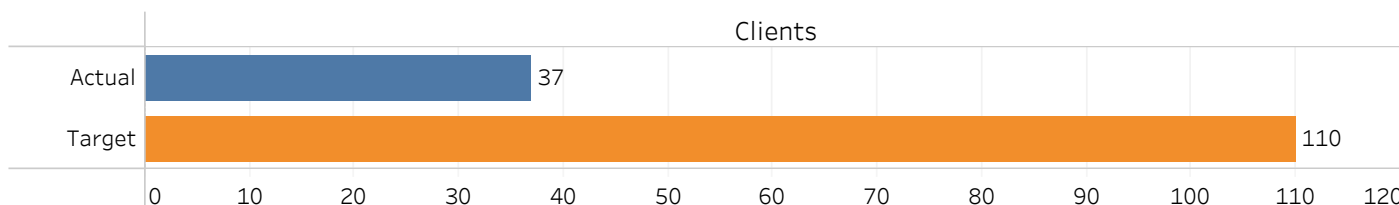
LGBTQ Financial Literacy

The LGBTQ Financial Literacy Program provides one-on-one counseling to empower LGBTQ clients to manage their finances and achieve financial goals. Services are tailored to individual needs, such as opening savings and/or checking accounts, establishing a safe and affordable banking account, decreasing debt by at least ten percent, and establishing or improving credit score.

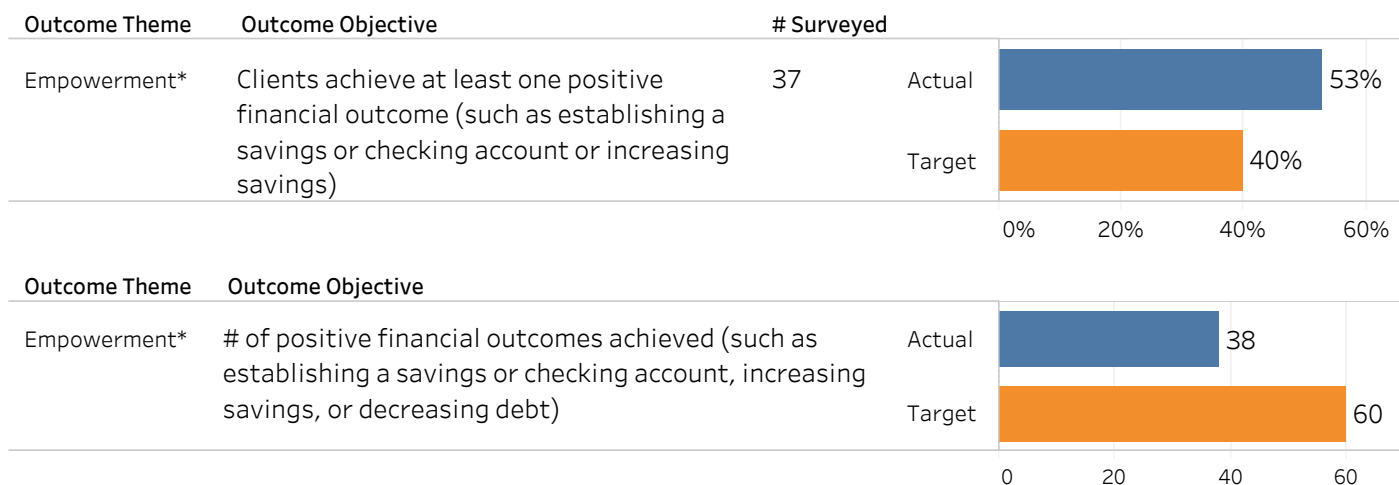
Funding \$78,588

Providers 1

Service Objectives



Outcome Objectives



*Key Measurement Theme for Service Area

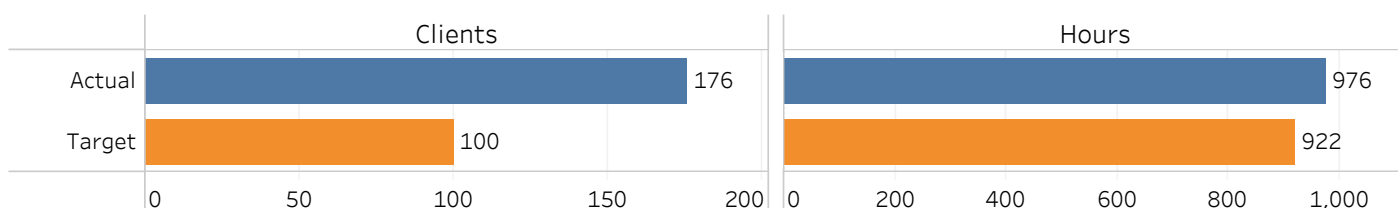
LGBTQ Legal and Life Planning

LGBTQ Legal and Life Planning services help clients identify and memorialize their end of life decisions. This service aims to support and protect chosen family relationships and individual preferences for care through formal legal documentation, such as wills and trusts, advanced care directives, and hospital visit authorizations.

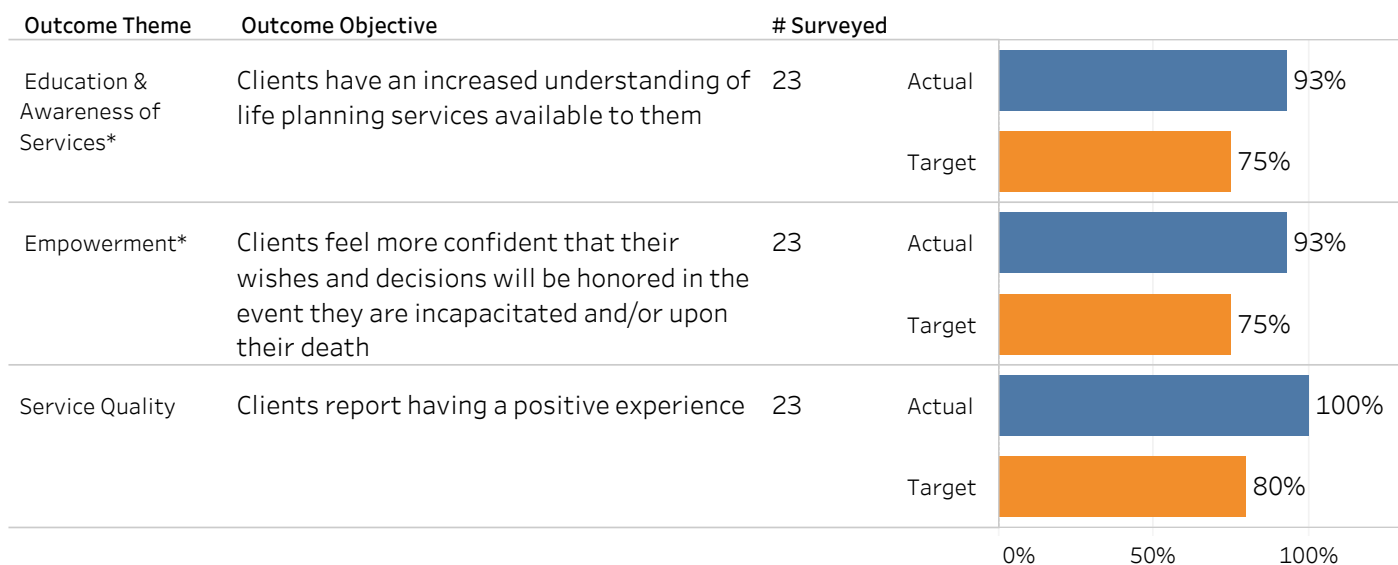
Funding \$75,000

Providers 1

Service Objectives



Outcome Objectives



*Key Measurement Theme for Service Area

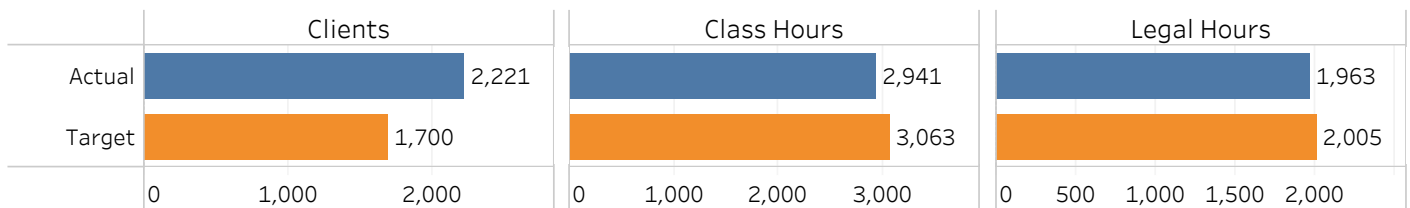
Naturalization

Naturalization services help legal permanent residents achieve citizenship. Services include, but are not limited to: classes to help clients successfully pass their naturalization tests; one-on-one counseling to prepare naturalization documents and navigate the citizenship process; and assistance with applications for disability and/or language waivers so clients may access the accommodations to which they are entitled.

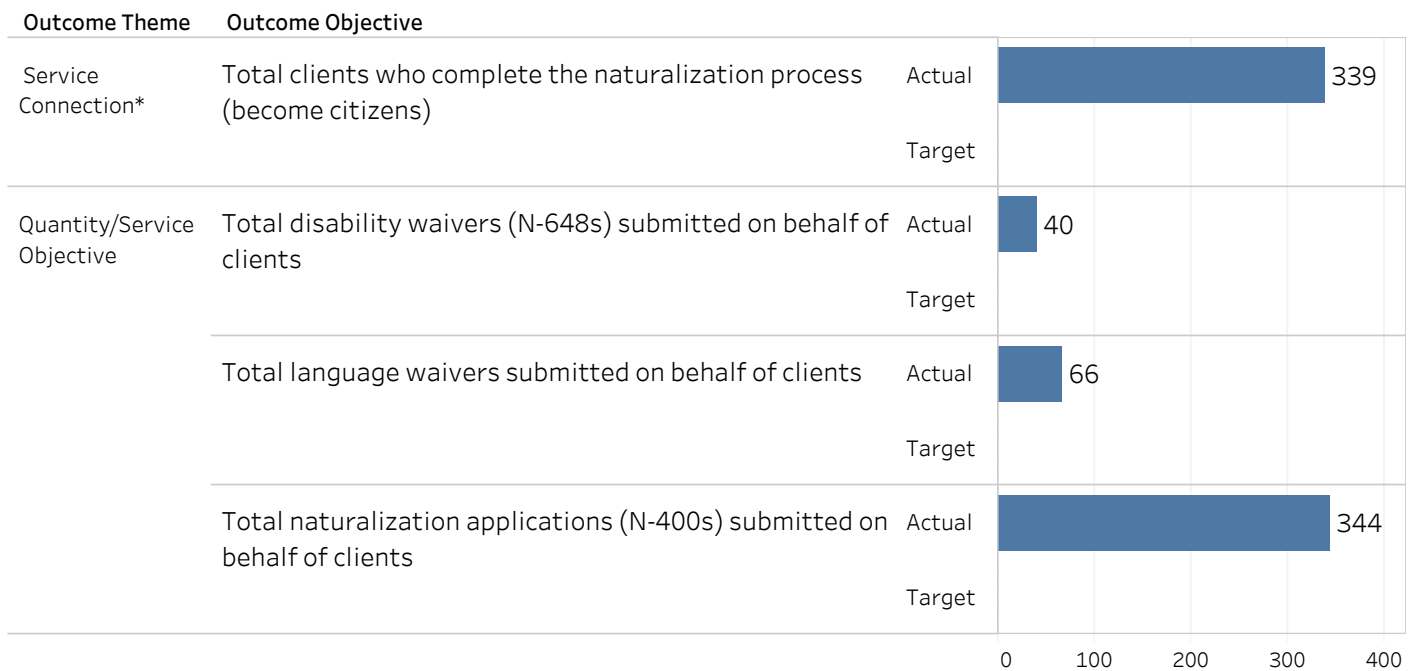
Funding \$727,458

Providers 1

Service Objectives



Outcome Objectives



*Key Measurement Theme for Service Area

Note: DAAS is gathering baseline data to develop and implement new outcome objectives next year.

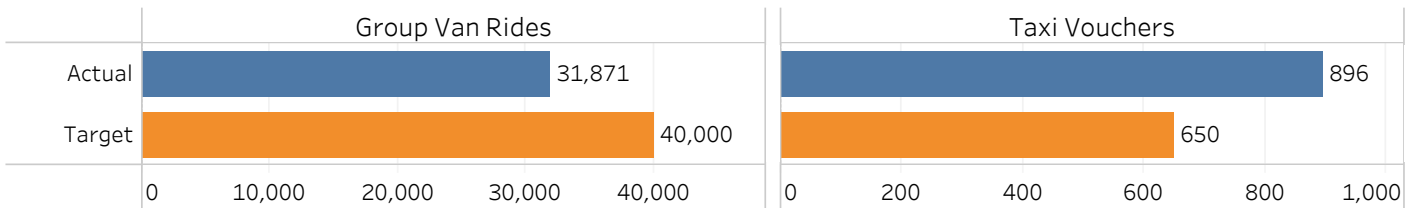
Transportation

Transportation services support older people and adults with disabilities who are unable to travel independently or use public transit to access services. This includes Group Van services, which support participants in DAAS-funded Community Service Centers, and also Taxi Vouchers for travel to appointments.

Funding \$1,328,034

Providers 5

Service Objectives



Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Service Quality	Clients rate the quality of Taxi Voucher services as excellent or good	0		

0%

*Key Measurement Theme for Service Area

^The Group Van service target is based on rides, not individuals served.

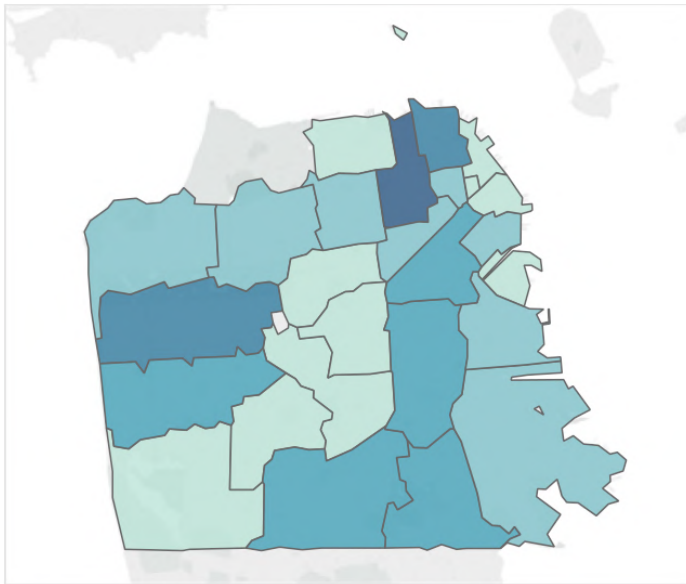
Note: Group Van funding is work ordered to MTA and outcome objectives are not provided. For Taxi Voucher services, DAAS is working with service providers to strengthen outcome objectives and ensure data is available and consistently collected for future reporting.

Service Levels (FY 18/19)

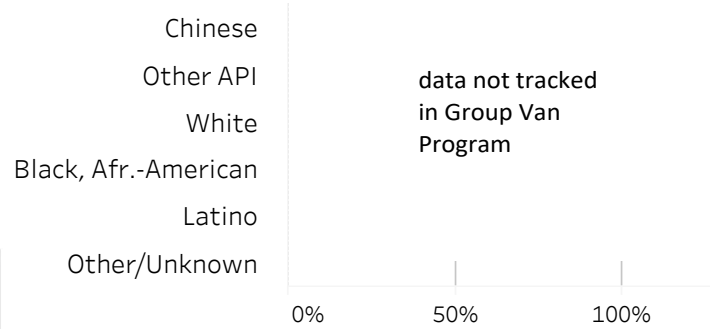
Unduplicated Clients	1,177
Enrollments	1,177

Analysis based on unduplicated clients

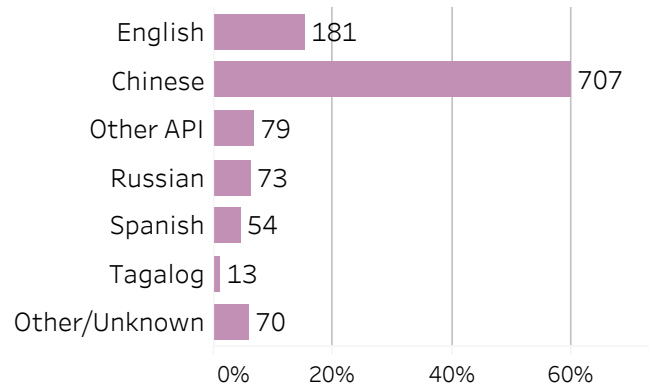
Zip Code of Residence



Race/Ethnicity



Primary Language



Gender Identity

Gender Identity	Undup. Clients	% of Clients
Female		
Male		
Trans Female		
Trans Male		
Genderqueer/Gender Non-binary		
Not listed, please specify		
Declined/Not stated		
Incomplete		

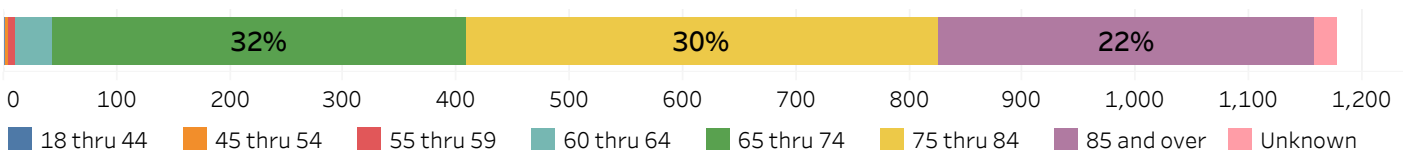
data not tracked in Group Van Program

Sexual Orientation

Sexual Orientation	Undup. Clients	% of Clients
Straight/Heterosexual		
Gay/Lesbian/Same-Gender Loving		
Bisexual		
Questioning/Unsure		
Not listed, please specify		
Decline to Answer		
Incomplete		

data not tracked in Group Van Program

Age



Service Area: Caregiver Support

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

CAREGIVER SUPPORT SERVICES

- Adult Day Care
- Alzheimer’s Day Care Resource Centers
- Caregiver Respite
- Family Caregiver Supportive Services Program

PRIMARY OUTCOME MEASUREMENT THEMES

- **Ability to Care for Recipient:** Caregivers are better able to provide quality care.
- **Avoidance of Institutionalization:** Care recipients’ needs are met and they are able to reside in the community instead of a congregate care setting.
- **Caregiver Health and Wellbeing:** Caregivers have improved sense of well-being and/or reduced feelings of stress and exhaustion.

FY 2018-19 HIGHLIGHTS

- Our providers supported 2,238 enrollments for 936 individuals across all Caregiver Support services. In total, DAAS allocated \$2.4 million for services in this area.
- We increased funding for Caregiver Respite services by \$275,000 to meet demand in this program. This service was established in FY 2017-18 using new Dignity Fund revenue. Almost 26,000 hours of homecare were provided through this service.
- We supported quality care for recipients: across Caregiver Respite and Family Care Support Program, 92% of caregiver clients felt better able to provide quality care for their recipients as a result of the services they received.
- Nearly 70% of caregivers experienced positive outcomes with respect to their health and wellbeing. This includes 98% of caregivers served by Caregiver Respite felt less mentally and physically exhausted due to services; 81% of participants in the Family Caregiver Support Program reported reduced levels of stress.
- We supported quality of life for participants in Adult Day Programs: 88% of clients reported feeling healthier due to their participation in programming.

Dignity Fund FY 2018-19: Caregiver Support Services

Total Enrollments	Total Unduplicated Clients	Total Funding
2,238	936	\$2,414,576

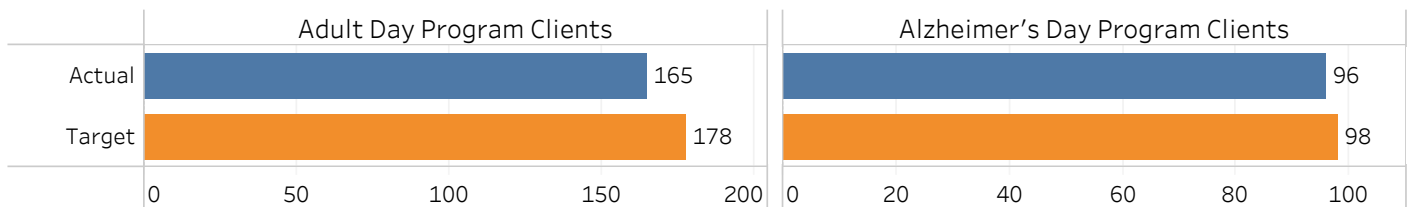
Adult Day Programs

Adult Day Programs provide social and recreational activities, as well as personal care support and supervision. Some have specialized programs for persons with moderate to late-stage dementia. These sites double function as respite care for family and friend caregivers during daytime hours.

Funding \$907,741

Providers 4

Service Objectives



Outcome Objectives

Service	Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Adult Day Care	Quality of Life	Participants in on-site physical activities report feeling healthier due to their participation	54	88%	80%
				Target	80%
Alzheimer's Day Care Resource Center	Service Quality	Caregivers rate the quality of information and counseling services they received from the ADCRC as excellent or good	46	97%	85%
				Target	85%
		Clients rate the quality of services as excellent or good	23	97%	85%
				Target	85%

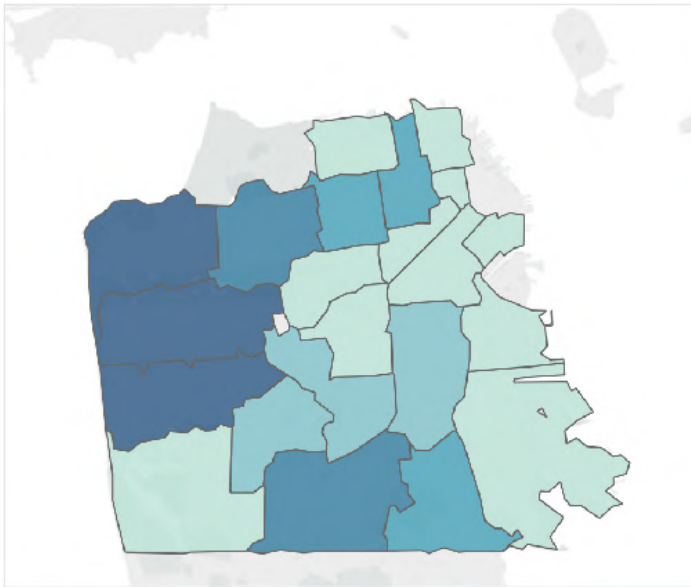
*Key Measurement Theme for Service Area

Service Levels (FY 18/19)

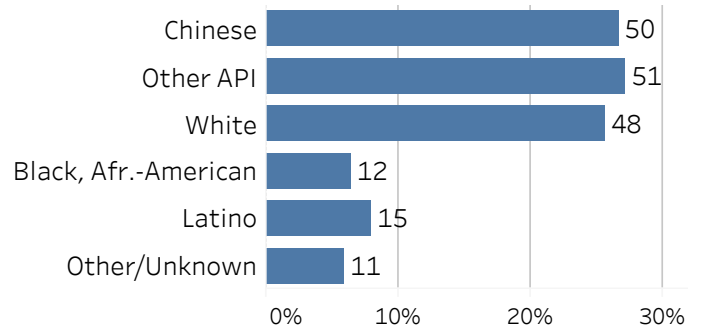
Unduplicated Clients	187
Enrollments	261

Analysis based on unduplicated clients

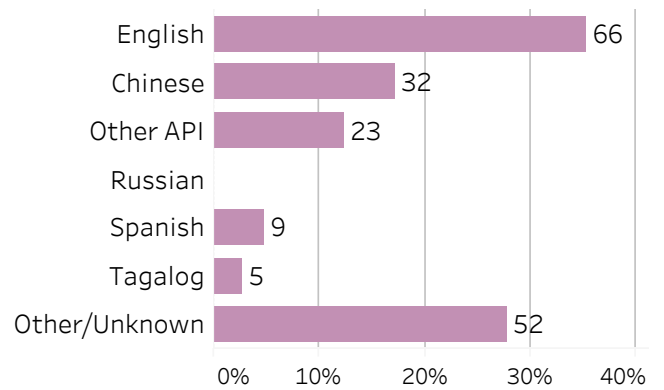
Zip Code of Residence



Race/Ethnicity



Primary Language



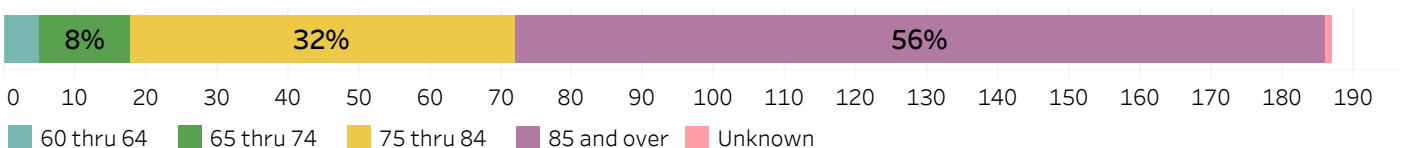
Gender Identity

	Undup. Clients	% of Clients
Female	120	64.2%
Male	60	32.1%
Trans Female	0	0%
Trans Male	0	0%
Genderqueer/Gender Non-binary	0	0%
Not listed, please specify	0	0%
Declined/Not stated	1	0.5%
Incomplete	6	3.2%

Sexual Orientation

	Undup. Clients	% of Clients
Straight/Heterosexual	160	85.6%
Gay/Lesbian/Same-Gender Loving	2	1.1%
Bisexual	0	0%
Questioning/Unsure	0	0%
Not listed, please specify	0	0%
Decline to Answer	7	3.7%
Incomplete	18	9.6%

Age



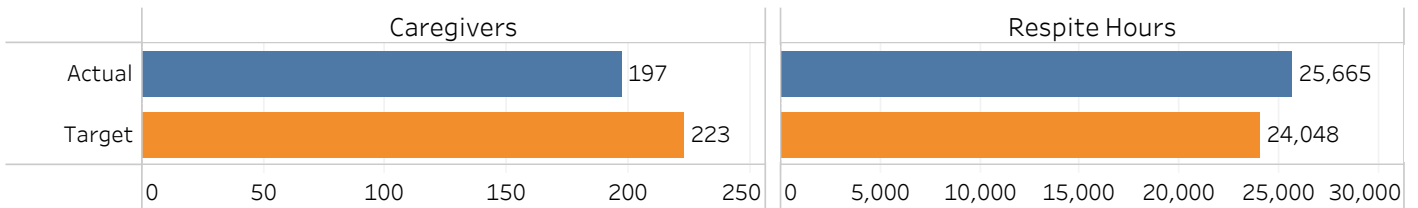
Caregiver Respite

Caregiver Respite supports caregiver health and well-being by providing short-term breaks in caregiving duties. This can be instrumental in enabling the care receiver to prevent or delay the need for a higher level of care and instead remain in the home.

Funding \$775,000

Providers 1

Service Objectives



Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Ability to Care for Recipient*	Caregivers report that respite care enables them to provide quality care suited to the needs of their care recipient	100	Actual	95%
			Target	75%
Caregiver Health & Wellbeing*	Caregivers are able to take care of other responsibilities due to respite care	100	Actual	95%
			Target	75%
	Client experience less mental exhaustion	100	Actual	98%
			Target	75%
	Client experience less physical exhaustion	100	Actual	98%
			Target	60%

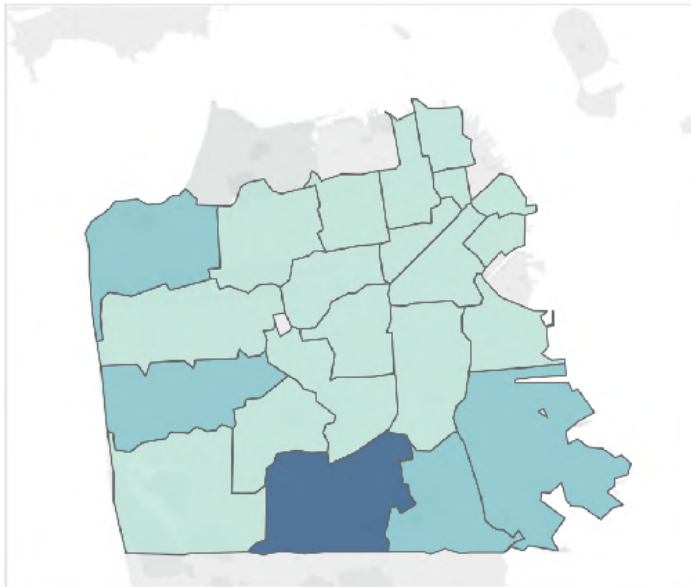
*Key Measurement Theme for Service Area

Service Levels (FY 18/19)

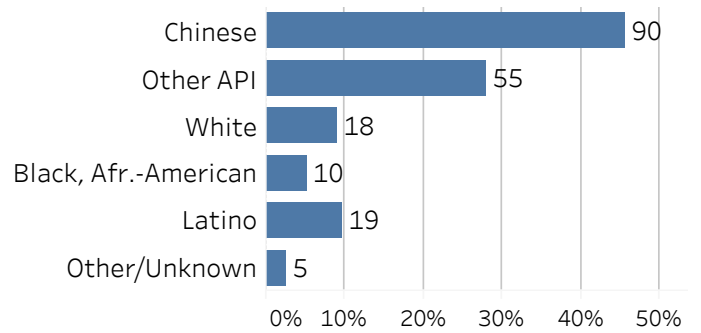
Unduplicated Clients	197
Enrollments	197

Analysis based on unduplicated clients

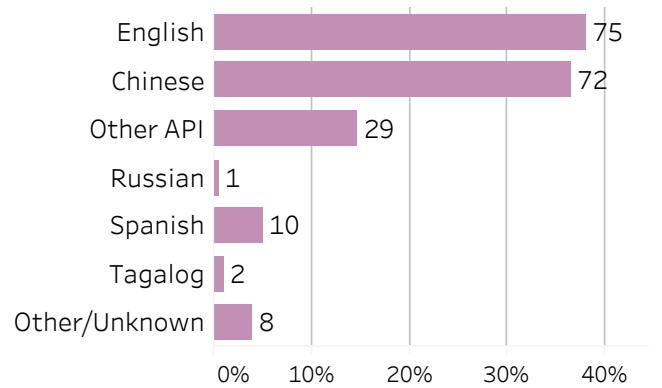
Zip Code of Residence



Race/Ethnicity



Primary Language



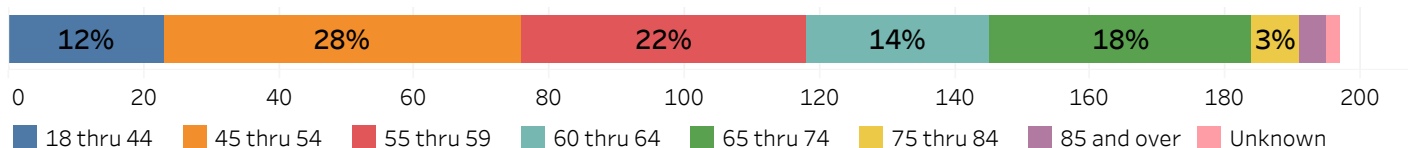
Gender Identity

	Undup. Clients	% of Clients
Female	148	75.1%
Male	49	24.9%
Trans Female		
Trans Male		
Genderqueer/Gender Non-binary		
Not listed, please specify		
Declined/Not stated		
Incomplete		

Sexual Orientation

	Undup. Clients	% of Clients
Straight/Heterosexual	184	93.4%
Gay/Lesbian/Same-Gender Loving	5	2.5%
Bisexual		
Questioning/Unsure		
Not listed, please specify		
Decline to Answer	8	4.1%
Incomplete		

Age



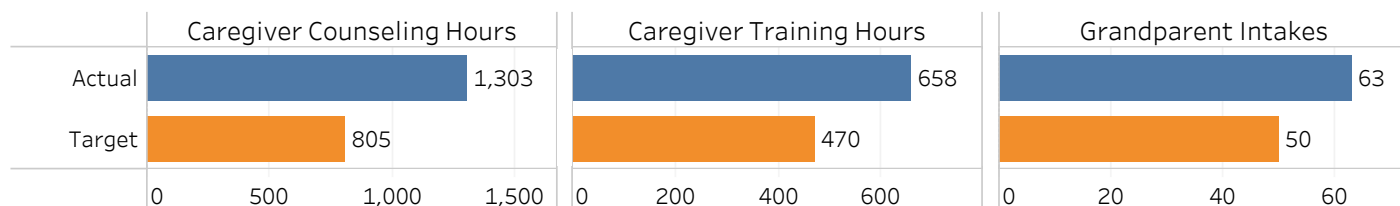
Family Caregiver Support Program

The Family Caregiver Support Program provides a variety of services to family and friend caregivers of older people and adults with disabilities. These include counseling, legal services, caregiver training, respite care, and referrals to other resources. The Grandparent Services program supports senior grandparents caring for a grandchild.

Funding \$731,835

Providers 5

Service Objectives



Outcome Objectives

Service	Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Family Caregiver Support Program	Ability to Care for Recipient*	Caregivers report that they feel better able to be a caregiver due to the services received	28	82%	75%
	Caregiver Health & Wellbeing*	Caregivers report reduced stress and an increased sense of being cared about/valued	27	81%	75%
	Education & Awareness of Services	Clients developed new knowledge of available resources and services	27	78%	75%
FCSP Grandparent Services	Ability to Care for Recipient*	Caregivers feel better able to be a caregiver due to services received	24	92%	75%
	Education & Awareness of Services	Clients developed new knowledge of available resources and services	24	92%	75%

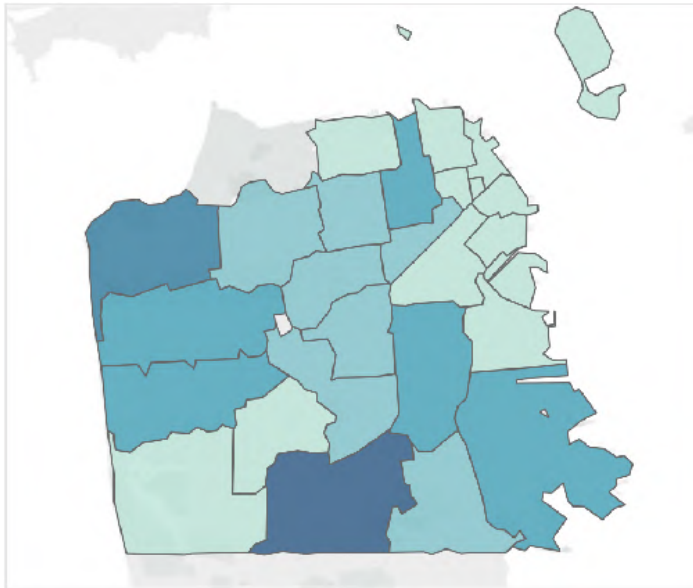
*Key Measurement Theme for Service Area

Service Levels (FY 18/19)

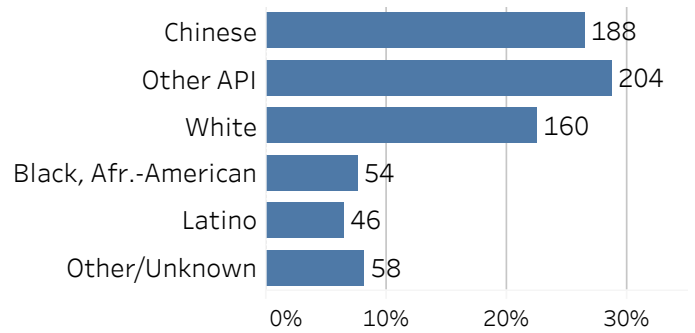
Unduplicated Clients	710
Enrollments	1,780

Analysis based on unduplicated clients

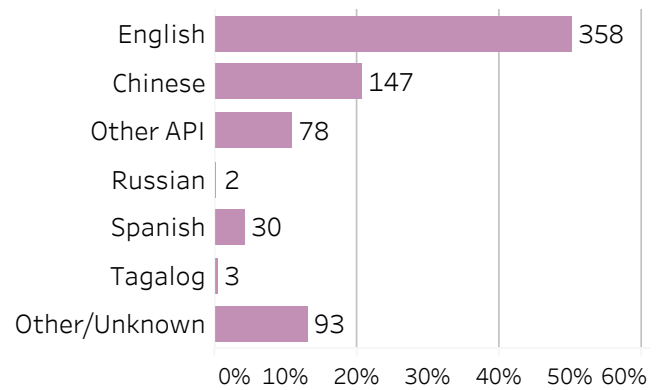
Zip Code of Residence



Race/Ethnicity



Primary Language



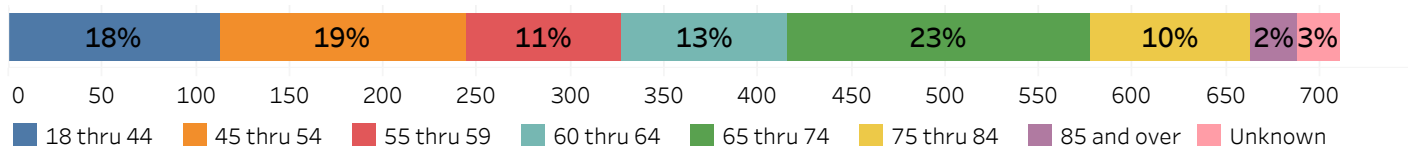
Gender Identity

	Undup. Clients	% of Clients
Female	470	66.2%
Male	211	29.7%
Trans Female		
Trans Male	1	0.1%
Genderqueer/Gender Non-binary	3	0.4%
Not listed, please specify		
Declined/Not stated	1	0.1%
Incomplete	24	3.4%

Sexual Orientation

	Undup. Clients	% of Clients
Straight/Heterosexual	521	73.4%
Gay/Lesbian/Same-Gender Loving	98	13.8%
Bisexual	6	0.8%
Questioning/Unsure	1	0.1%
Not listed, please specify	3	0.4%
Decline to Answer	16	2.3%
Incomplete	65	9.2%

Age



Service Area: Case Management & Care Navigation

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

CASE MANAGEMENT & CARE NAVIGATION SERVICES

- Case Management
- Community Living Fund
- LGBTQ Care Navigation (including Pet Support)
- Money Management

PRIORITY OUTCOME MEASUREMENT THEMES

- **Service Connection:** Clients are connected to resources that address their needs and support them to live safely and engage in their community.
- **Stability in the Community:** Clients maintain stability living in the community with limited experiences of crisis and/or institutionalization.

FY 2018-19 HIGHLIGHTS

- We served 2,171 clients with a total of 2,103 enrollments across all Case Management & Care Navigation services. In total, DAAS allocated \$8.9 million for services in this area.
- We supported seniors and people with disabilities to maintain stability in the community. This includes 92% of Community Living Fund clients who experienced one or fewer unplanned hospital admissions within a six-month period and 100% of Money Management clients living in public housing who retained their housing over the course of 12 months.
- We supported providers to enhance their skills through Case Management’s Clinical Consultation support. Both case managers and their supervisors attributed enhanced case manager skills and performance in working with individuals with complex needs to the training and clinical support provided.
- People felt less isolated and more connected. Over 80% of LGBTQ Care Navigation clients felt more engaged due to their participation in programming.

Dignity Fund FY 2018-19: Case Management & Care Navigation Services

Total Enrollments	Total Unduplicated Clients	Total Funding
2,171	2,103	\$8,915,541

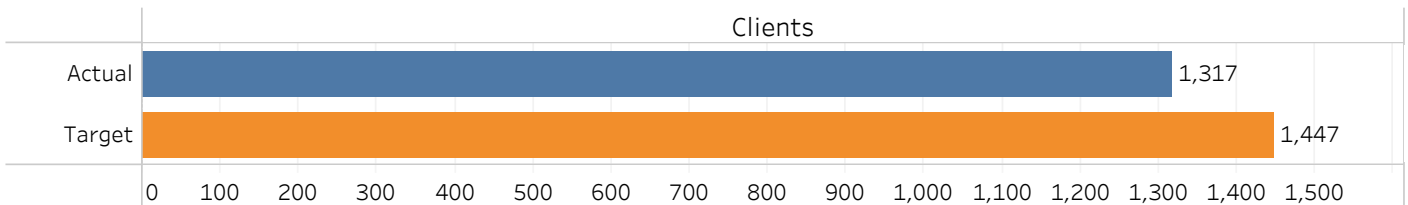
Case Management

Case Management services provide seniors and adults with disabilities help navigating and coordinating the services they need to live safely in the community. Case managers provide a range of support, including assessing client needs and then developing and implementing a care plan to establish connections to needed resources and systems of care.

Funding \$3,195,163

Providers 12

Service Objectives



Outcome Objectives

Service	Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Case Management	Service Connection*	Clients are connected with needed resources (average rate of Service Plan item completion)	0	Actual	
				Target	
	Stability in the Community*	Clients achieve/maintain stability in the community (based on status at case closure)	0	Actual	
				Target	
Clinical Collaborative	Provider Training and Professional Development	Case Management supervisors and directors report Clinical Collaborative improved their case managers skill level and performance	40	Actual	100%
				Target	85%
		Case managers report that Clinical Collaborative helped improve their skill level and performance	31	Actual	93%
				Target	85%

*Key Measurement Theme for Service Area

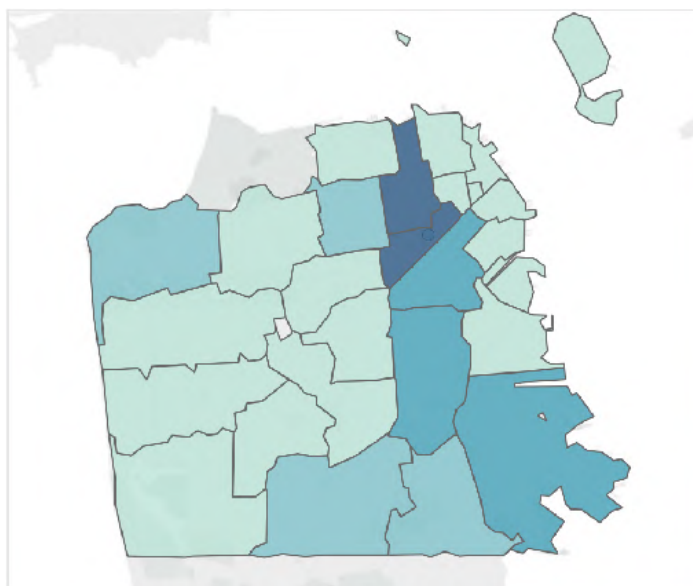
Note: DAAS is working with service providers to implement and evaluate new performance metrics.

Service Levels (FY 18/19)

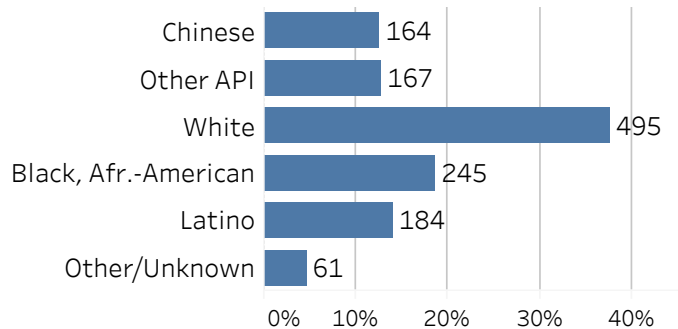
Unduplicated Clients	1,316
Enrollments	1,326

Analysis based on unduplicated clients

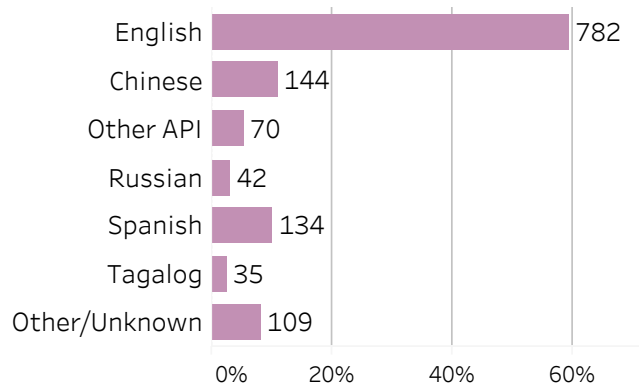
Zip Code of Residence



Race/Ethnicity



Primary Language



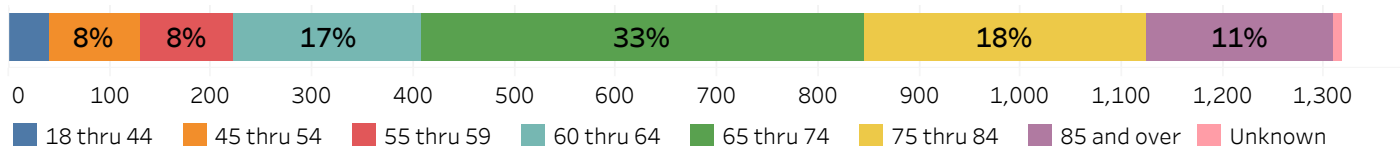
Gender Identity

	Undup. Clients	% of Clients
Female	624	47.4%
Male	671	51.0%
Trans Female	9	0.7%
Trans Male	2	0.2%
Genderqueer/Gender Non-binary	2	0.2%
Not listed, please specify		
Declined/Not stated	2	0.2%
Incomplete	6	0.5%

Sexual Orientation

	Undup. Clients	% of Clients
Straight/Heterosexual	1,023	77.7%
Gay/Lesbian/Same-Gender Loving	146	11.1%
Bisexual	17	1.3%
Questioning/Unsure	6	0.5%
Not listed, please specify	12	0.9%
Decline to Answer	47	3.6%
Incomplete	65	4.9%

Age

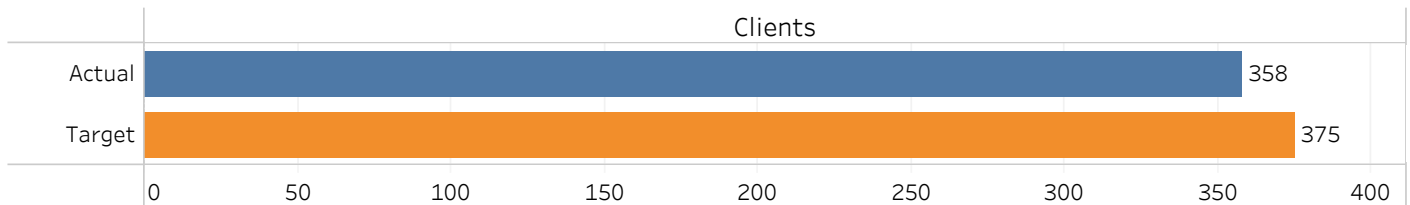


Community Living Fund

The Community Living Fund program provides intensive case management and coordinates goods and/or services needed to support safety and stability in the community. as an alternative to institutional care settings, like hospitals and skilled nursing. This program is focused on people with complex care needs who are willing and able to live in the community with appropriate supports in place.

Funding	\$4,867,704
Providers	1

Service Objectives



Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Service Connection*	Clients are connected with needed resources (average rate of Service Plan item completion)	45	Actual	72%
			Target	80%
Stability in the Community*	Clients experience one or fewer unplanned admissions to an acute care hospital within a six month period	358	Actual	92%
			Target	80%

0% 20% 40% 60% 80% 100%

*Key Measurement Theme for Service Area

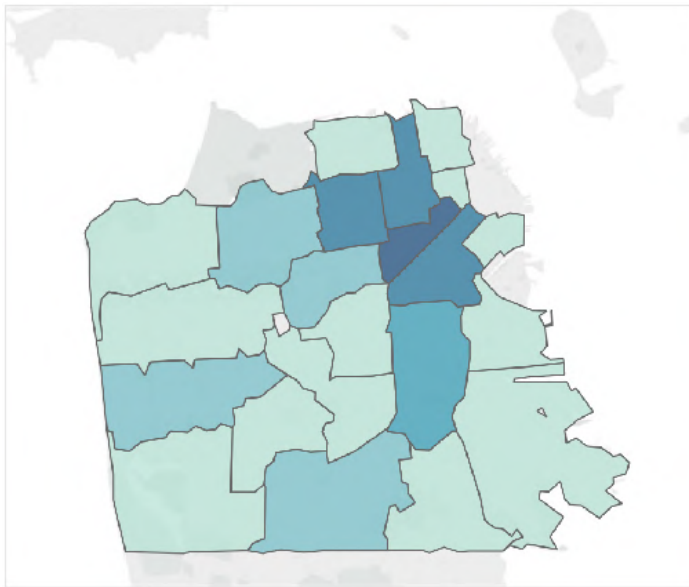
Note: Outcome objective focused on care plan items reflects performance in the first half of the fiscal year only (full year data is unavailable due to database changes).

Service Levels (FY 18/19)

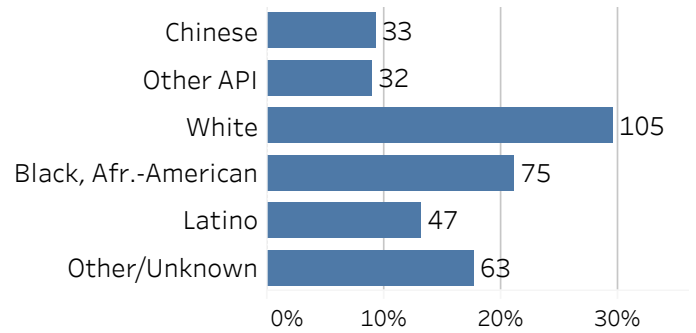
Unduplicated Clients	355
Enrollments	355

Analysis based on unduplicated clients

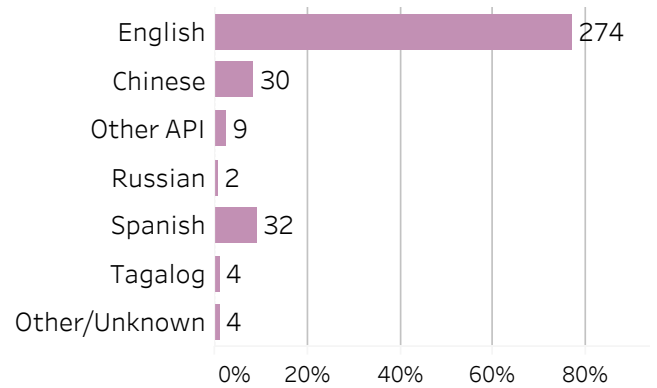
Zip Code of Residence



Race/Ethnicity



Primary Language



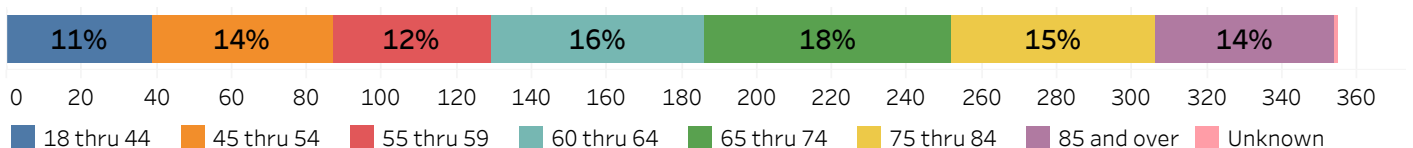
Gender Identity

	Undup. Clients	% of Clients
Female	154	43.4%
Male	193	54.4%
Trans Female	5	1.4%
Trans Male		
Genderqueer/Gender Non-binary	1	0.3%
Not listed, please specify		
Declined/Not stated	1	0.3%
Incomplete	1	0.3%

Sexual Orientation

	Undup. Clients	% of Clients
Straight/Heterosexual	277	78.0%
Gay/Lesbian/Same-Gender Loving	41	11.5%
Bisexual	12	3.4%
Questioning/Unsure	2	0.6%
Not listed, please specify	3	0.8%
Decline to Answer	16	4.5%
Incomplete	4	1.1%

Age



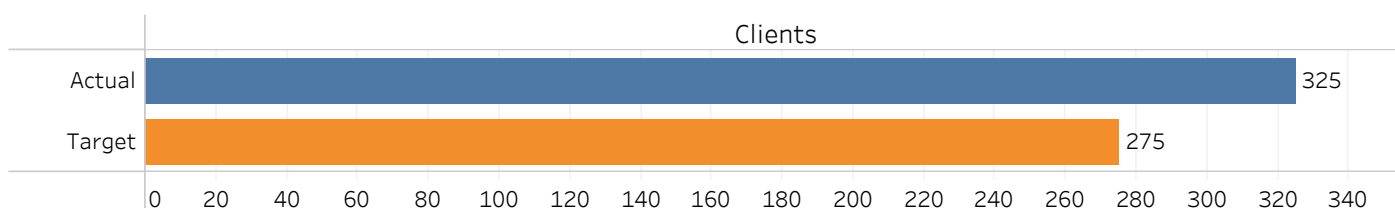
LGBTQ Care Navigation

This program helps LGBTQ seniors and adults with disabilities navigate service systems to access healthcare resources and social supports. Peer volunteers visit clients regularly to reduce isolation and address barriers that inhibit accessing of needed services. For those struggling to care for their animal companion, this program also provides pet care resources to maintain this important source of support.

Funding \$736,325

Providers 1

Service Objectives



Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Quality of Life	Clients receiving animal support services are able to keep their pet	66	Actual	96%
			Target	70%
Reduced Social Isolation	Clients feel less isolated through their engagement in care navigation, volunteer peer support activities, and supportive programming	38	Actual	82%
			Target	70%
Service Quality	Peer support volunteers report their training was comprehensive and helpful to their role in program	104	Actual	91%
			Target	70%

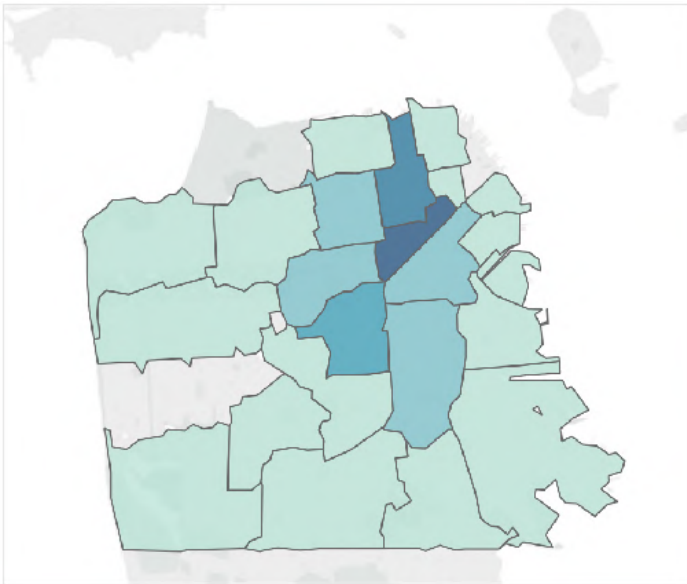
*Key Measurement Theme for Service Area

Service Levels (FY 18/19)

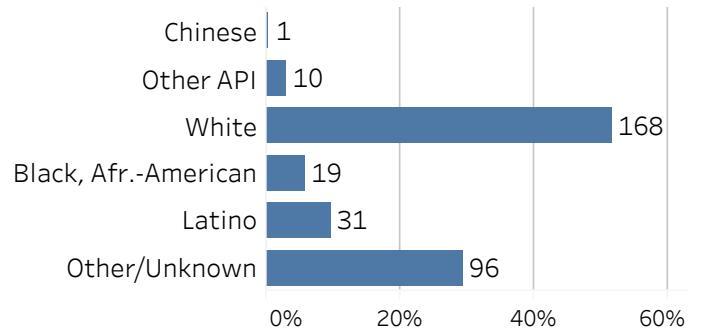
Unduplicated Clients	325
Enrollments	331

Analysis based on unduplicated clients

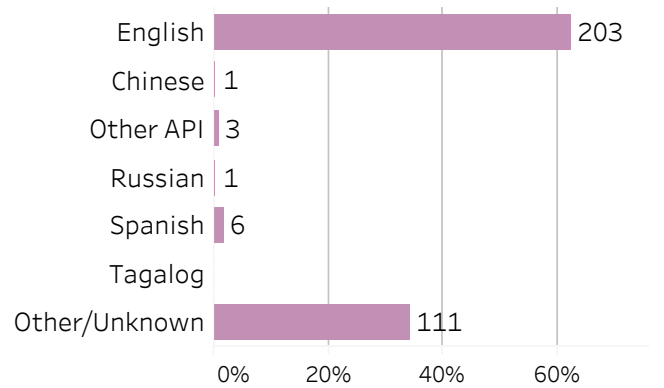
Zip Code of Residence



Race/Ethnicity



Primary Language



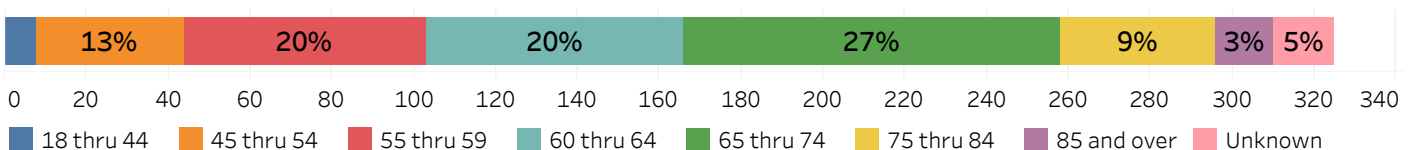
Gender Identity

	Undup. Clients	% of Clients
Female	67	20.6%
Male	176	54.2%
Trans Female	10	3.1%
Trans Male	4	1.2%
Genderqueer/Gender Non-binary		
Not listed, please specify	1	0.3%
Declined/Not stated	1	0.3%
Incomplete	66	20.3%

Sexual Orientation

	Undup. Clients	% of Clients
Straight/Heterosexual	36	11.1%
Gay/Lesbian/Same-Gender Loving	159	48.9%
Bisexual	29	8.9%
Questioning/Unsure	2	0.6%
Not listed, please specify	7	2.2%
Decline to Answer	17	5.2%
Incomplete	75	23.1%

Age



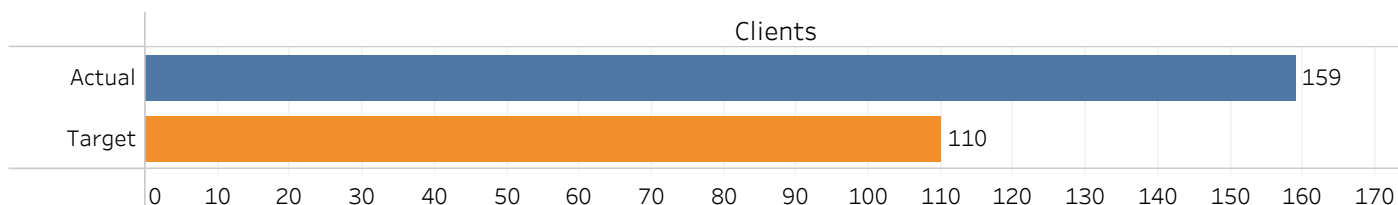
Money Management

Money Management is a voluntary resource that assists consumers in managing their 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.

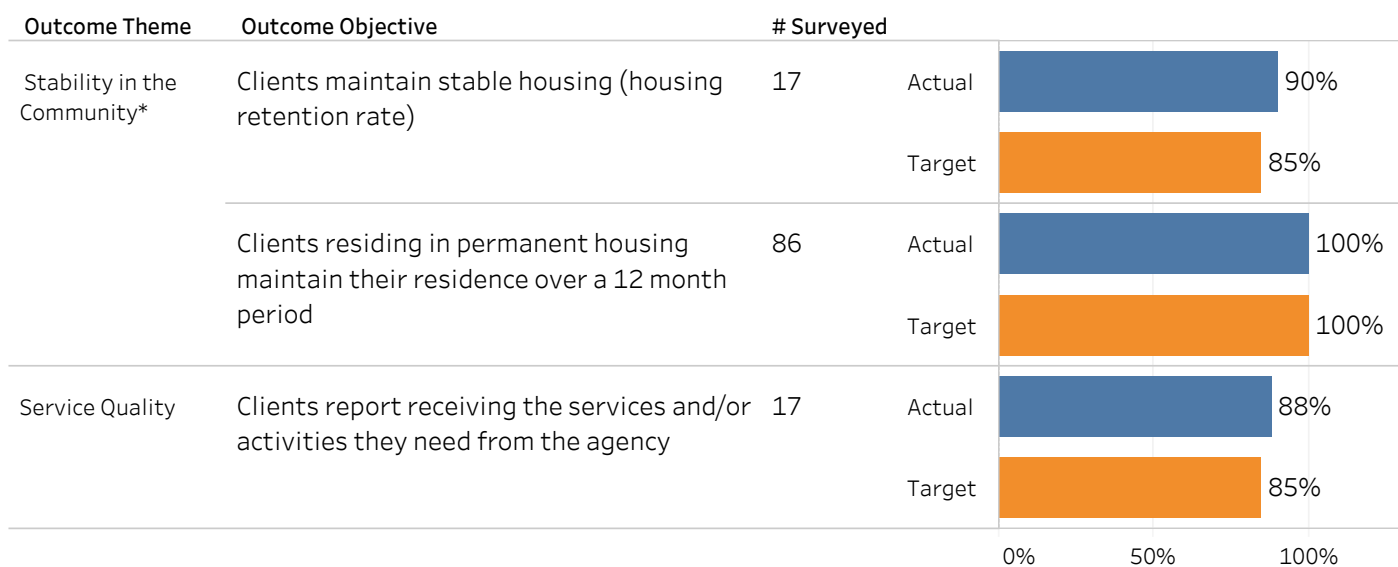
Funding \$116,349

Providers 2

Service Objectives



Outcome Objectives



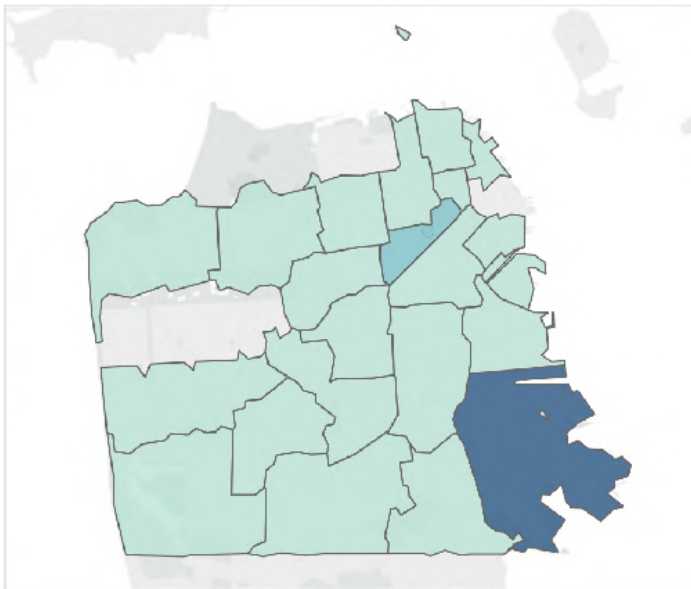
*Key Measurement Theme for Service Area

Service Levels (FY 18/19)

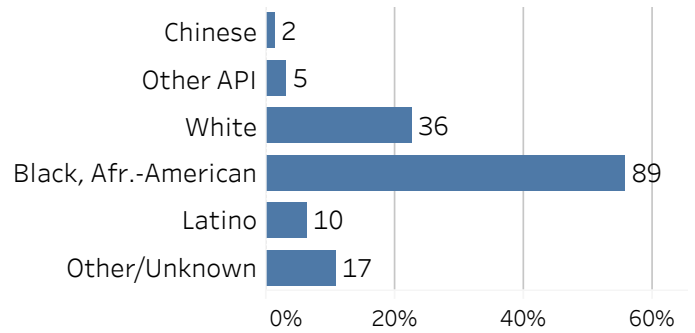
Unduplicated Clients	159
Enrollments	159

Analysis based on unduplicated clients

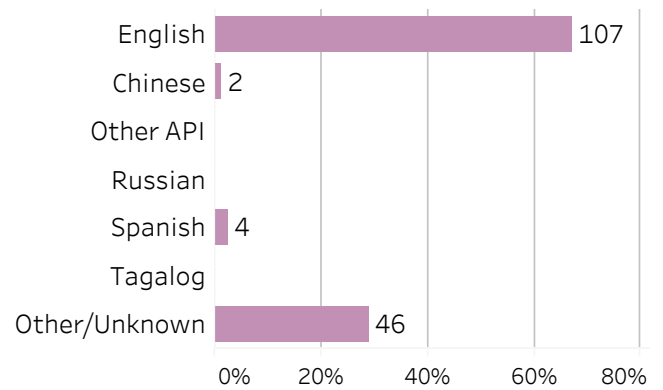
Zip Code of Residence



Race/Ethnicity



Primary Language



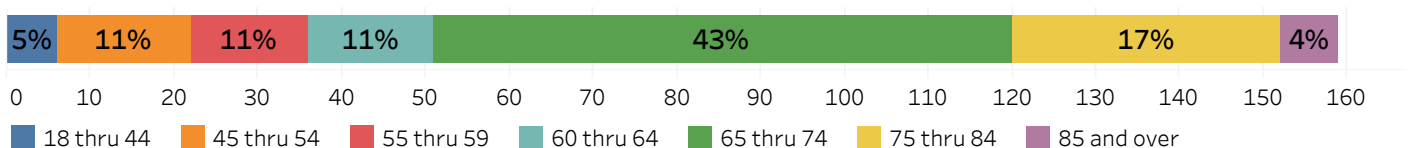
Gender Identity

	Undup. Clients	% of Clients
Female	44	27.7%
Male	105	66.0%
Trans Female		
Trans Male	1	0.6%
Genderqueer/Gender Non-binary		
Not listed, please specify		
Declined/Not stated		
Incomplete	9	5.7%

Sexual Orientation

	Undup. Clients	% of Clients
Straight/Heterosexual	112	70.4%
Gay/Lesbian/Same-Gender Loving	9	5.7%
Bisexual	4	2.5%
Questioning/Unsure		
Not listed, please specify		
Decline to Answer	12	7.5%
Incomplete	22	13.8%

Age



Service Area: Community Connection & Engagement

Community Connection & Engagement services are designed to provide opportunities for older people and adults with disabilities to socialize, build community, and participate in a meaningful way in their community.

COMMUNITY CONNECTION & ENGAGEMENT SERVICES

- Adult Day Health Centers
- Community Connector
- Community Service Centers
- Community Service Program Pilots
- Employment Support
- Intergenerational Programs
- Senior Companion
- SF Connected
- Technology at Home
- Village Programs
- Volunteer Visitor

PRIMARY OUTCOME MEASUREMENT THEMES

- **Education & Awareness of Services:** Clients develop new knowledge of aging and disability services that address their needs.
- **Empowerment:** Clients develop enhanced agency and use new skills to support social connection and increased engagement with their communities of choice.
- **Engagement and Socialization:** Clients have increased opportunities to connect meaningfully with others, build new relationships, and/or participate in community.
- **Reduced Social Isolation:** Clients have reduced feelings of loneliness and/or isolation.
- **Service Connection:** Clients are connected to resources that address their needs and support them to live safely and engage in their community.

FY 2018-19 HIGHLIGHTS

- We served 17,365 clients* with a total of 21,058 enrollments across all Community Connection & Engagement services. In total, DAAS allocated \$13.2 million for services in this area.
- Over 90% of clients experienced increased engagement and socialization.¹ This includes 94% of participants in Intergenerational Programs who developed new friendships or relationships, and 97% of SF Connected clients used their new skills to connect with friends and relatives online.
- Clients were less lonely and isolated with over 80% reporting reduction in feelings of loneliness or sense of isolation.²
- We launched new Intergenerational Programs and Volunteer Visitor services to reduce isolation among older and disabled adults and promote their inclusion in the community.

Dignity Fund FY 2018-19: Community Connection & Engagement Services

Total Enrollments	Total Unduplicated Clients*	Total Funding
21,349	17,365	\$13,214,693

*Does not include services for which client-level data is not captured/available (Adult Day Health Care)

¹ Based on Adult Day Health Centers, Community Connector, Community Service Centers, Community Service Program Pilots, Intergenerational Program, SF Connected, Village Programs, and Volunteer Visitors programs.

² Based on Community Service Program Pilots, Intergenerational Programs, Technology at Home, Volunteer Visitors programs.

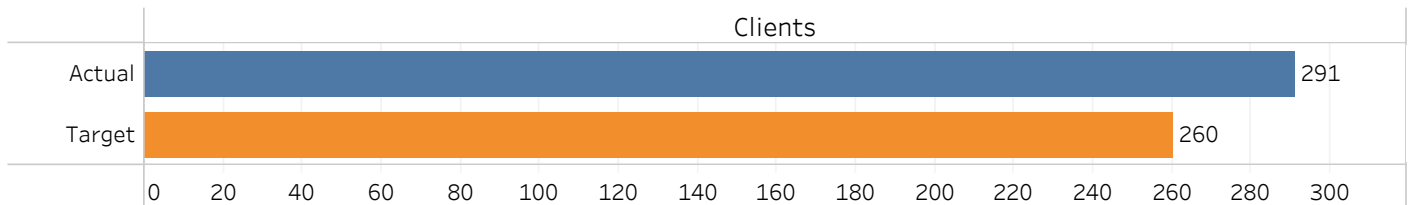
Adult Day Health Centers

Adult Day Health Centers provide a variety of services -- including social/recreation activities, physical and occupational therapy, and personal care support -- for people with skilled nursing level of care needs. This is a Medi-Cal benefit that also accepts private pay clients who pay a daily rate.

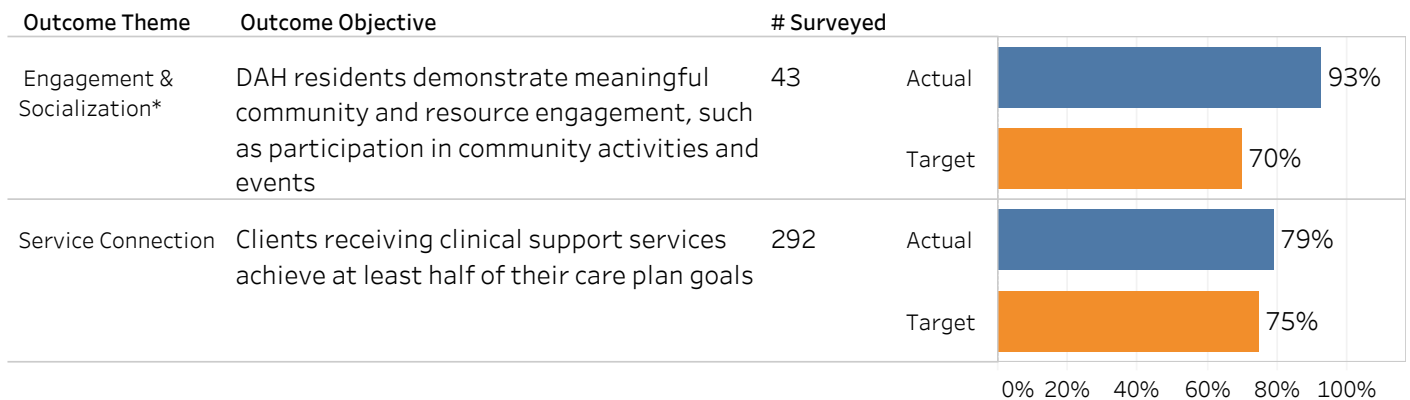
Funding \$646,272

Providers 1

Service Objectives



Outcome Objectives



*Key Measurement Theme for Service Area

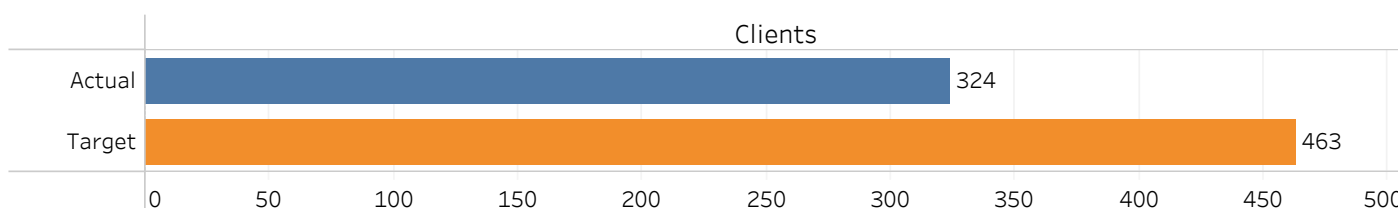
Community Connector

Community Connectors develop neighborhood-based opportunities for community and social connection. These services are facilitated by a local resident and advisory board, and are an important means of supporting social engagement and inclusion in areas not served by a Community Service Center.

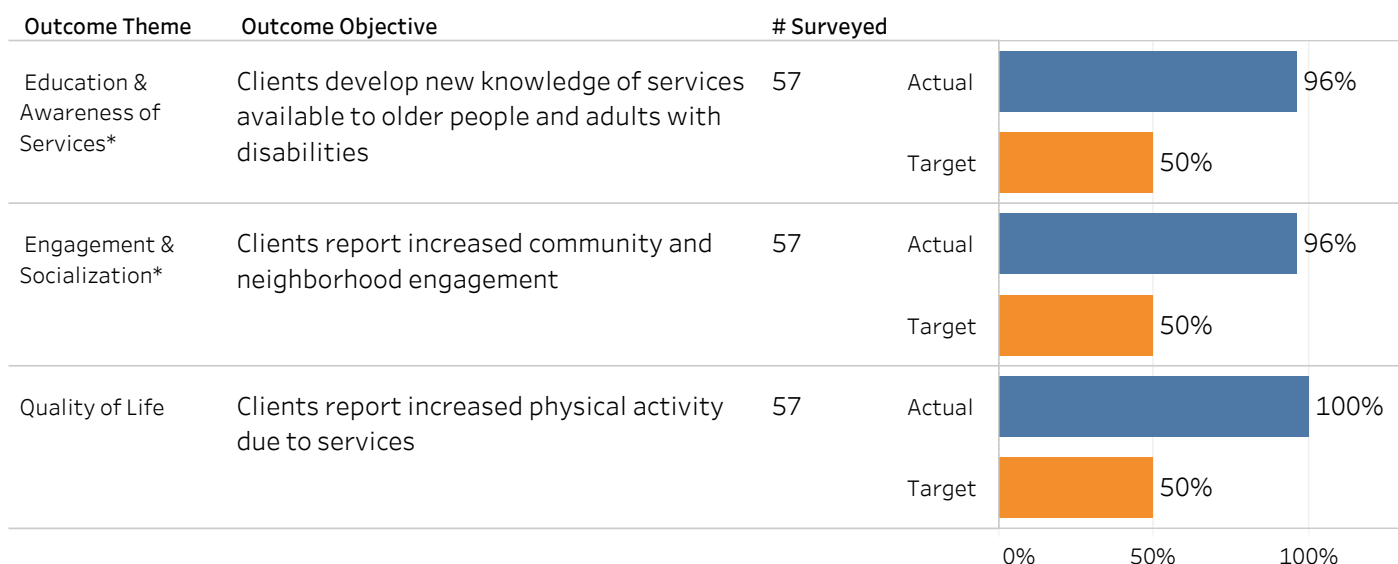
Funding \$347,225

Providers 2

Service Objectives



Outcome Objectives



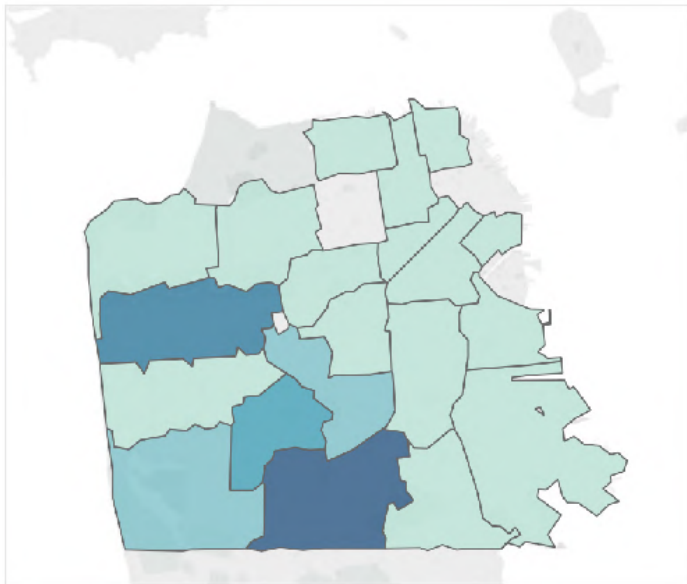
*Key Measurement Theme for Service Area

Service Levels (FY 18/19)

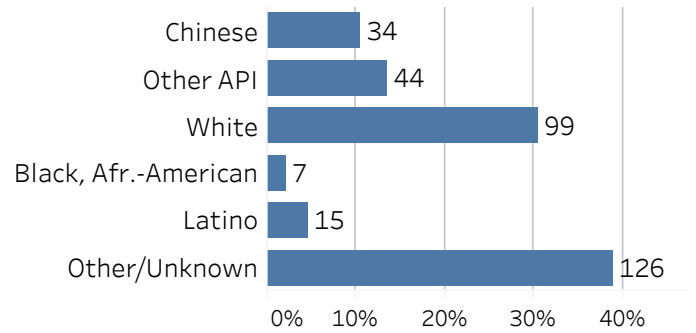
Unduplicated Clients	324
Enrollments	342

Analysis based on unduplicated clients

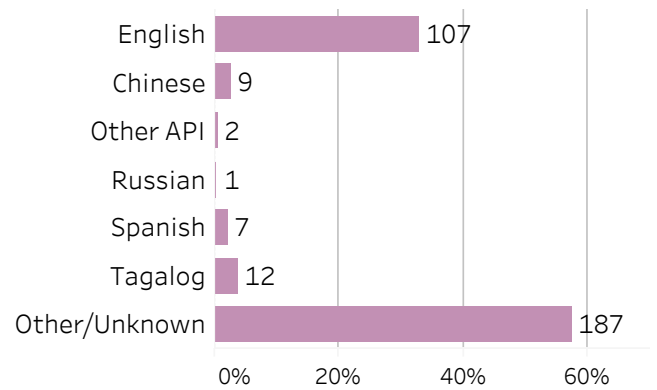
Zip Code of Residence



Race/Ethnicity



Primary Language



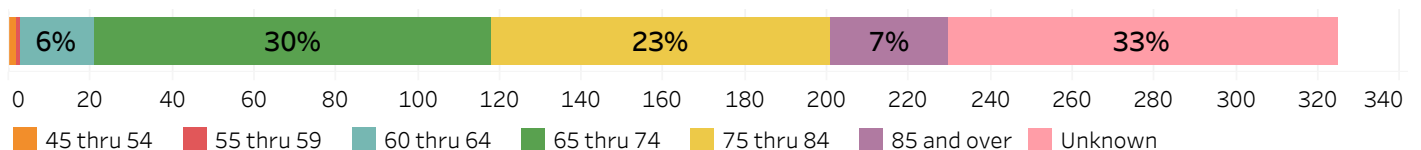
Gender Identity

	Undup. Clients	% of Clients
Female	178	54.9%
Male	44	13.6%
Trans Female		
Trans Male		
Genderqueer/Gender Non-binary		
Not listed, please specify		
Declined/Not stated	9	2.8%
Incomplete	94	29.0%

Sexual Orientation

	Undup. Clients	% of Clients
Straight/Heterosexual	150	46.3%
Gay/Lesbian/Same-Gender Loving	4	1.2%
Bisexual	4	1.2%
Questioning/Unsure	1	0.3%
Not listed, please specify		
Decline to Answer	33	10.2%
Incomplete	133	41.0%

Age



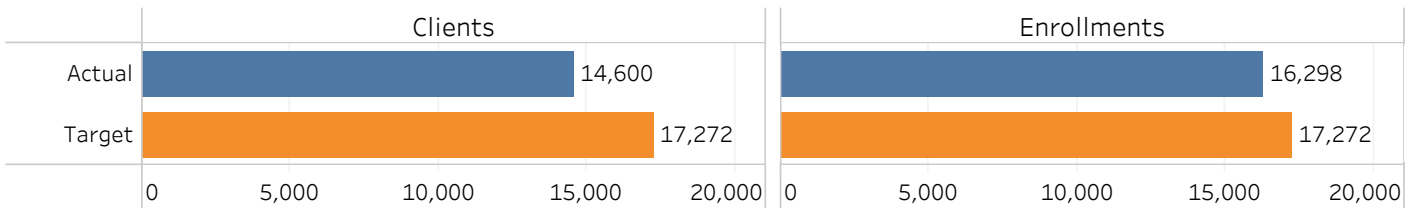
Community Service Centers

Community Service Centers provide older adults and adults with disabilities with a wealth of social activities, educational classes, and other programs to promote their engagement and inclusion in the community. These sites serve as community hubs, offering a place to gather, learn new skills, and connect with friends. DAAS funds 40 centers throughout the City.

Funding \$8,012,138

Providers 21

Service Objectives



Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Engagement & Socialization*	Clients report that services provide increased opportunities for socialization and interacting with others	3,819	93%	80%
Quality of Life	Clients participating in physical activity programming report positive health impacts	3,771	89%	80%
	Clients who participate in social services, receive translation assistance, or participate in education program report that services help to improve their lives	3,800	89%	80%
Service Quality	Clients report that they received the support they need (e.g., services, activities)	3,813	95%	80%

0% 20% 40% 60% 80% 100%

*Key Measurement Theme for Service Area

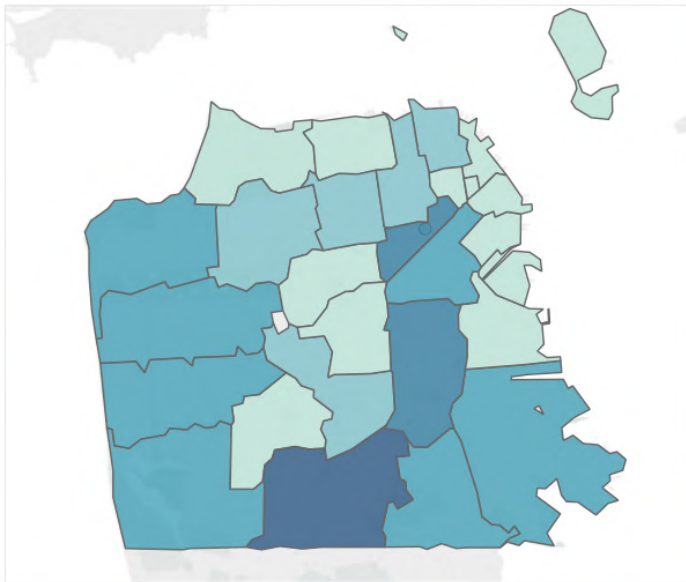
Note: Enrollment targets are established by service site, but clients often participate in services at multiple sites within this program. Thus, while service providers may reach their target enrollment levels, the unduplicated client count of individuals served across the entire program is often a lower figure.

Service Levels (FY 18/19)

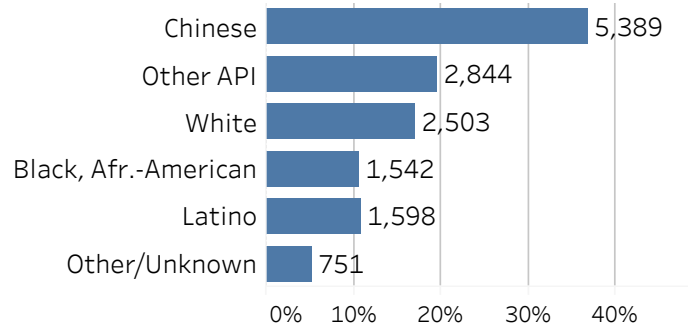
Unduplicated Clients	14,600
Enrollments	16,298

Analysis based on unduplicated clients

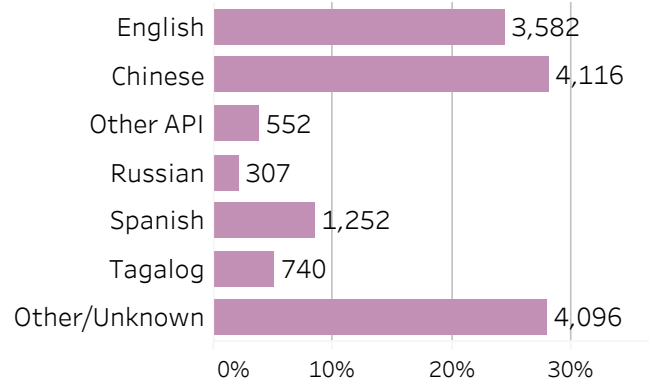
Zip Code of Residence



Race/Ethnicity



Primary Language



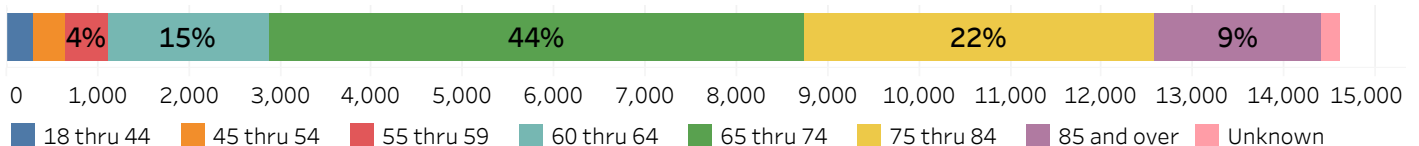
Gender Identity

	Undup. Clients	% of Clients
Female	8,814	60.4%
Male	5,412	37.1%
Trans Female	34	0.2%
Trans Male	25	0.2%
Genderqueer/Gender Non-binary	5	0.0%
Not listed, please specify	1	0.0%
Declined/Not stated	35	0.2%
Incomplete	283	1.9%

Sexual Orientation

	Undup. Clients	% of Clients
Straight/Heterosexual	11,842	81.1%
Gay/Lesbian/Same-Gender Loving	593	4.1%
Bisexual	153	1.0%
Questioning/Unsure	26	0.2%
Not listed, please specify	27	0.2%
Decline to Answer	1,076	7.4%
Incomplete	913	6.3%

Age



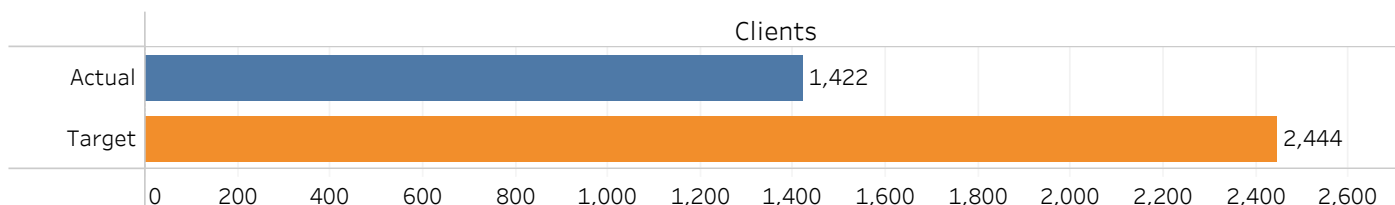
Community Service Program Pilots

Community Service Program Pilots are designed to engage underserved older adults and adults with disabilities, using diverse approaches to reach new consumers through a variety of approaches including new types of activities, extended service hours for new evening or weekend programming, and enhanced outreach strategies.

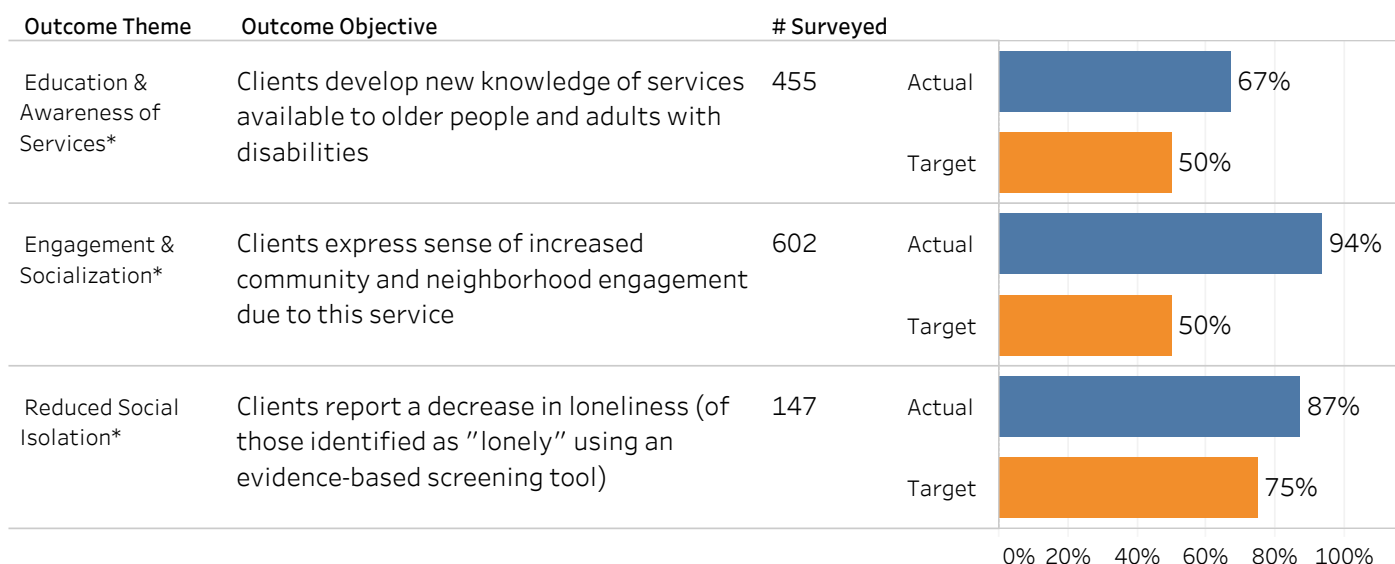
Funding \$860,766

Providers 7

Service Objectives



Outcome Objectives



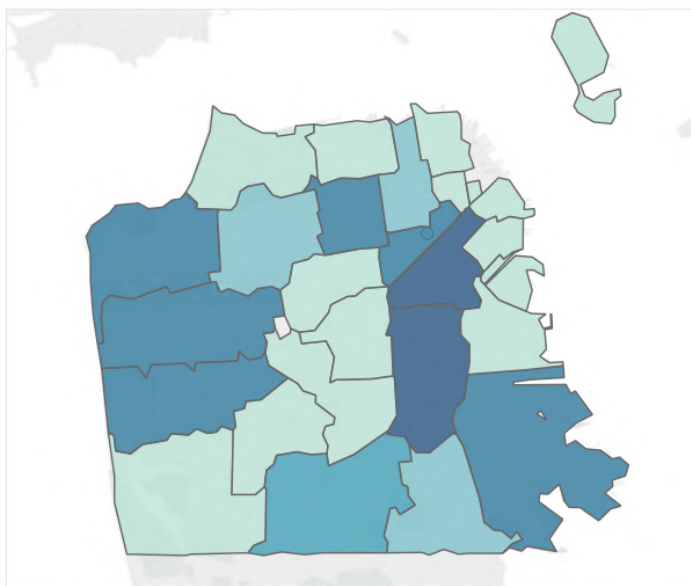
*Key Measurement Theme for Service Area

Service Levels (FY 18/19)

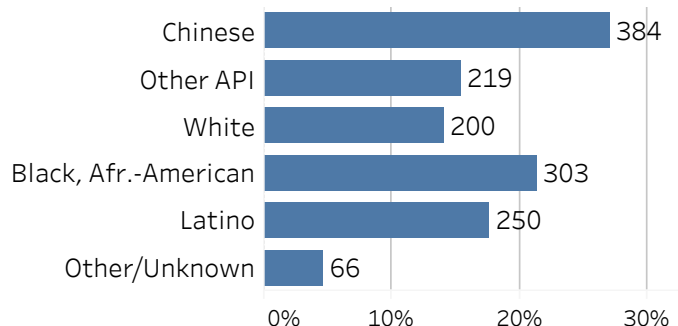
Unduplicated Clients	1,422
Enrollments	1,431

Analysis based on unduplicated clients

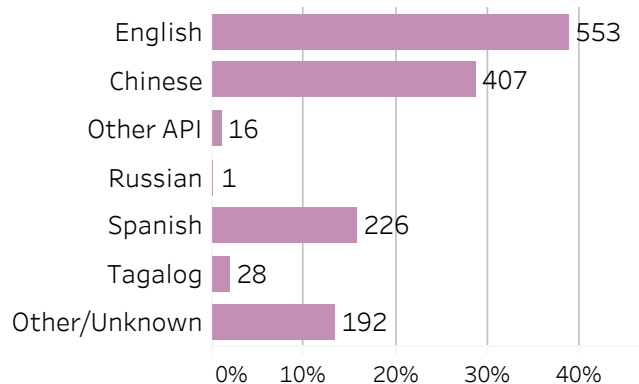
Zip Code of Residence



Race/Ethnicity



Primary Language



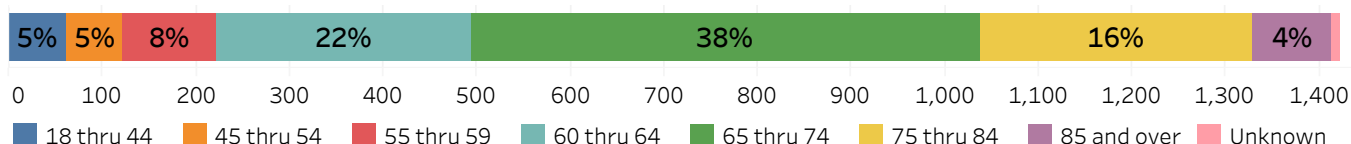
Gender Identity

	Undup. Clients	% of Clients
Female	760	53.4%
Male	634	44.6%
Trans Female	1	0.1%
Trans Male	3	0.2%
Genderqueer/Gender Non-binary	2	0.1%
Not listed, please specify	1	0.1%
Declined/Not stated	8	0.6%
Incomplete	13	0.9%

Sexual Orientation

	Undup. Clients	% of Clients
Straight/Heterosexual	1,211	85.2%
Gay/Lesbian/Same-Gender Loving	59	4.1%
Bisexual	15	1.1%
Questioning/Unsure	6	0.4%
Not listed, please specify	6	0.4%
Decline to Answer	96	6.8%
Incomplete	30	2.1%

Age



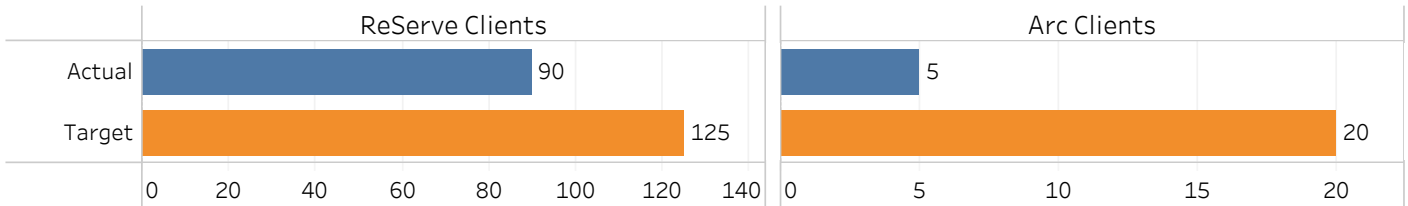
Employment Support

Employment Support services include subsidized job placements and other job-related supports to older adults and adults with disabilities seeking work. These services not only help to supplement participants' incomes, but also offer opportunities for social engagement and greater inclusion in the community.

Funding \$837,656

Providers 2

Service Objectives



Outcome Objectives

Service	Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
ReServe	Empowerment*	Clients placed in employment setting report that this experience helped them meet their goals for enrolling in the program	27	100%	80%
		Clients report services help mitigate or remove barriers to employment	27	92%	80%
		ReServe employers indicate they would consider hiring more older people and adults with disabilities based on experience with this program	20	100%	50%
Employment Support at the Arc	Empowerment	Clients maintain continued employment for at least eight months	5	100%	80%

*Key Measurement Theme for Service Area

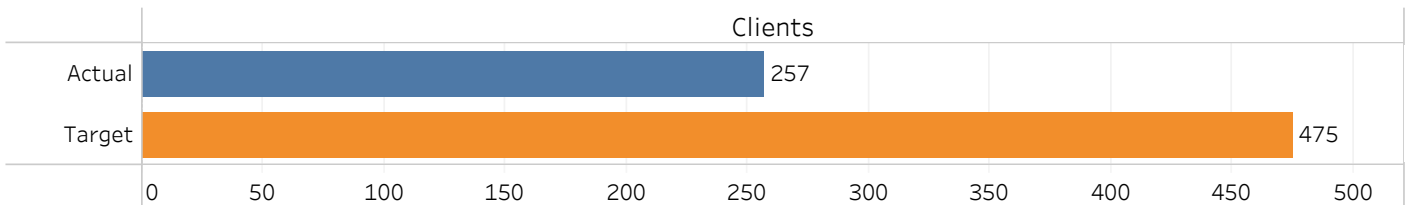
Intergenerational Programs

Intergenerational programs facilitate social engagement and exchange between older adults or adults with disabilities and individuals belonging to other generations. Activities support joint engagement and encourage relationship-building that is mutually beneficial.

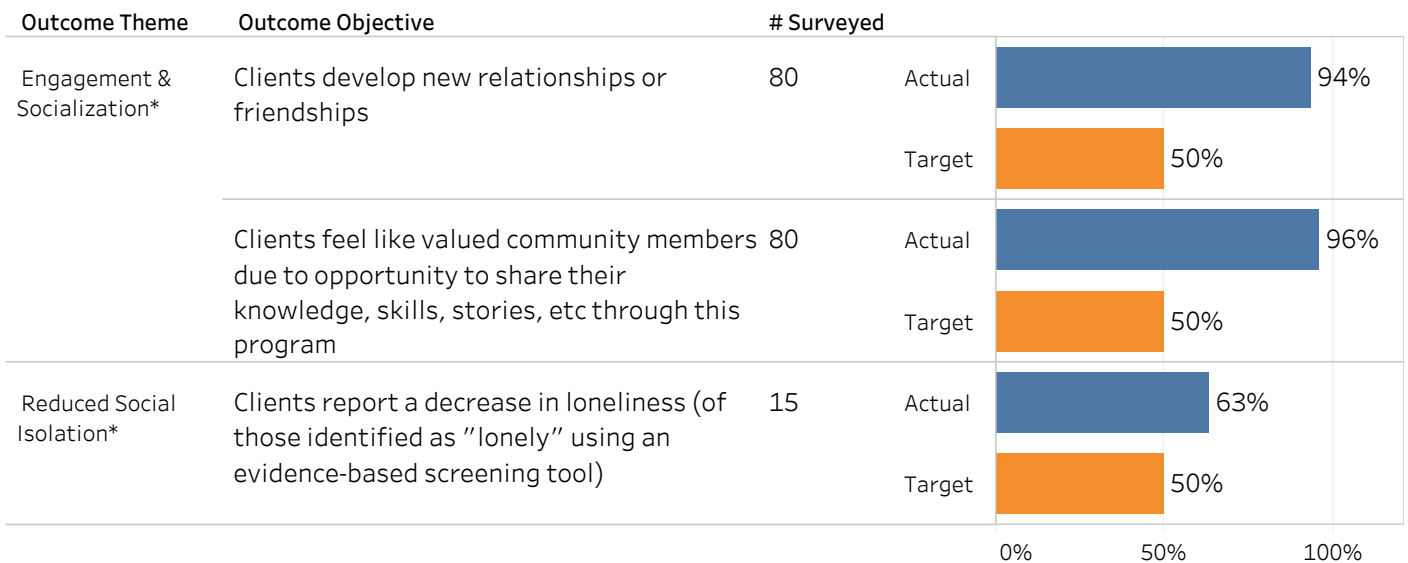
Funding \$633,000

Providers 6

Service Objectives



Outcome Objectives



*Key Measurement Theme for Service Area

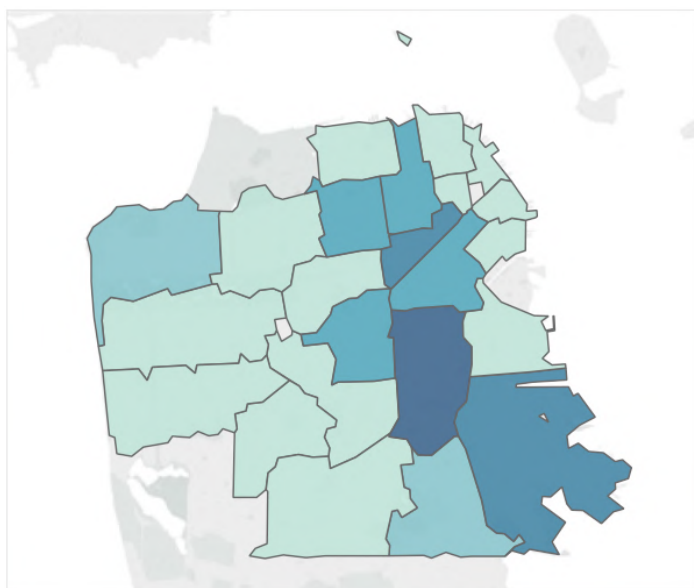
Note: Service levels reflect partial year service. With the public procurement process completed in the first half of the fiscal year, services began the second half of the year.

Service Levels (FY 18/19)

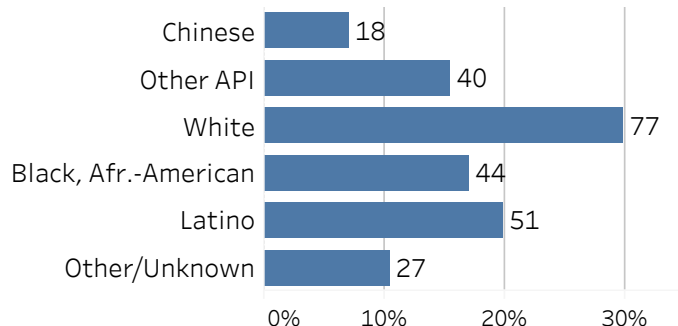
Unduplicated Clients	257
Enrollments	265

Analysis based on unduplicated clients

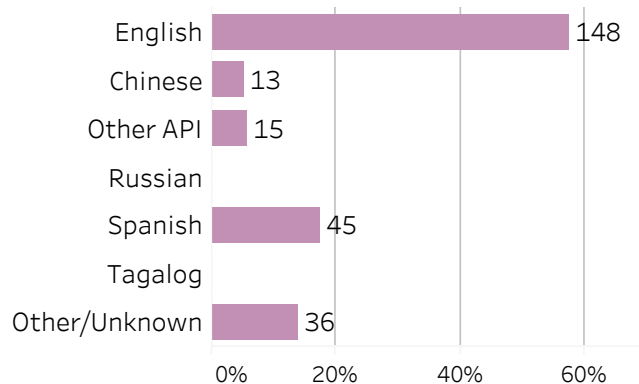
Zip Code of Residence



Race/Ethnicity



Primary Language



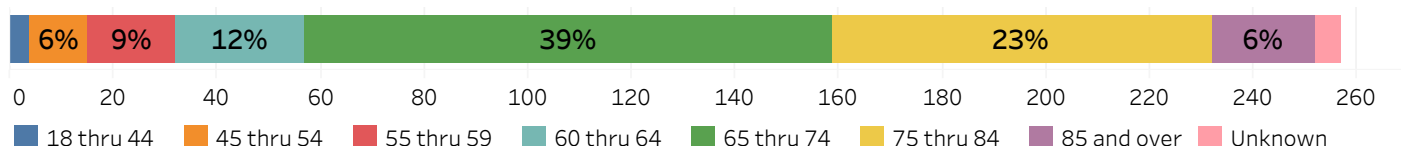
Gender Identity

	Undup. Clients	% of Clients
Female	134	52.1%
Male	106	41.2%
Trans Female	7	2.7%
Trans Male	3	1.2%
Genderqueer/Gender Non-binary	0	0.0%
Not listed, please specify	0	0.0%
Declined/Not stated	1	0.4%
Incomplete	6	2.3%

Sexual Orientation

	Undup. Clients	% of Clients
Straight/Heterosexual	131	51.0%
Gay/Lesbian/Same-Gender Loving	82	31.9%
Bisexual	6	2.3%
Questioning/Unsure	3	1.2%
Not listed, please specify	2	0.8%
Decline to Answer	15	5.8%
Incomplete	18	7.0%

Age



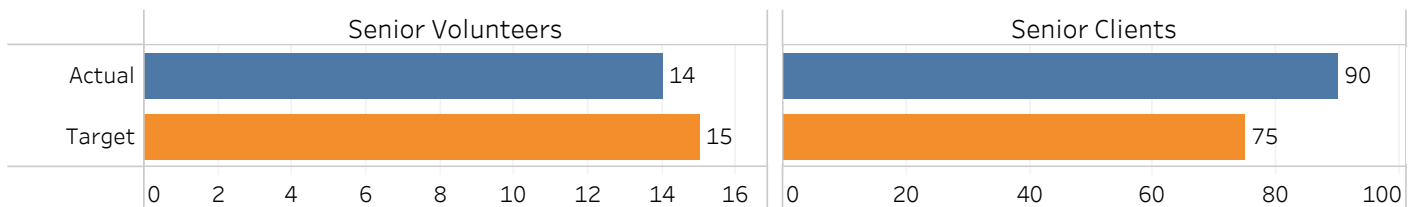
Senior Companion

The Senior Companion program provides low-to-moderate income older adults with the opportunity to volunteer at local community organizations. For participating organizations, this expands capacity to deliver needed support to clients. For volunteers, this program enhances feelings of self-worth and community connection, and also provides a small stipend.

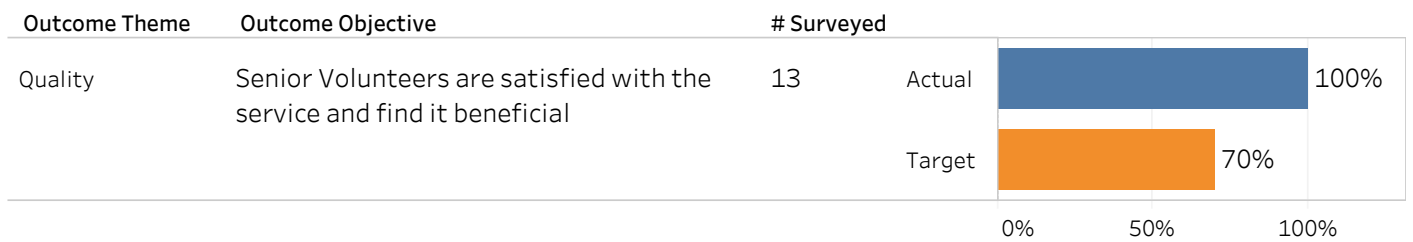
Funding \$87,300

Providers 1

Service Objectives



Outcome Objectives



*Key Measurement Theme for Service Area

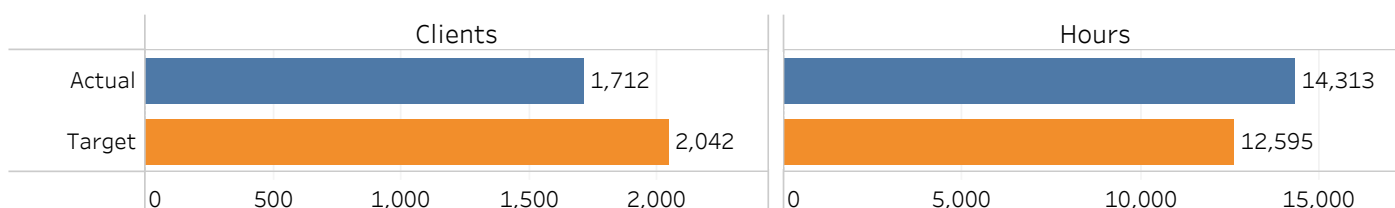
SF Connected

SF Connected 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. Located at sites throughout the City, the program works to address barriers to social connection, provides social media tools to help individuals overcome isolation, and helps participants access resources for healthy aging.

Funding \$741,524

Providers 4

Service Objectives



Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Empowerment*	Clients report that they have increased technology knowledge, awareness, and skills	856	99%	50%
	Clients utilize skills learned at the technology labs to use computers and internet at home or in community facilities	846	98%	50%
Engagement & Socialization*	Clients connect with relatives and friends through email and social media using skills learned from program	801	97%	50%
	Clients access online tools to improve their economic security (e.g., apply for CalFresh, check their Social Security status)	810	96%	20%
Stability in the Community	Clients search online for health information, better manage their chronic conditions, or discover ways to prevent falls or improve their health	828	96%	50%

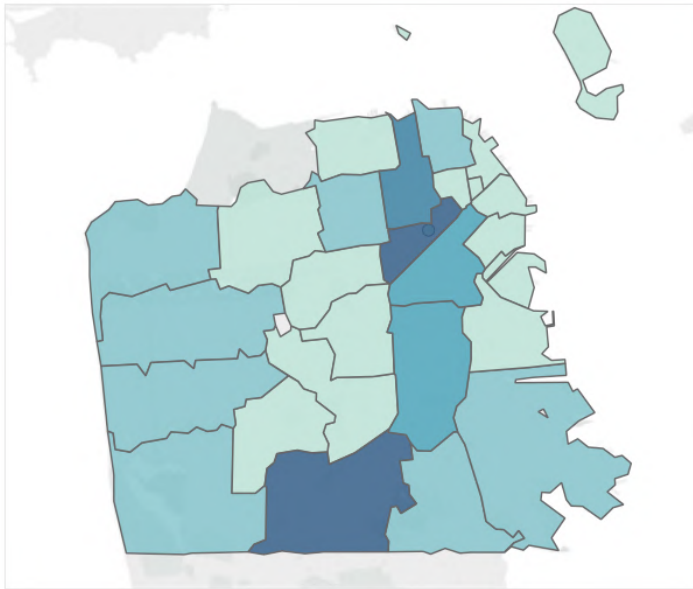
*Key Measurement Theme for Service Area

Service Levels (FY 18/19)

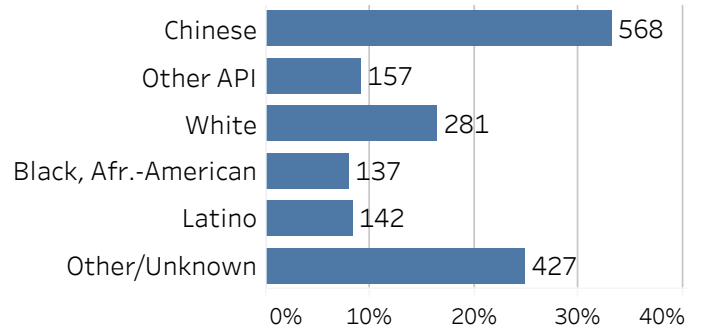
Unduplicated Clients	1,712
Enrollments	1,878

Analysis based on unduplicated clients

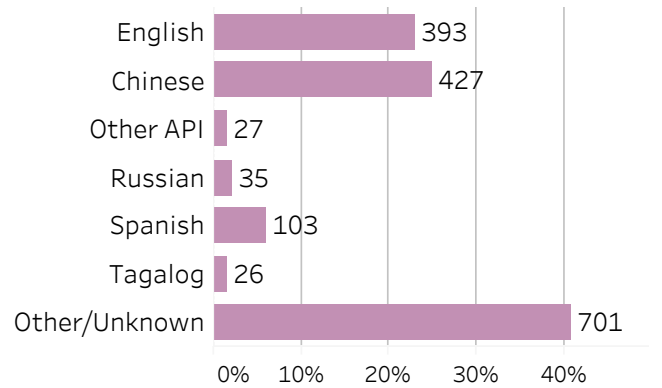
Zip Code of Residence



Race/Ethnicity



Primary Language



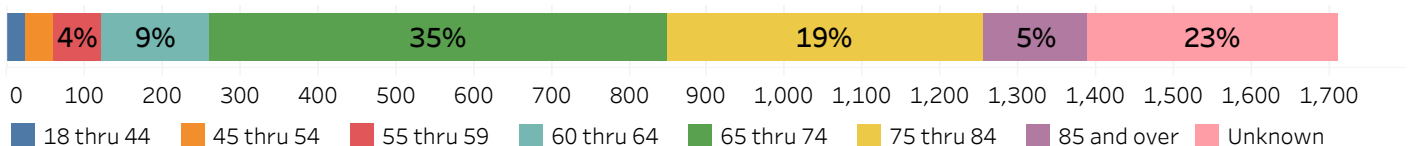
Gender Identity

	Undup. Clients	% of Clients
Female	842	49.2%
Male	631	36.9%
Trans Female	3	0.2%
Trans Male		
Genderqueer/Gender Non-binary		
Not listed, please specify		
Declined/Not stated	7	0.4%
Incomplete	229	13.4%

Sexual Orientation

	Undup. Clients	% of Clients
Straight/Heterosexual	1,064	62.1%
Gay/Lesbian/Same-Gender Loving	51	3.0%
Bisexual	23	1.3%
Questioning/Unsure	4	0.2%
Not listed, please specify	3	0.2%
Decline to Answer	90	5.3%
Incomplete	477	27.9%

Age



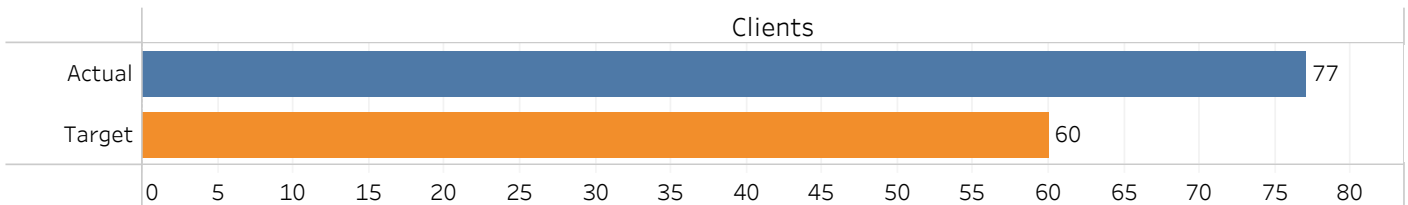
Technology at Home

The Technology at Home program seeks to reduce isolation and support self-management of health through the use of technology. The program provides participants with a long-term loan of a tablet computer or similar devices, trains clients one-on-one to use these devices, and provides ongoing technical and troubleshooting to support their self-sufficiency and social engagement.

Funding \$360,000

Providers 1

Service Objectives



Outcome Objectives



*Key Measurement Theme for Service Area

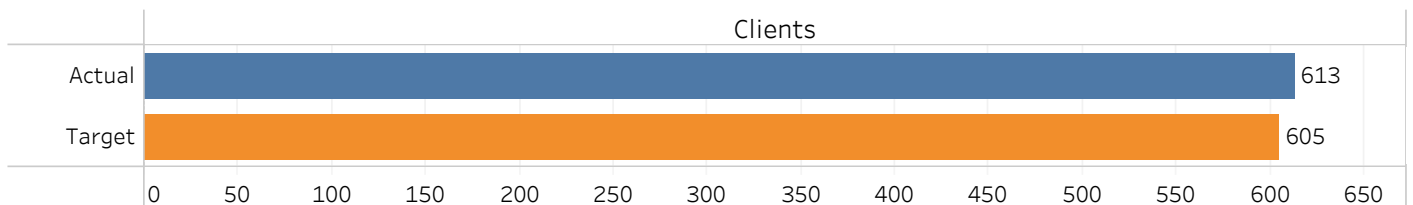
Village Programs

Village Programs, including the Community Bridge model, support seniors and adults with disabilities to build relationships within their neighborhood and develop a support network. These programs use a membership model in which paid staff and volunteers coordinate services and social activities for Village members. These may be based out of a central site in the neighborhood or operate without a dedicated location.

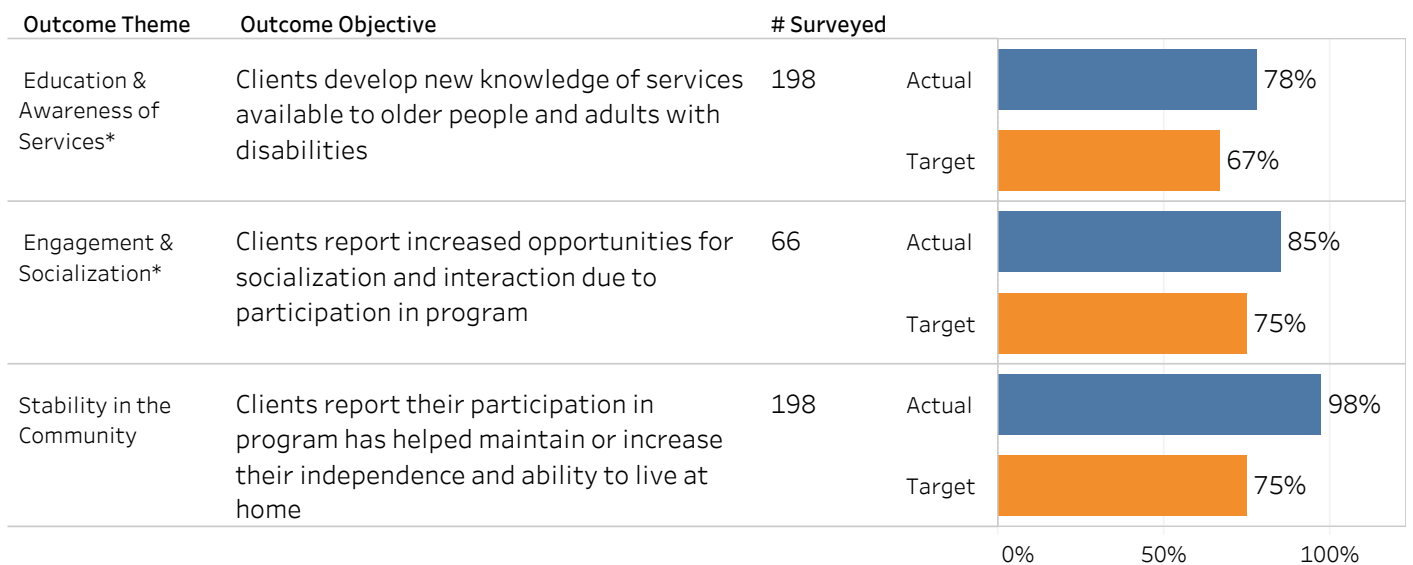
Funding \$588,812

Providers 3

Service Objectives



Outcome Objectives



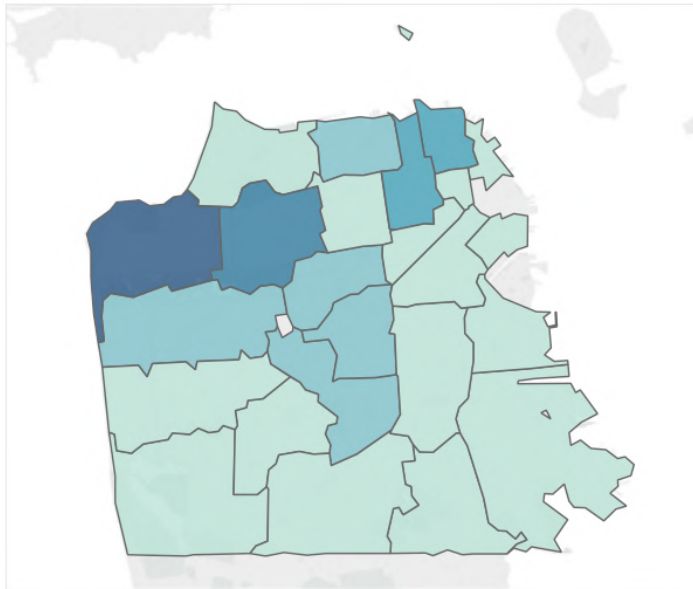
*Key Measurement Theme for Service Area

Service Levels (FY 18/19)

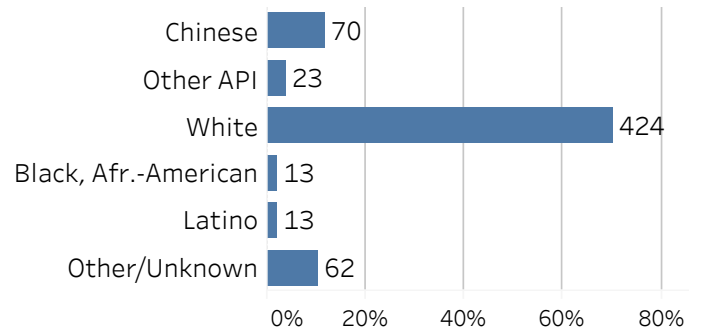
Unduplicated Clients	605
Enrollments	617

Analysis based on unduplicated clients

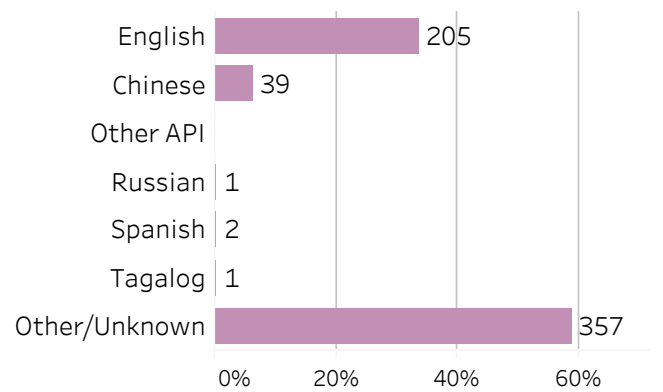
Zip Code of Residence



Race/Ethnicity



Primary Language



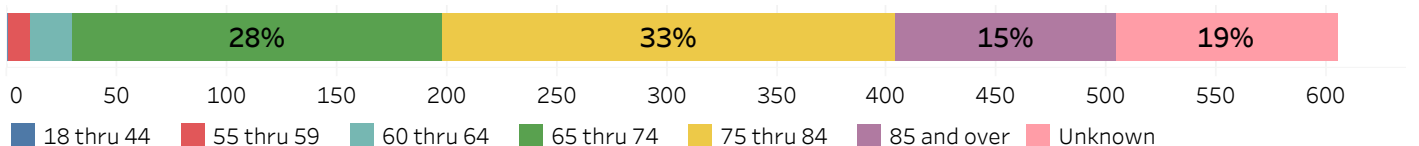
Gender Identity

	Undup. Clients	% of Clients
Female	428	70.7%
Male	154	25.5%
Trans Female		
Trans Male		
Genderqueer/Gender Non-binary		
Not listed, please specify		
Declined/Not stated	3	0.5%
Incomplete	20	3.3%

Sexual Orientation

	Undup. Clients	% of Clients
Straight/Heterosexual	416	68.8%
Gay/Lesbian/Same-Gender Loving	31	5.1%
Bisexual	7	1.2%
Questioning/Unsure		
Not listed, please specify	2	0.3%
Decline to Answer	89	14.7%
Incomplete	60	9.9%

Age



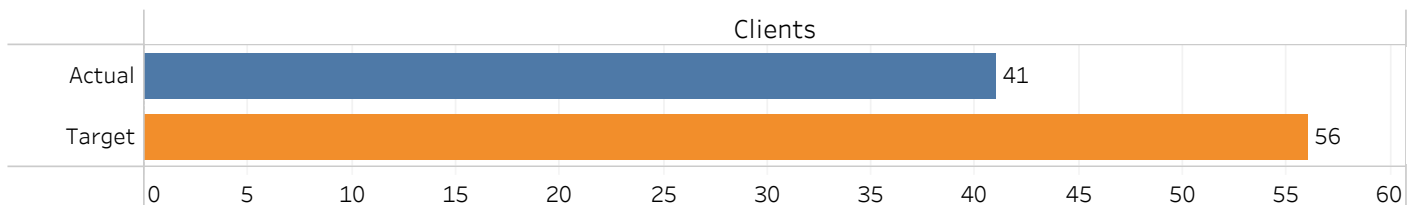
Volunteer Visitors

The Volunteer Visitors program matches volunteers with older adults and adults with disabilities to reduce isolation and loneliness and increase social connection. To support successful pairings and meaningful relationship building, volunteers visit client participants at least twice monthly for a period of six months or more.

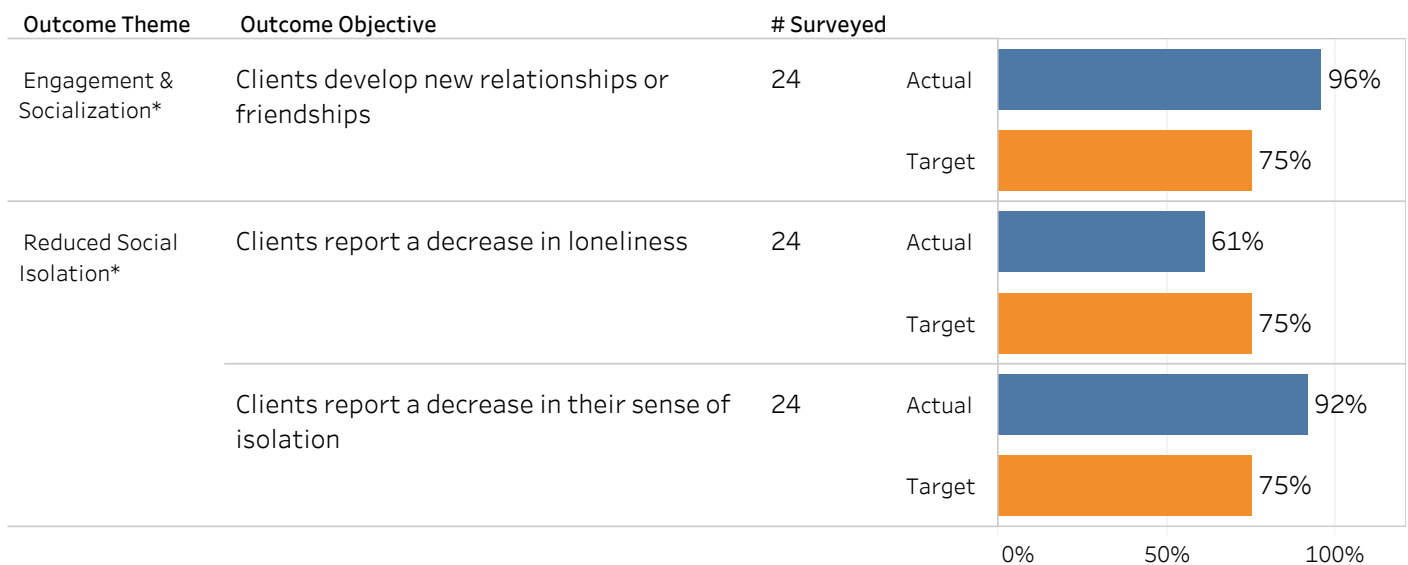
Funding \$100,000

Providers 2

Service Objectives



Outcome Objectives



*Key Measurement Theme for Service Area

Service Area: Housing Support

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

HOUSING SUPPORT SERVICES

- Housing Subsidies
- Rental Assistance Demonstration Project
- Scattered Site Housing
- Veterans Services Connect

PRIMARY OUTCOME MEASUREMENT THEMES

- **Housing Stability:** Clients are supported to maintain access to appropriate housing.
- **Service Connection:** Clients are connected to resources that address their needs and support them to live safely and engage in their community.
- **Engagement and Socialization:** Clients have increased opportunities to connect meaningfully with others, build new relationships, and/or participate in community.

FY 2018-19 HIGHLIGHTS

- We served 679 clients* and facilitated a total of 2,810 enrollments across all Housing Support services. In total, DAAS allocated \$8.1 million for services in this area.
- Across services, 85% of clients had a positive impact related to their housing stability.¹ For example, in the Veterans Services Connect program, 79% of clients surveyed reported the program helped them to maintain stable housing; in the Rental Assistance Demonstration program, 99% of clients obtained or maintained their housing.
- In the second year of the new Veterans Services Connect program (launched in FY 2017-18 with a new Dignity Fund allocation), we supported 325 veterans to access services that support their housing stability.
- We provided on-site services to improve housing stability, social connection, and wellbeing to over 2,100 older and disabled adults living in public housing through the Rental Assistance Demonstration program.
- We helped almost 250 clients to remain stably housed through our Housing Subsidy program, which facilitates connection to social services and other stabilizing resources in addition to the monthly rental subsidy.

Dignity Fund FY 2018-19: Housing Support Services

Total Enrollments	Total Unduplicated Clients*	Total Funding
2,810	679	\$8,081,651

*Does not include services for which client-level data is not captured/available (Rental Assistance Demonstration)

¹ Based on Rental Assistance Demonstration, Scattered Site, and Veterans Services Connect programs

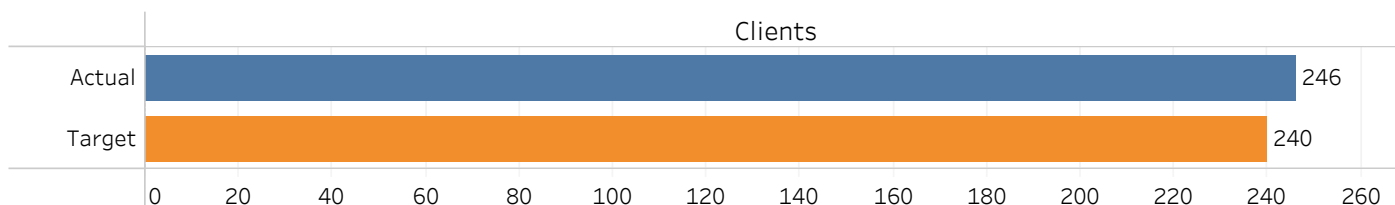
Housing Subsidies

The Housing Subsidy program seeks to stabilize housing of older people and adults with disabilities at imminent risk of eviction. In addition to the rental subsidy, staff provide clients with help connecting to other social services and resources that promote their housing stability. This includes long-term and short-term subsidy services.

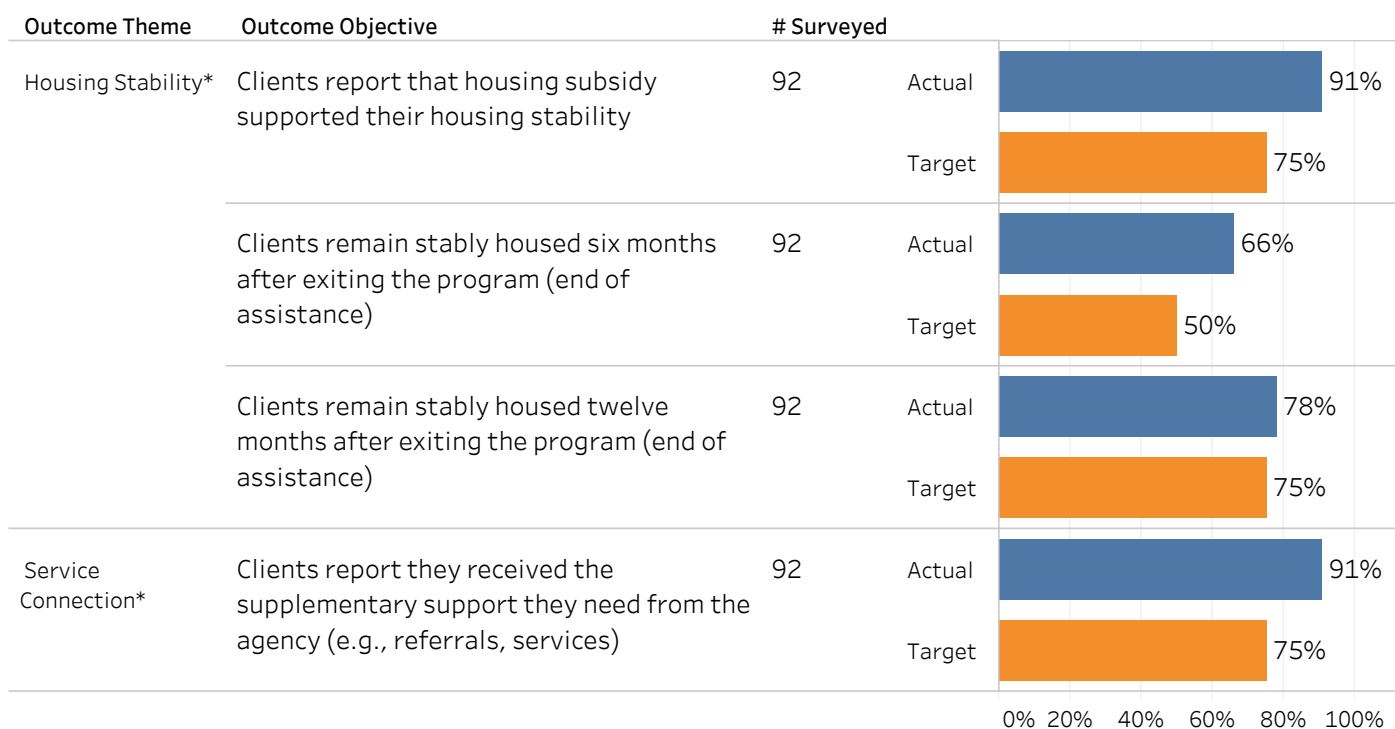
Funding \$3,086,660

Providers 2

Service Objectives



Outcome Objectives



*Key Measurement Theme for Service Area

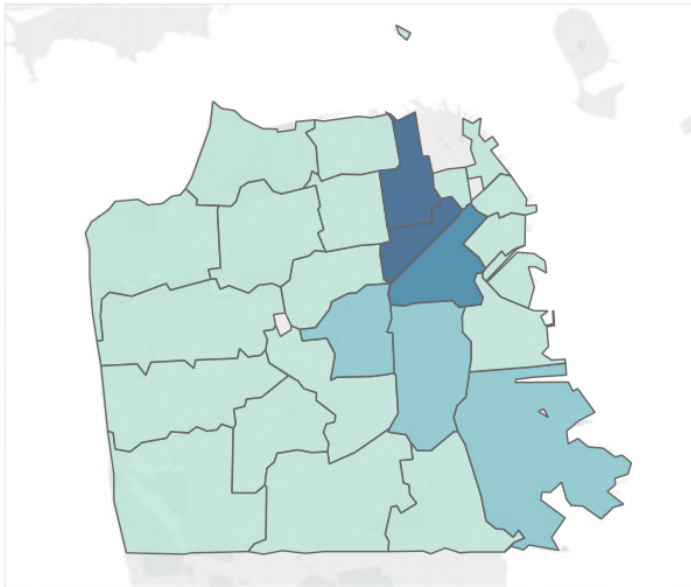
Note: Outcome objective data collected over FY 2017-18 and FY 2018-19.

Service Levels (FY 18/19)

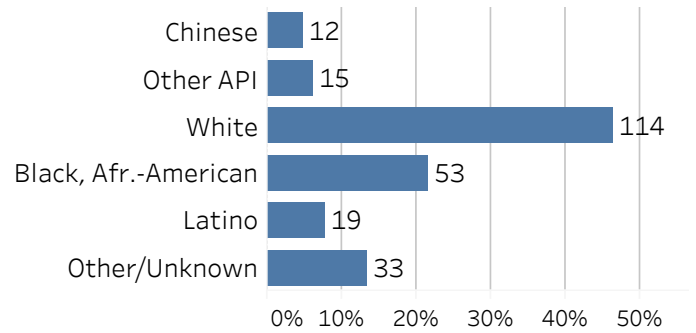
Unduplicated Clients	246
Enrollments	269

Analysis based on unduplicated clients

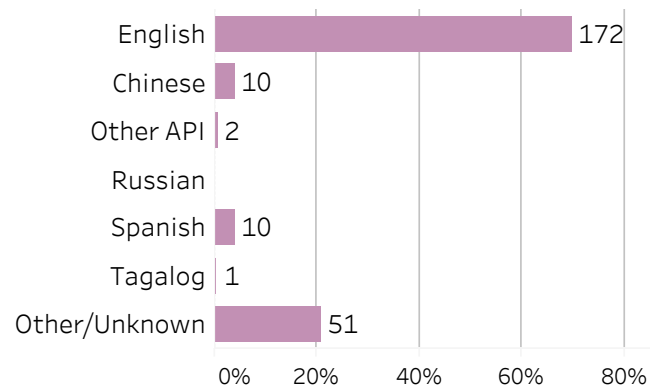
Zip Code of Residence



Race/Ethnicity



Primary Language



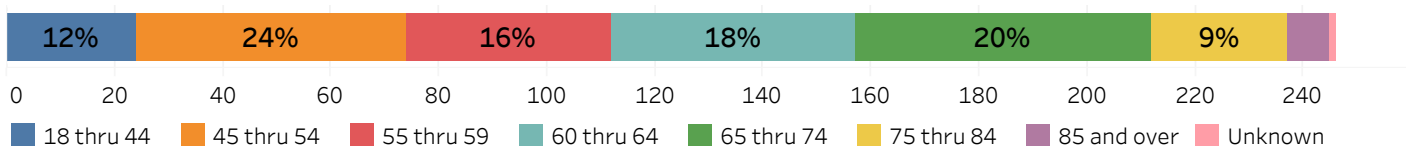
Gender Identity

	Undup. Clients	% of Clients
Female	81	32.9%
Male	148	60.2%
Trans Female	8	3.3%
Trans Male	1	0.4%
Genderqueer/Gender Non-binary	1	0.4%
Not listed, please specify		
Declined/Not stated		
Incomplete	7	2.8%

Sexual Orientation

	Undup. Clients	% of Clients
Straight/Heterosexual	122	49.6%
Gay/Lesbian/Same-Gender Loving	86	35.0%
Bisexual	12	4.9%
Questioning/Unsure	5	2.0%
Not listed, please specify		
Decline to Answer	9	3.7%
Incomplete	12	4.9%

Age



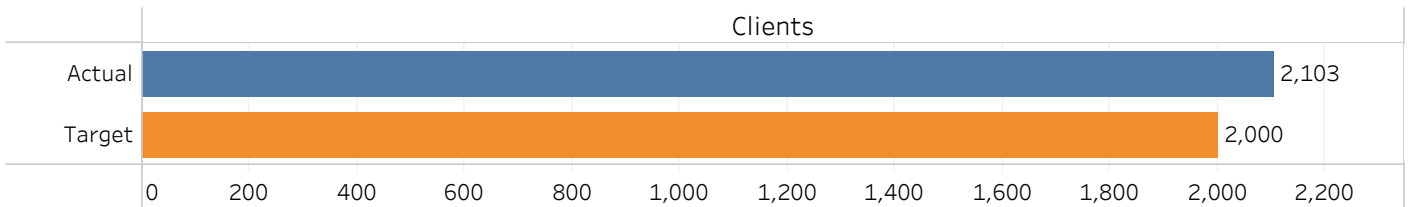
Rental Assistance Demonstration

The Rental Demonstration Assistance Project promotes housing retention and community connection in public housing developments. This includes supports for health and wellness, as well as community development through outreach and engagement efforts (e.g., tenant newsletters and onsite activities). Staff support housing stability by helping tenants address issues related to their housing, such as safety concerns and delinquent rent payments.

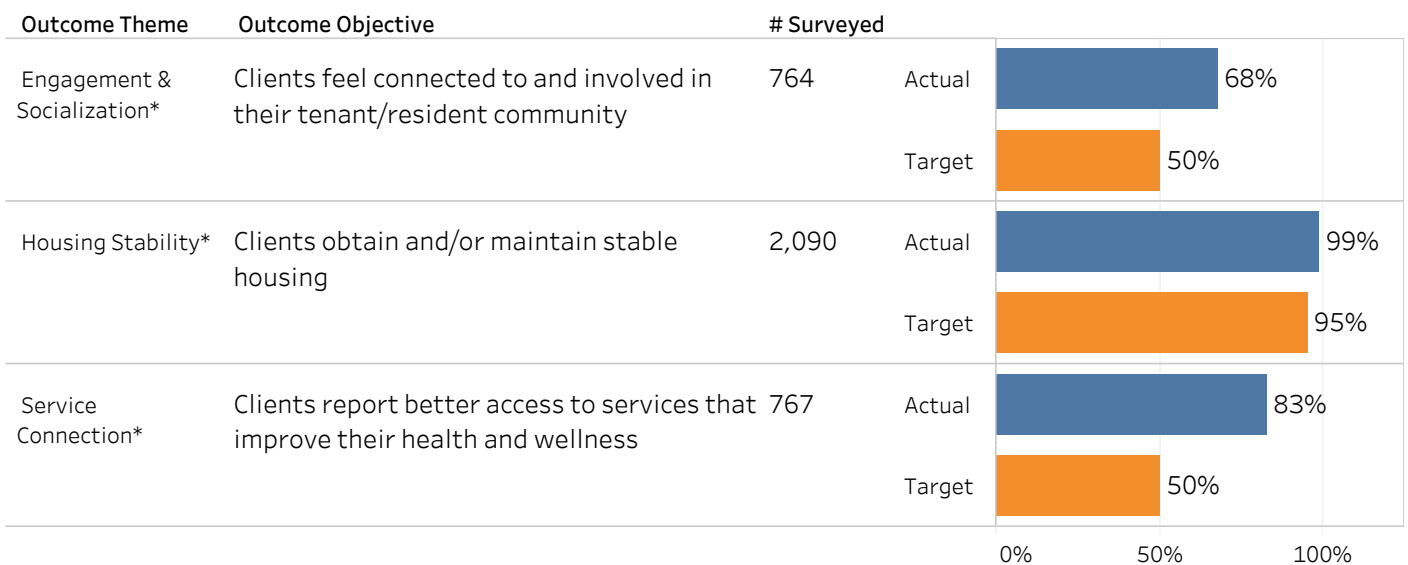
Funding \$1,619,177

Providers 6

Service Objectives



Outcome Objectives



*Key Measurement Theme for Service Area

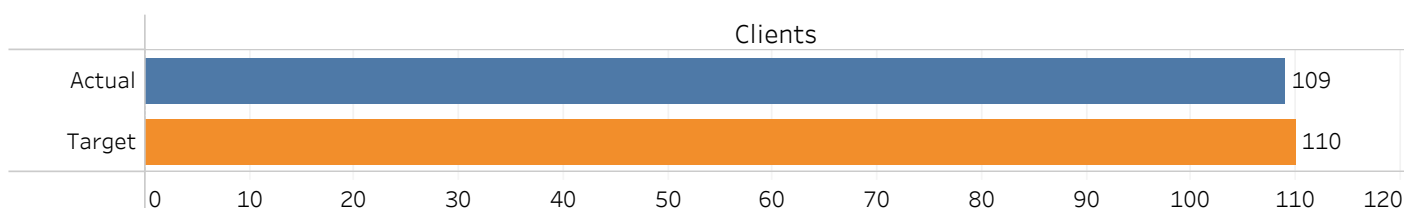
Scattered Site Housing

The Scattered Site Housing program supports individuals to leave institutional care (such as skilled nursing) and live in private market housing units. Clients pay a portion of their income towards rent and receive ongoing housing retention services to support their ability to remain housed.

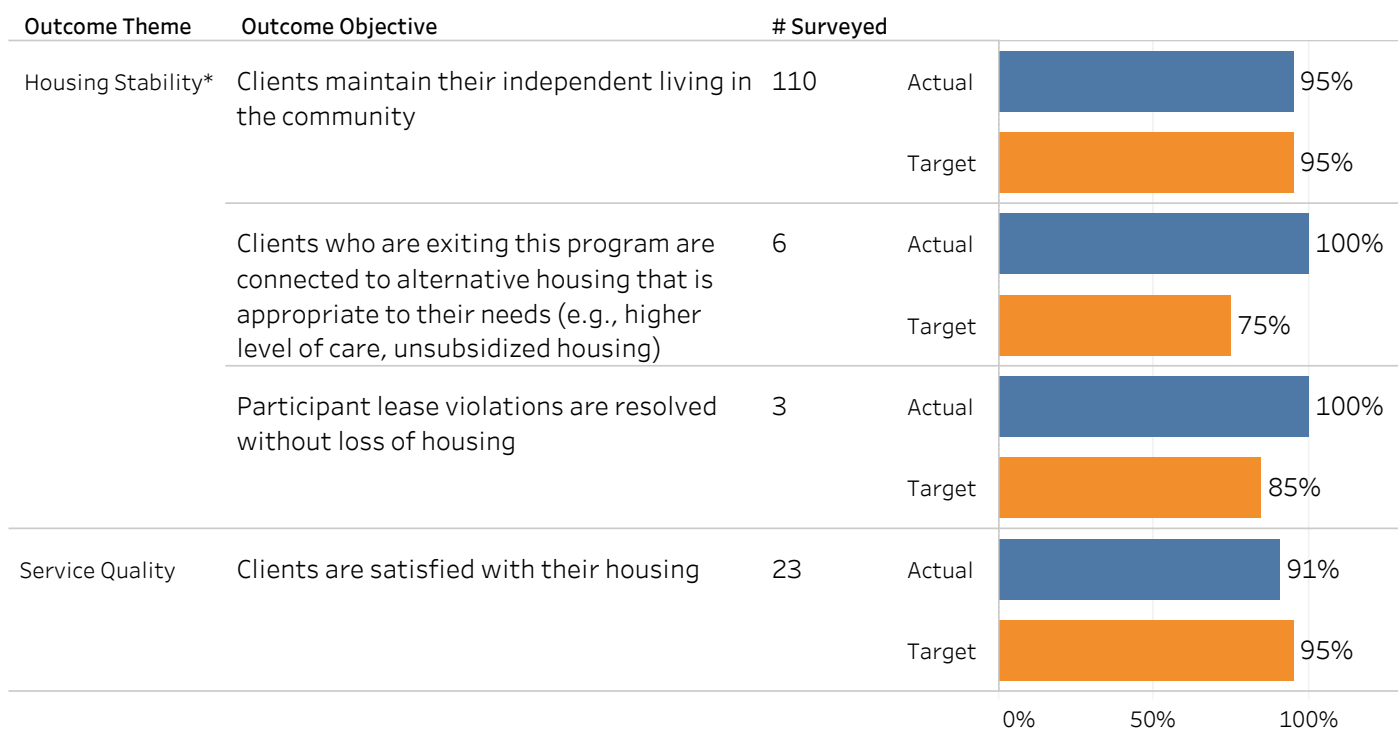
Funding \$3,075,814

Providers 1

Service Objectives



Outcome Objectives



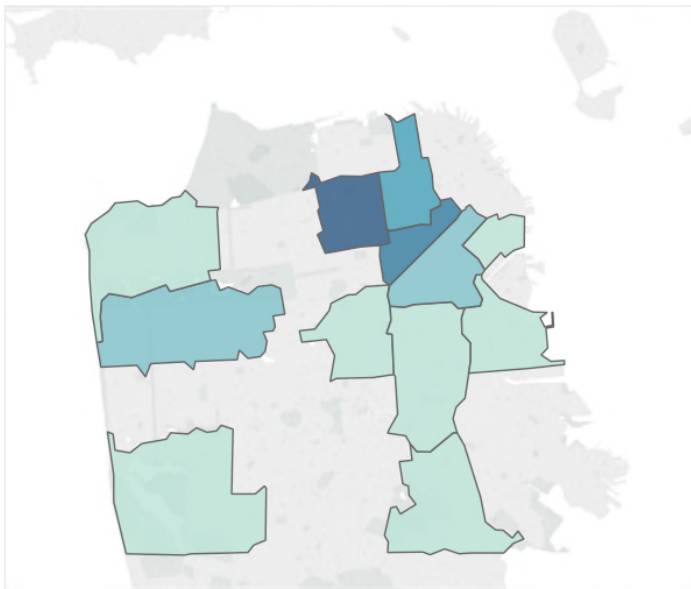
*Key Measurement Theme for Service Area

Service Levels (FY 18/19)

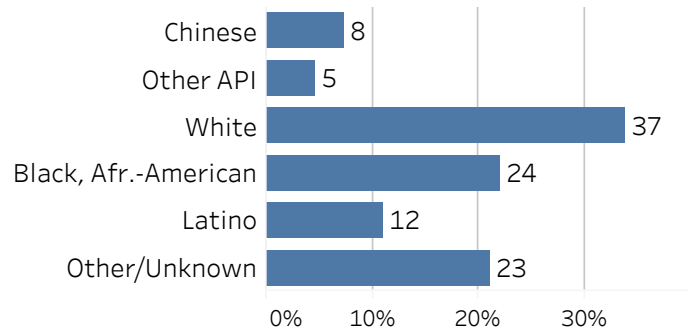
Unduplicated Clients	109
Enrollments	109

Analysis based on unduplicated clients

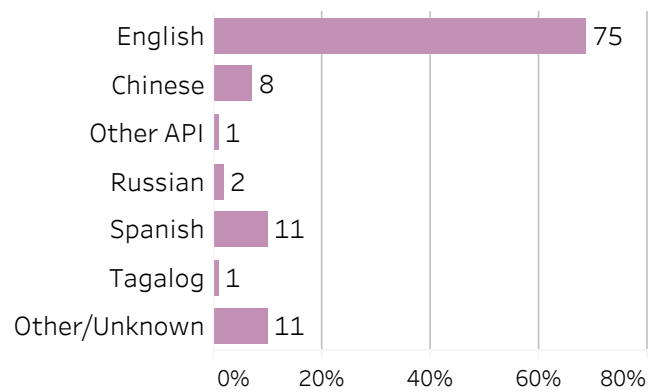
Zip Code of Residence



Race/Ethnicity



Primary Language



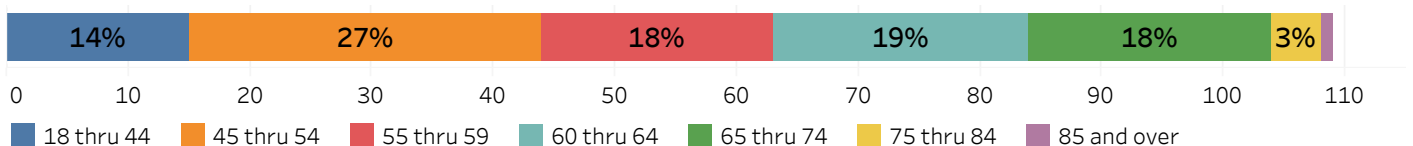
Gender Identity

	Undup. Clients	% of Clients
Female		
Male		
Trans Female		
Trans Male		
Genderqueer/Gender Non-binary		
Not listed, please specify		
Declined/Not stated		
Incomplete	109	100.0%

Sexual Orientation

	Undup. Clients	% of Clients
Straight/Heterosexual	44	40.4%
Gay/Lesbian/Same-Gender Loving	13	11.9%
Bisexual	1	0.9%
Questioning/Unsure	1	0.9%
Not listed, please specify		
Decline to Answer	2	1.8%
Incomplete	48	44.0%

Age



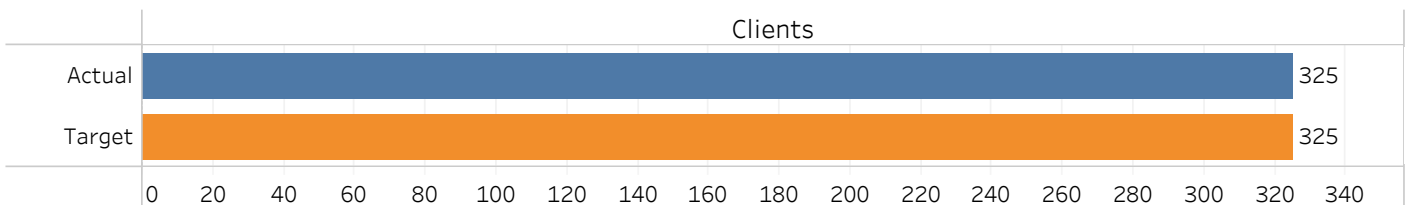
Veterans Services Connect

Based out of veterans housing developments, the Veterans Services Connect program promotes independence and supports residents to remain at home and within their community safely. This includes help connecting to supportive services and resources, as well as outreach and engagement to develop a sense of community at these housing sites.

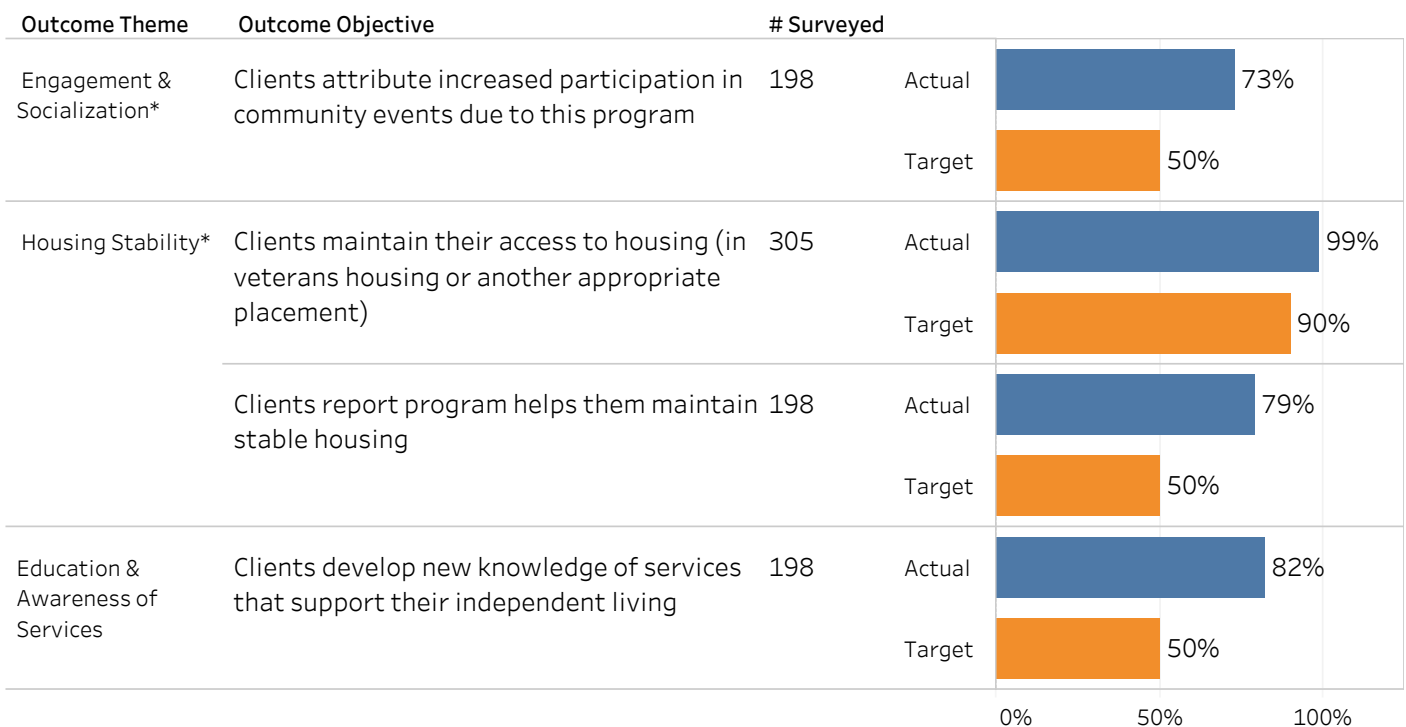
Funding \$300,000

Providers 1

Service Objectives



Outcome Objectives



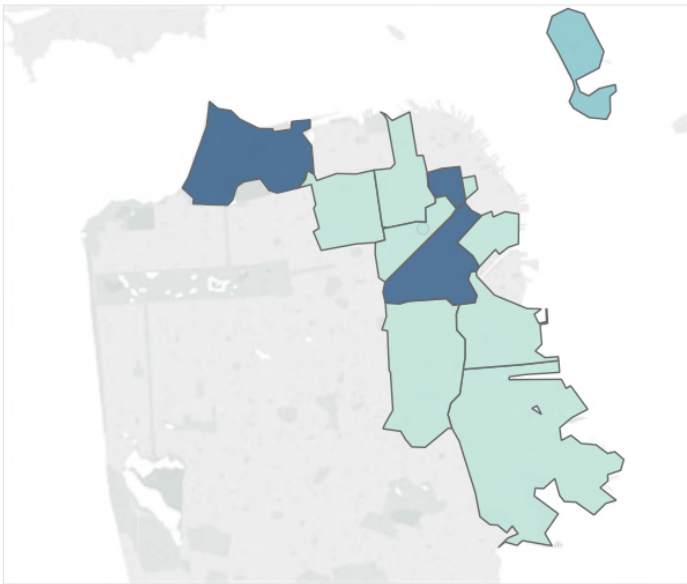
*Key Measurement Theme for Service Area

Service Levels (FY 18/19)

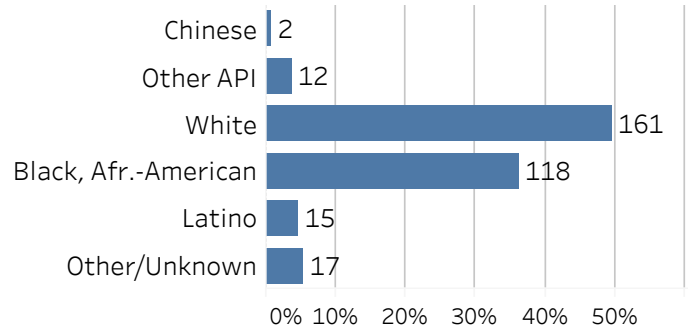
Unduplicated Clients	325
Enrollments	329

Analysis based on unduplicated clients

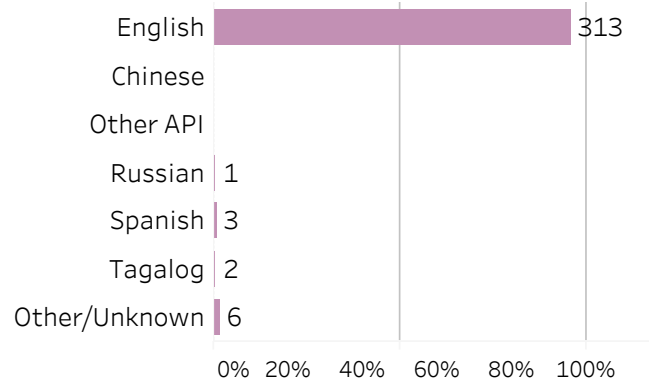
Zip Code of Residence



Race/Ethnicity



Primary Language



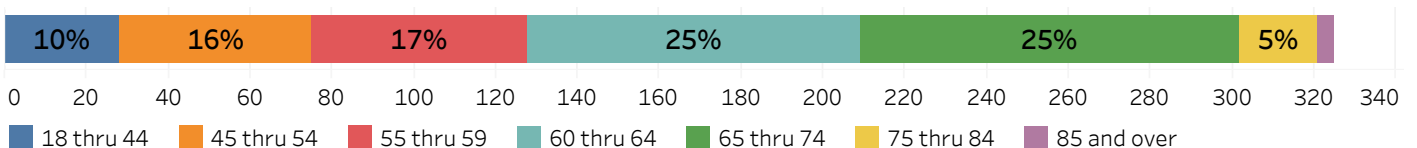
Gender Identity

	Undup. Clients	% of Clients
Female	17	5.2%
Male	303	93.2%
Trans Female	2	0.6%
Trans Male	1	0.3%
Genderqueer/Gender Non-binary	1	0.3%
Not listed, please specify	0	0%
Declined/Not stated	1	0.3%
Incomplete	0	0%

Sexual Orientation

	Undup. Clients	% of Clients
Straight/Heterosexual	235	72.3%
Gay/Lesbian/Same-Gender Loving	21	6.5%
Bisexual	8	2.5%
Questioning/Unsure	0	0%
Not listed, please specify	1	0.3%
Decline to Answer	58	17.8%
Incomplete	2	0.6%

Age



Service Area: Nutrition & Wellness

Nutrition & Wellness services are designed to promote physical health and wellbeing for older adults and adults with disabilities by providing nutritious foods and supporting healthy lifestyles.

NUTRITION & WELLNESS SERVICES

- Chronic Disease Management
- Congregate Meals
- Food Pantry
- Health Promotion
- Home-Delivered Groceries
- Home-Delivered Meals
- Nutrition Counseling & Education
- Nutrition for Healthy Outcomes

PRIMARY OUTCOME MEASUREMENT THEMES

- **Community Stability and Independence:** Clients are able to live stably and independently in the community.
- **Healthy Nutrition Habits:** Clients enhance their understanding of nutrition and make healthy dietary choices.
- **Increased Food Security:** Clients have increased access to healthy and nutritious food that meets their dietary needs.
- **Physical Fitness & Health:** Clients engage in physical activity and build knowledge that helps them maintain or improve their physical health.

FY 2018-19 HIGHLIGHTS

- We served 28,580 clients* and facilitated 50,450 enrollments across all Nutrition & Wellness services. In total, DAAS allocated \$22.5 million for services in this area.
- Across services, 85% of clients improved their nutrition habits.¹ This includes 91% of Congregate Meal clients who reported an increase in their consumption of fruits and vegetables, and 79% of Nutrition for Healthy Outcomes clients who developed knowledge of healthy nutrition related to managing their chronic disease and/or overall health.
- We helped people live stably and independently: 84% of clients reported services helped them to maintain their independence in the community.²
- We provided evidence-based Health Promotion services to approximately 1,200 older adults throughout the City, supporting them to exercise and maintain their health as they age.

Dignity Fund FY 2018-19: Nutrition & Wellness Services

Total Enrollments	Total Unduplicated Clients*	Total Funding
51,036	28,580	\$22,462,489

**Does not include services for which client-level data is not captured/available (Chronic Disease Management Program)*

¹ Based on Congregate Meals, Home-Delivered Meals, Nutrition Counseling and Education, and Nutrition for Healthy Outcomes programs.

² Based on Congregate Meals, Food Pantry Assistance, Home-Delivered Groceries, and Home-Delivered Meals programs.

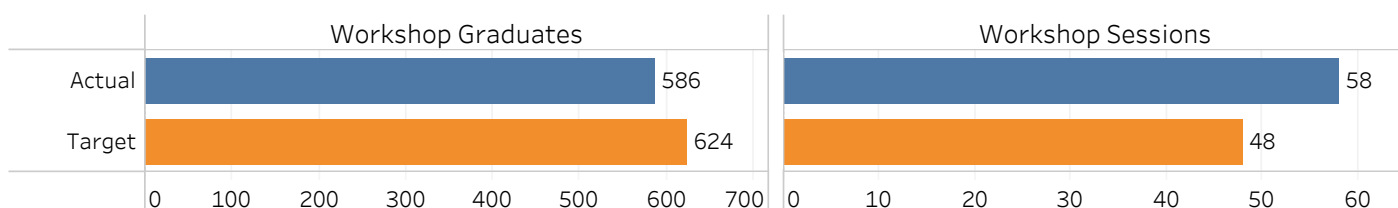
Chronic Disease Management

Chronic Disease Management Programs provide evidence-based education to empower older adults or adults with disabilities to manage their ongoing health conditions that can impact quality of life, such as heart disease, chronic pain, depression, or HIV.

Funding \$231,296

Providers 1

Service Objectives



Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Healthy Nutrition Habits*	Clients report increased consumption of fruits or vegetables and/or increased physical activity	0	Actual	
			Target	
Physical Fitness & Health*	Clients demonstrate greater understanding of diabetes and how to prevent or better manage it	0	Actual	
			Target	

0%

*Key Measurement Theme for Service Area

Note: DAAS is working with service providers to strengthen outcome objectives and ensure data is available and consistently collected for future reporting.

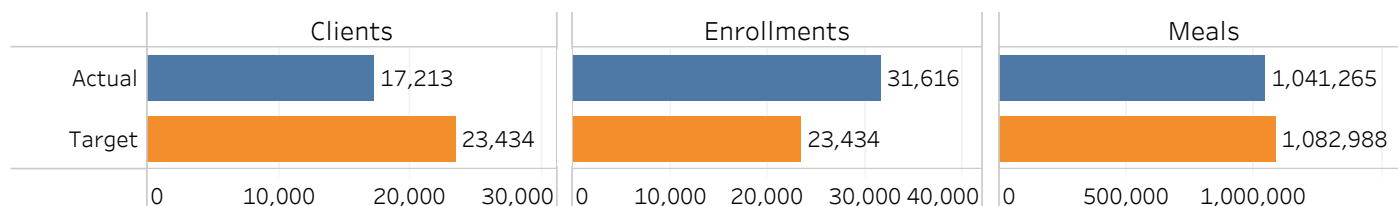
Congregate Meals

Congregate Meals, sometimes known as community dining programs, provide lunch every day at various locations throughout the City. This program not only supports nutrition by providing healthy meals, but also offers the opportunity to socialize with peers and engage in community activities at meal sites. DAAS funds meal service at over 45 sites throughout the City.

Funding \$7,277,512

Providers 9

Service Objectives



Outcome Objectives



*Key Measurement Theme for Service Area

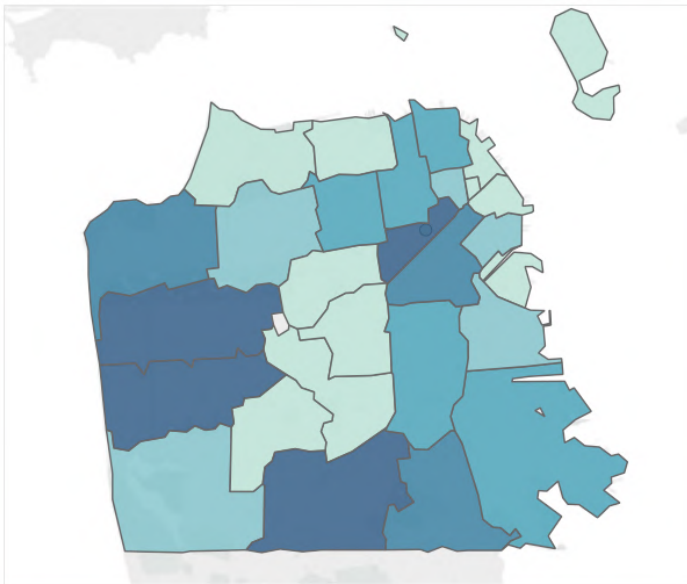
Note: Enrollment targets are established by service site, but clients often participate in services at multiple sites within this program. Thus, while service providers may reach their target enrollment levels, the unduplicated client count of individuals served across the entire program is often a lower figure.

Service Levels (FY 18/19)

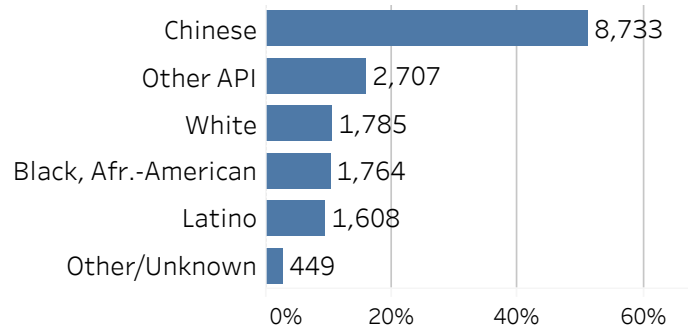
Unduplicated Clients	17,017
Enrollments	31,616

Analysis based on unduplicated clients

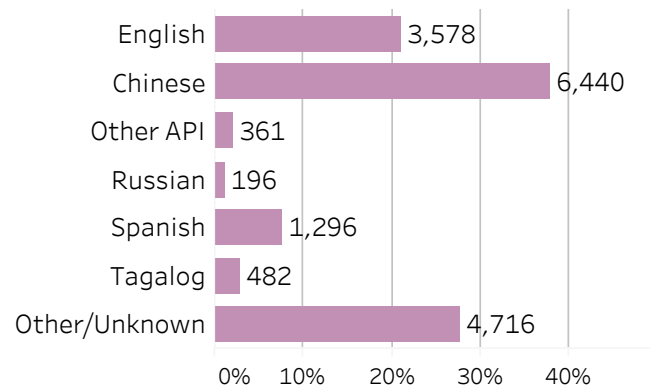
Zip Code of Residence



Race/Ethnicity



Primary Language



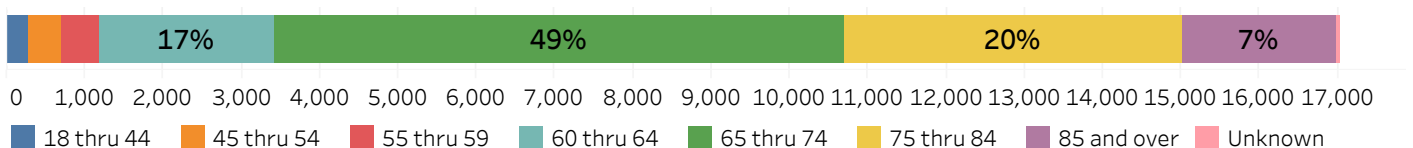
Gender Identity

	Undup. Clients	% of Clients
Female	9,785	57.5%
Male	6,985	41.0%
Trans Female	38	0.2%
Trans Male	27	0.2%
Genderqueer/Gender Non-binary	5	0.0%
Not listed, please specify	3	0.0%
Declined/Not stated	91	0.5%
Incomplete	89	0.5%

Sexual Orientation

	Undup. Clients	% of Clients
Straight/Heterosexual	13,873	81.5%
Gay/Lesbian/Same-Gender Loving	267	1.6%
Bisexual	169	1.0%
Questioning/Unsure	13	0.1%
Not listed, please specify	34	0.2%
Decline to Answer	2,089	12.3%
Incomplete	603	3.5%

Age



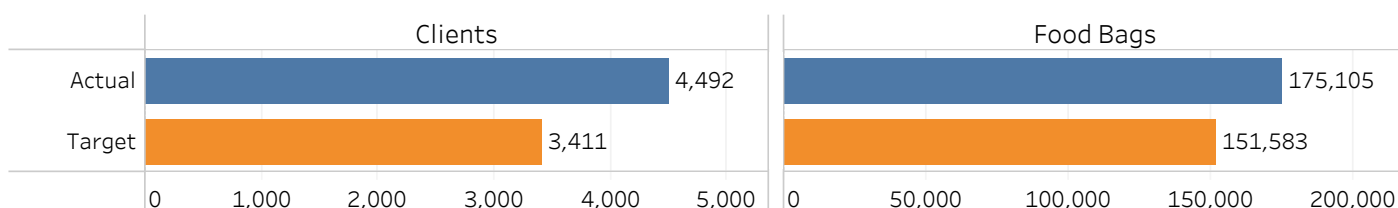
Food Pantry Assistance

Food Pantry Assistance offer weekly or bi-monthly supplemental groceries to low-income seniors and adults with disabilities for pick-up at numerous sites in San Francisco. This service is coordinated by the San Francisco Marin Food Bank in partnership with a citywide network of community partners that host pantry sites.

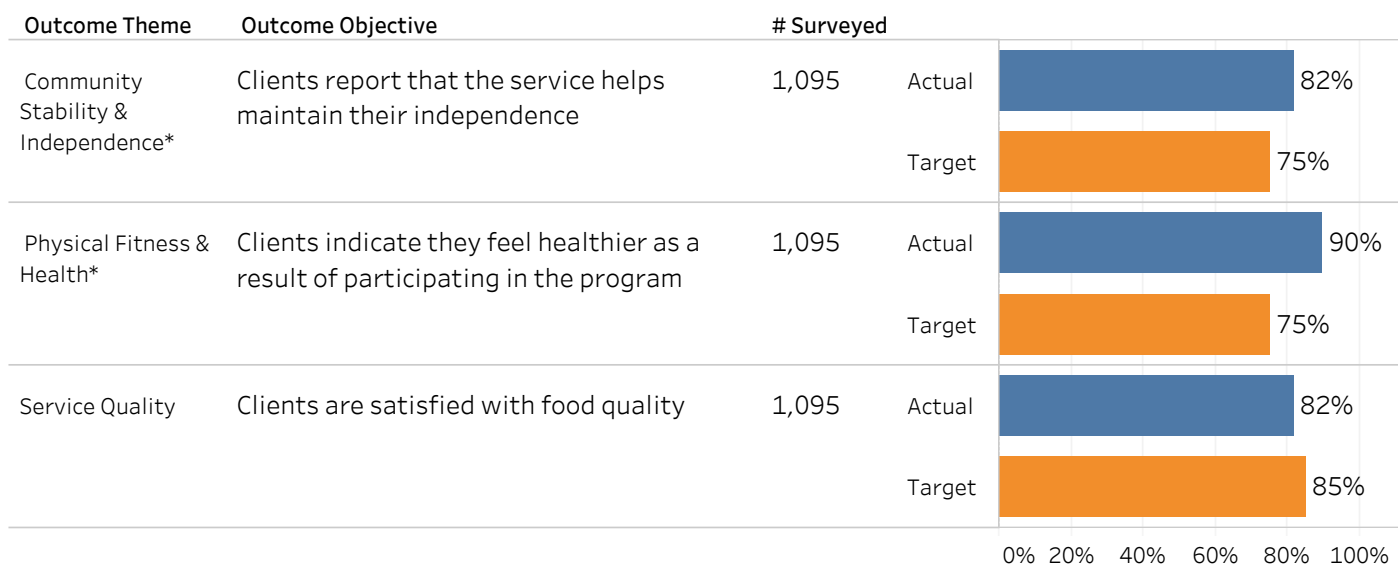
Funding \$475,000

Providers 1

Service Objectives



Outcome Objectives



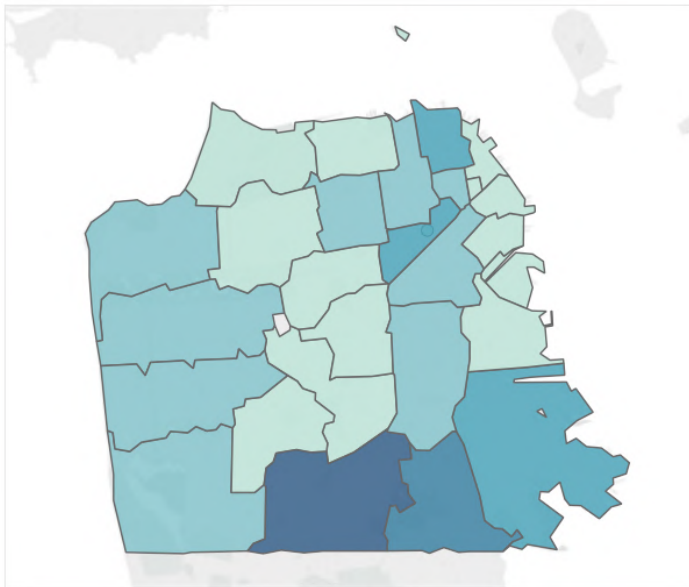
*Key Measurement Theme for Service Area

Service Levels (FY 18/19)

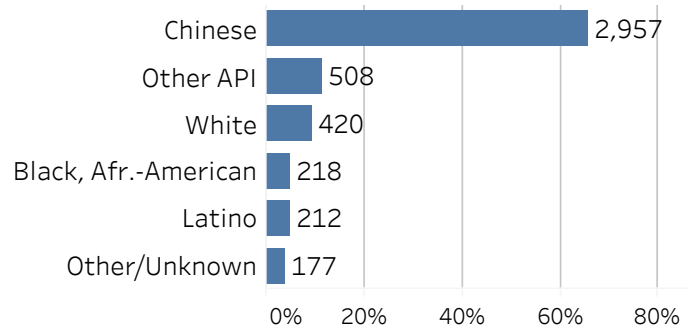
Unduplicated Clients	4,492
Enrollments	4,492

Analysis based on unduplicated clients

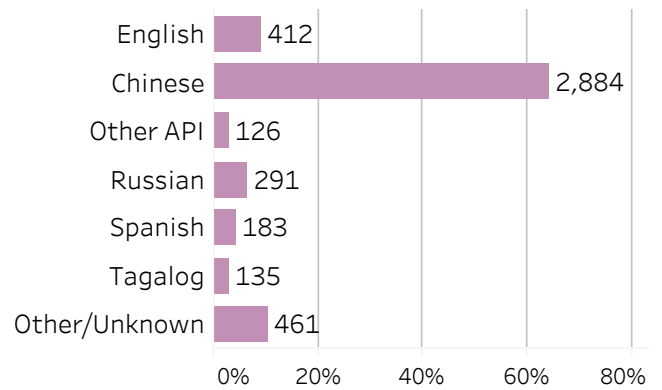
Zip Code of Residence



Race/Ethnicity



Primary Language



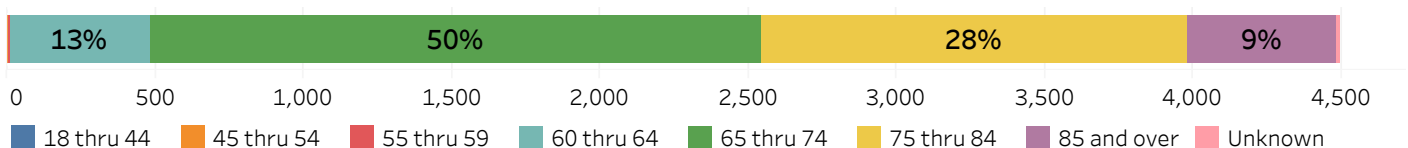
Gender Identity

	Undup. Clients	% of Clients
Female	3,103	69.1%
Male	1,360	30.3%
Trans Female	3	0.1%
Trans Male	6	0.1%
Genderqueer/Gender Non-binary		
Not listed, please specify		
Declined/Not stated	12	0.3%
Incomplete	8	0.2%

Sexual Orientation

	Undup. Clients	% of Clients
Straight/Heterosexual	3,366	74.9%
Gay/Lesbian/Same-Gender Loving	29	0.6%
Bisexual	28	0.6%
Questioning/Unsure	7	0.2%
Not listed, please specify	28	0.6%
Decline to Answer	966	21.5%
Incomplete	68	1.5%

Age



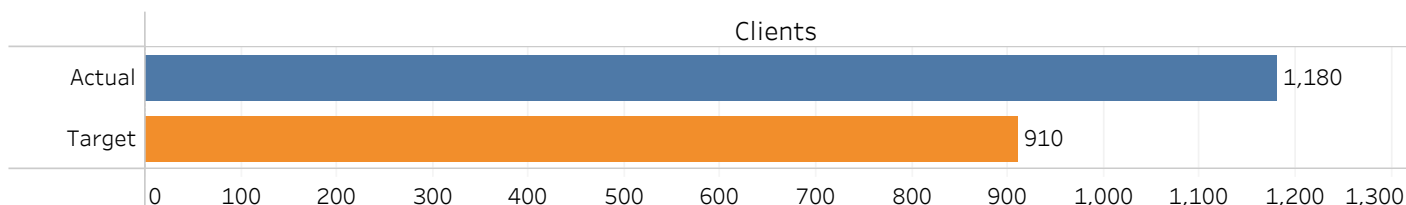
Health Promotion

Health Promotion supports older adults to exercise and maintain their health as they age through the Always Active wellness program. This program works to reduce risk of falls and prevent injury and has a secondary effect of helping to build a sense of community among participants in neighborhoods throughout the City.

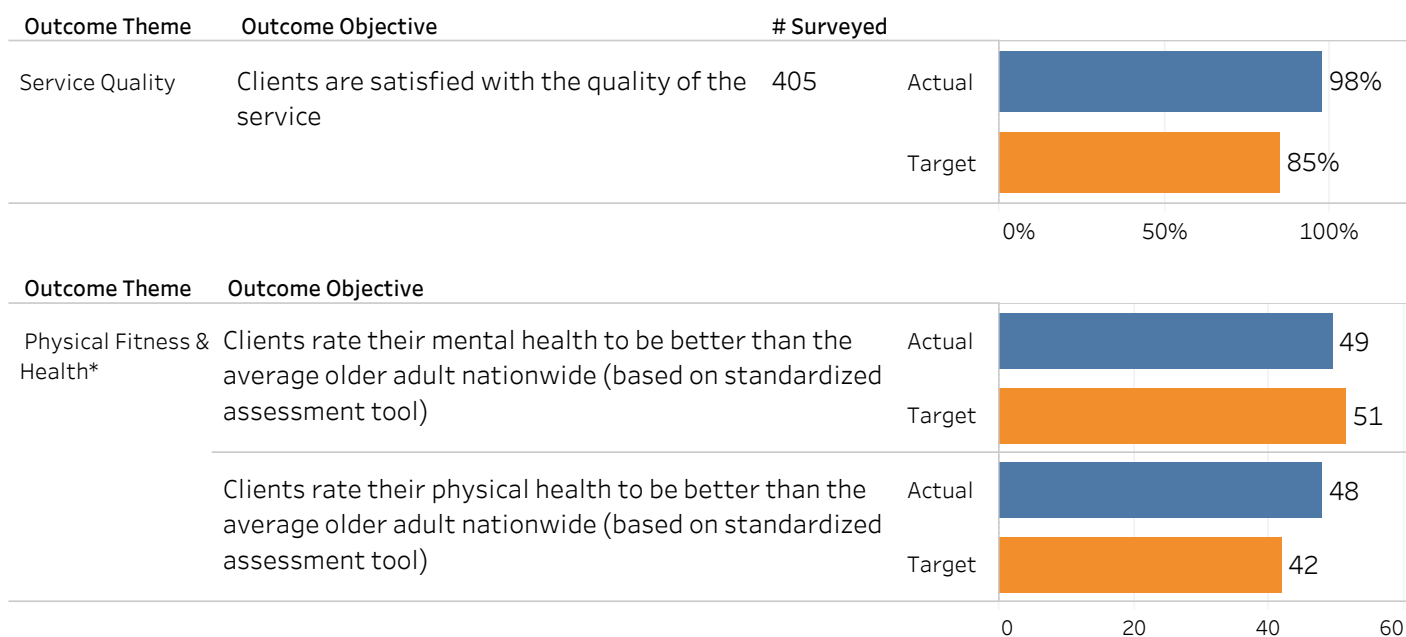
Funding \$415,290

Providers 1

Service Objectives



Outcome Objectives



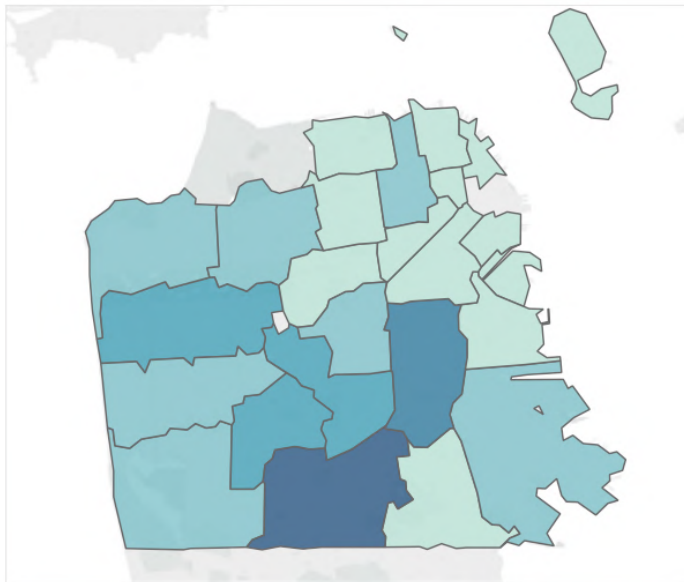
*Key Measurement Theme for Service Area

Service Levels (FY 18/19)

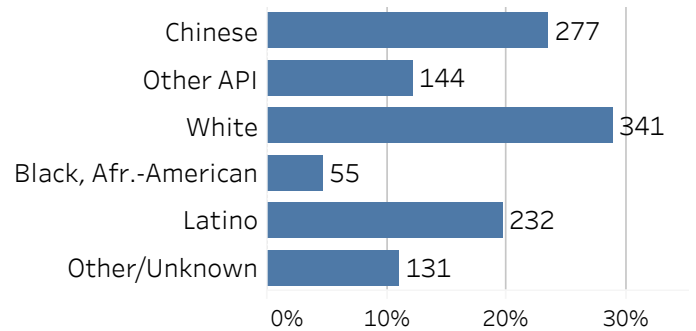
Unduplicated Clients	1,180
Enrollments	1,201

Analysis based on unduplicated clients

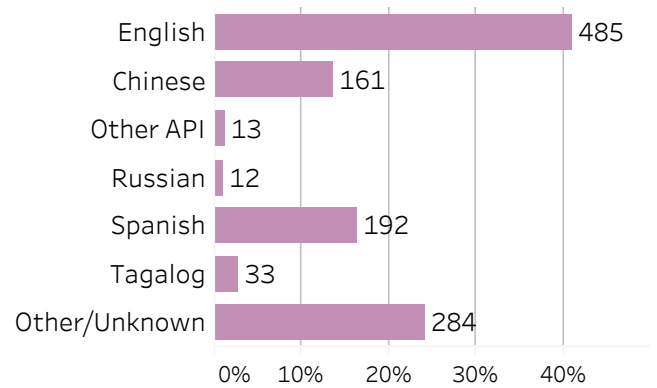
Zip Code of Residence



Race/Ethnicity



Primary Language



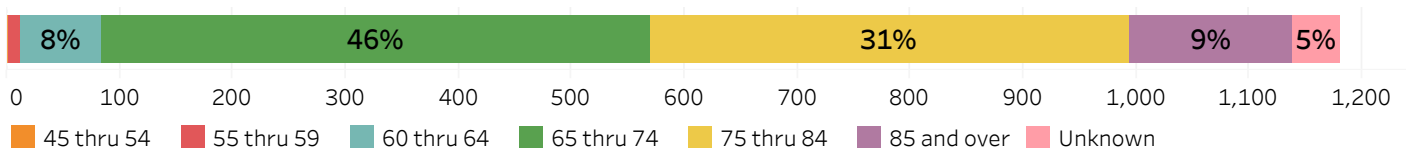
Gender Identity

	Undup. Clients	% of Clients
Female	886	75.1%
Male	235	19.9%
Trans Female		
Trans Male		
Genderqueer/Gender Non-binary		
Not listed, please specify		
Declined/Not stated	4	0.3%
Incomplete	55	4.7%

Sexual Orientation

	Undup. Clients	% of Clients
Straight/Heterosexual	894	75.8%
Gay/Lesbian/Same-Gender Loving	34	2.9%
Bisexual	12	1.0%
Questioning/Unsure	1	0.1%
Not listed, please specify		
Decline to Answer	87	7.4%
Incomplete	152	12.9%

Age



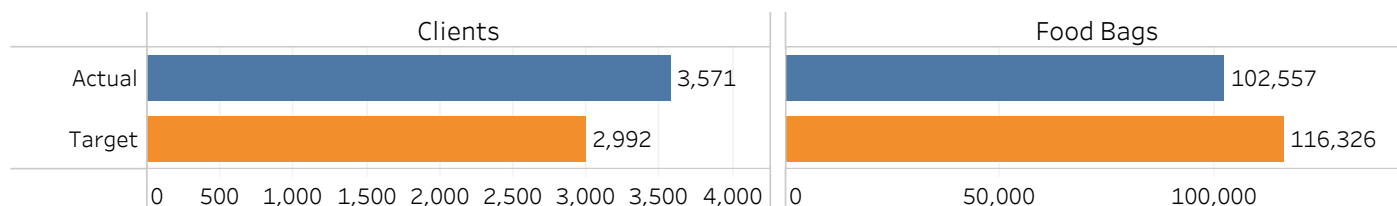
Home-Delivered Groceries

The Home-Delivered Groceries program delivers groceries directly to the homes of older adults and adults with disabilities with limited mobility. By providing access fresh, nutritious produce, this program supports clients to maintain their independence and quality of life. This service is led by the San Francisco Marin Food Bank in partnership with a citywide network of community partners, including three lead agencies that help coordinate delivery.

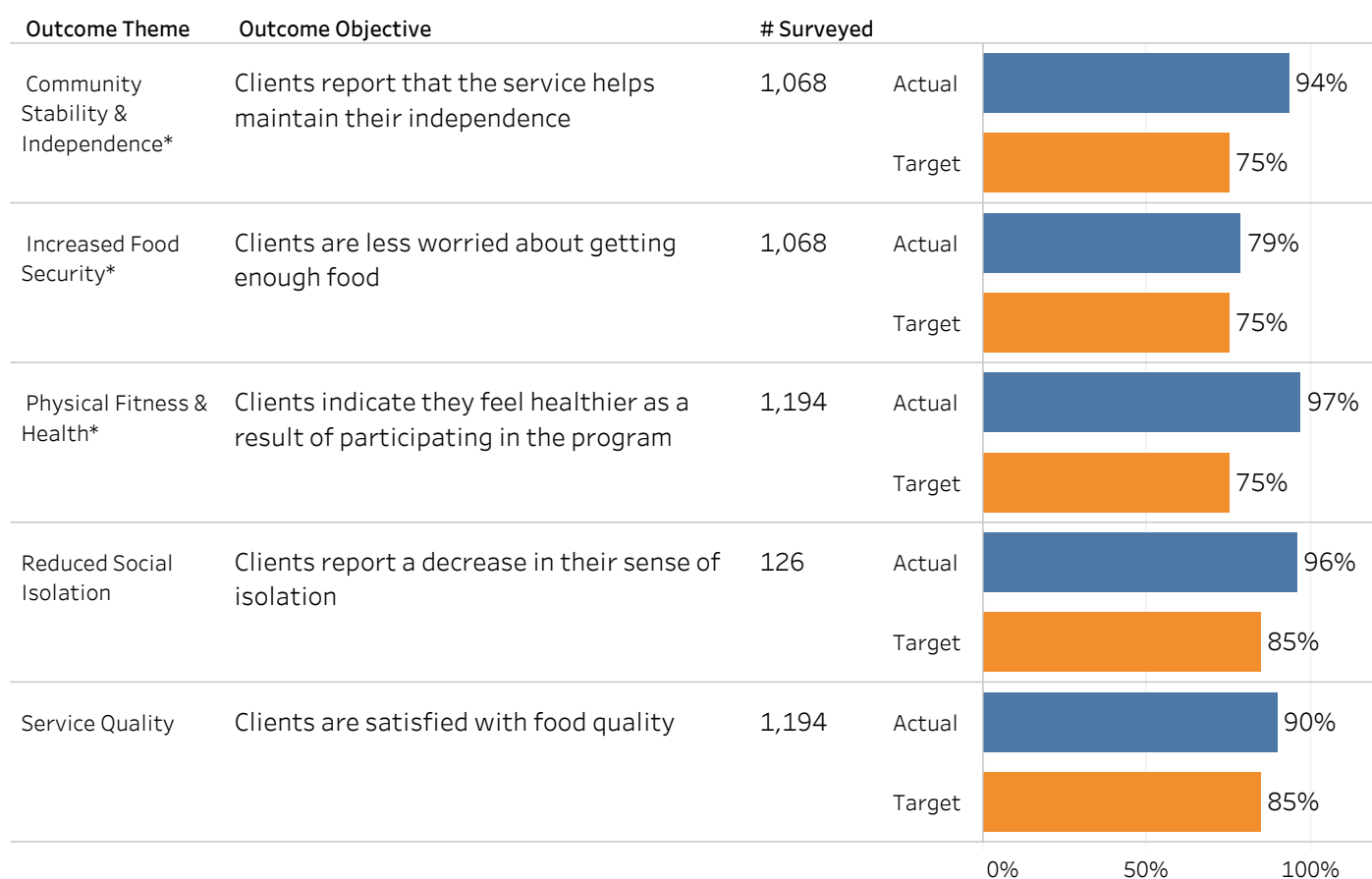
Funding \$2,740,804

Providers 4

Service Objectives



Outcome Objectives



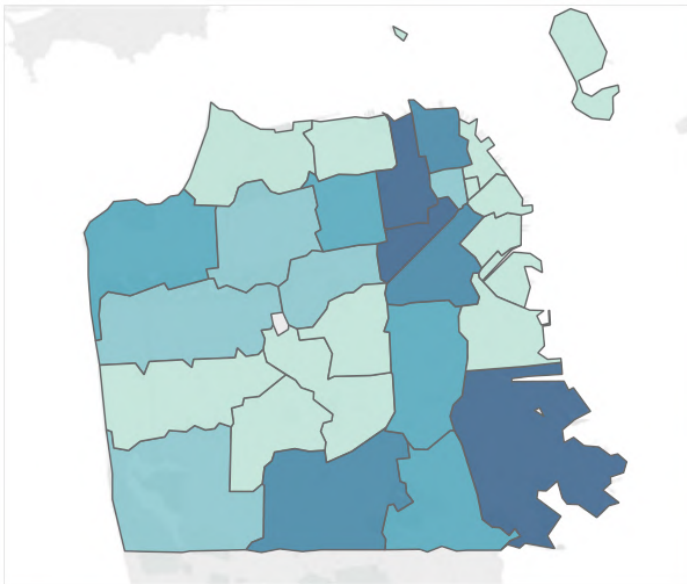
*Key Measurement Theme for Service Area

Service Levels (FY 18/19)

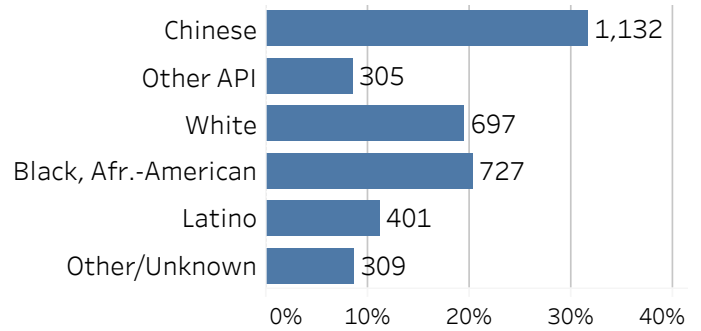
Unduplicated Clients	3,571
Enrollments	3,801

Analysis based on unduplicated clients

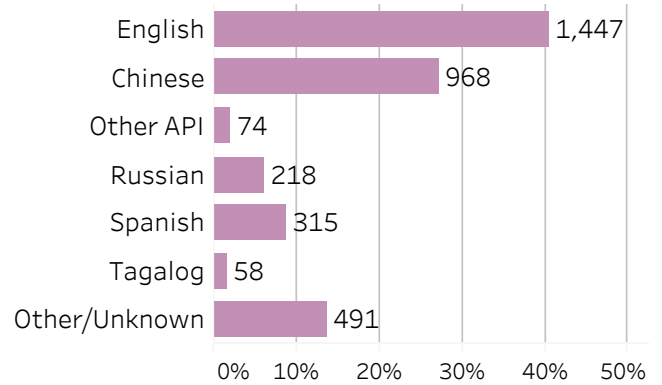
Zip Code of Residence



Race/Ethnicity



Primary Language



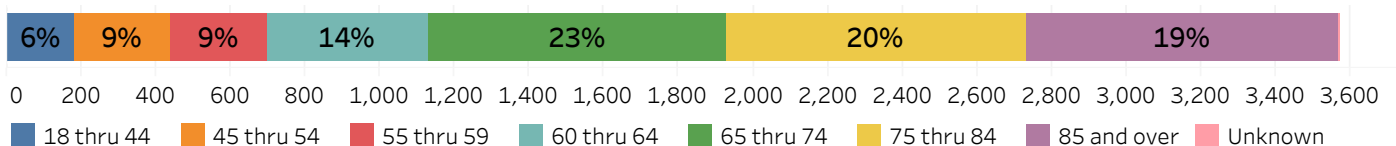
Gender Identity

	Undup. Clients	% of Clients
Female	2,221	62.2%
Male	1,297	36.3%
Trans Female	14	0.4%
Trans Male	5	0.1%
Genderqueer/Gender Non-binary	2	0.1%
Not listed, please specify		
Declined/Not stated	13	0.4%
Incomplete	19	0.5%

Sexual Orientation

	Undup. Clients	% of Clients
Straight/Heterosexual	2,888	80.9%
Gay/Lesbian/Same-Gender Loving	134	3.8%
Bisexual	55	1.5%
Questioning/Unsure	6	0.2%
Not listed, please specify	13	0.4%
Decline to Answer	416	11.6%
Incomplete	60	1.7%

Age



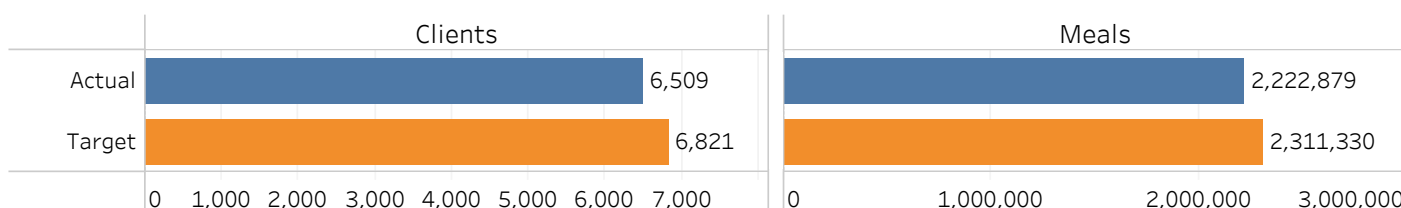
Home-Delivered Meals

The Home-Delivered Meals program delivers meals to seniors and adults with disabilities who are unable to shop or prepare their own meals due to a physical or mental impairment. Meals are available citywide, served in a variety of cuisines and for many specific diet types.

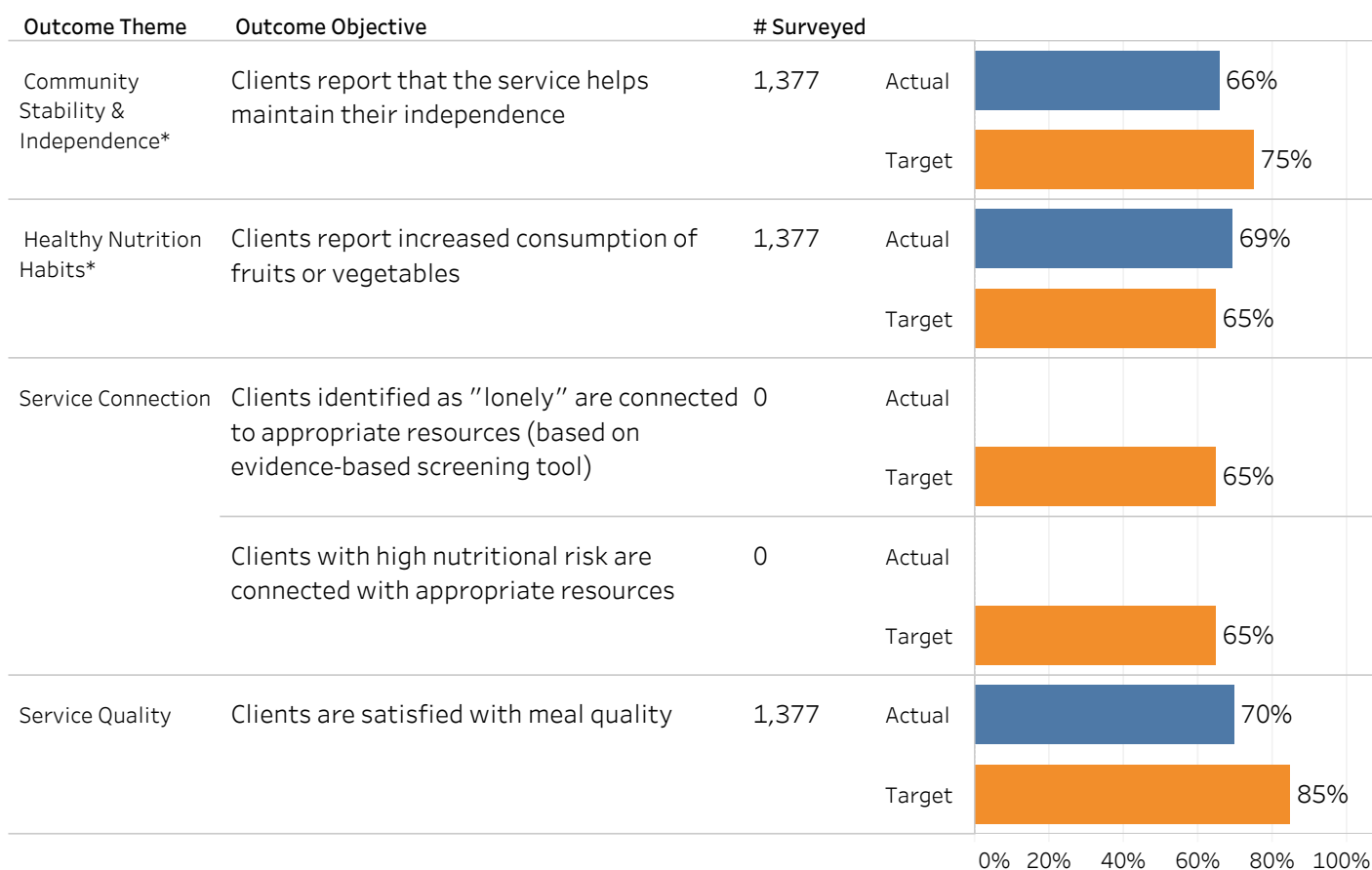
Funding \$10,683,235

Providers 8

Service Objectives



Outcome Objectives



*Key Measurement Theme for Service Area

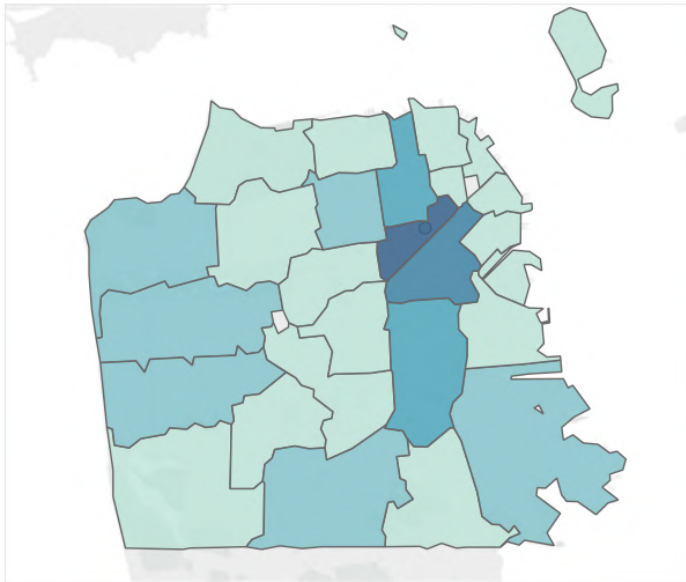
Note: DAAS is working with service providers to implement and evaluate new performance metrics.

Service Levels (FY 18/19)

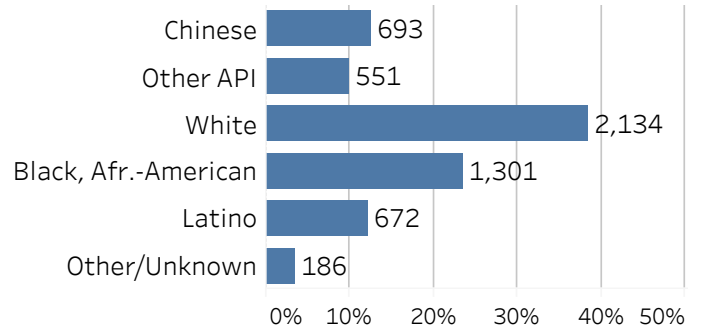
Unduplicated Clients	5,537
Enrollments	5,942

Analysis based on unduplicated clients

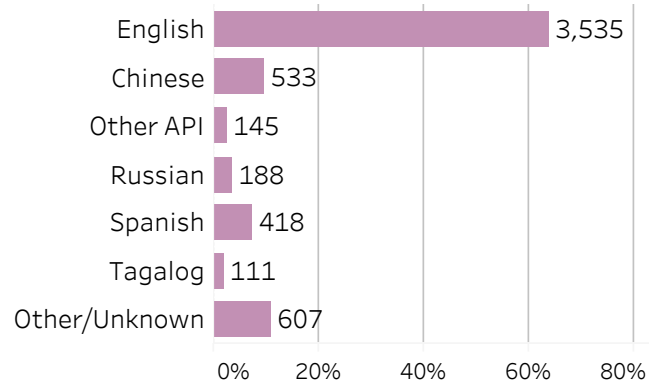
Zip Code of Residence



Race/Ethnicity



Primary Language



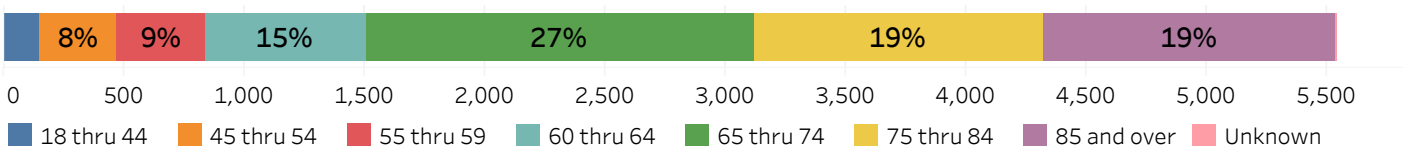
Gender Identity

	Undup. Clients	% of Clients
Female	2,565	46.3%
Male	2,919	52.7%
Trans Female	37	0.7%
Trans Male	7	0.1%
Genderqueer/Gender Non-binary	5	0.1%
Not listed, please specify		
Declined/Not stated	3	0.1%
Incomplete	1	0.0%

Sexual Orientation

	Undup. Clients	% of Clients
Straight/Heterosexual	4,691	84.7%
Gay/Lesbian/Same-Gender Loving	334	6.0%
Bisexual	86	1.6%
Questioning/Unsure	13	0.2%
Not listed, please specify	21	0.4%
Decline to Answer	284	5.1%
Incomplete	109	2.0%

Age



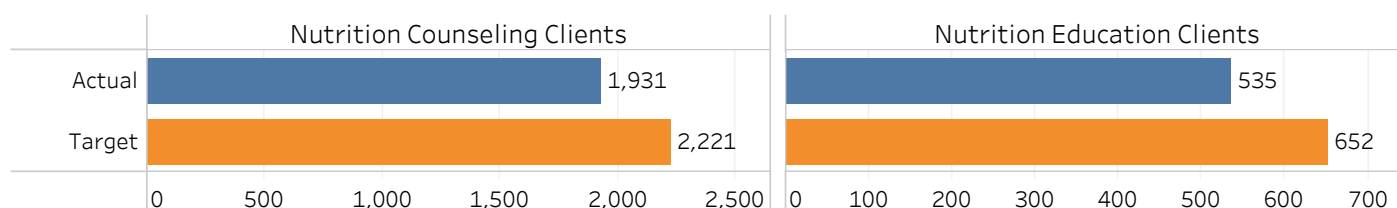
Nutrition Counseling and Education

These services support healthy food selection and eating habits. Nutrition Counseling is a one-on-one service provided to individuals with special dietary requirements, often related to health conditions. Nutrition Education is provided through public presentations or demonstrations, as well as small group discussions, and often occurs at Congregate Meal sites.

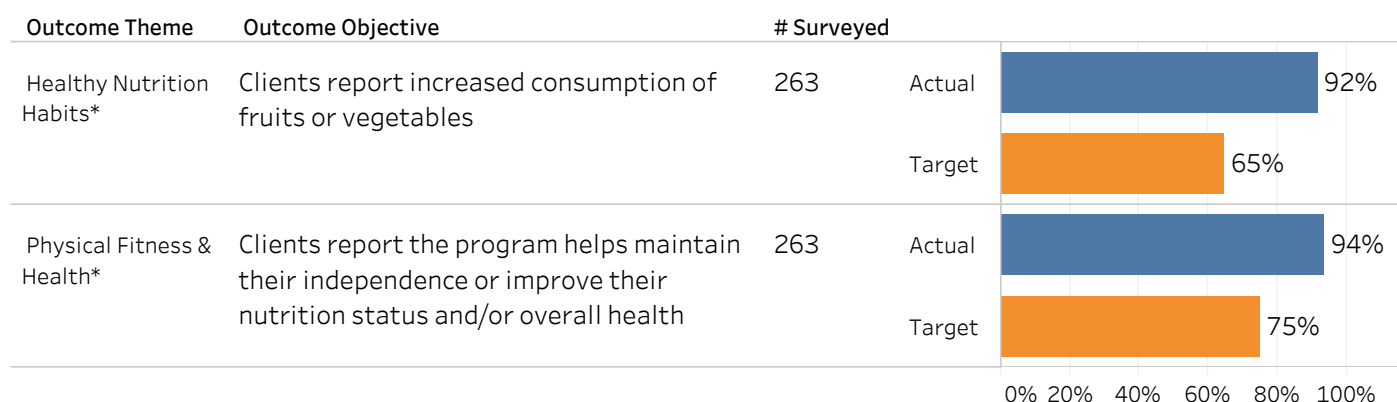
Funding \$139,352

Providers 3

Service Objectives



Outcome Objectives



*Key Measurement Theme for Service Area

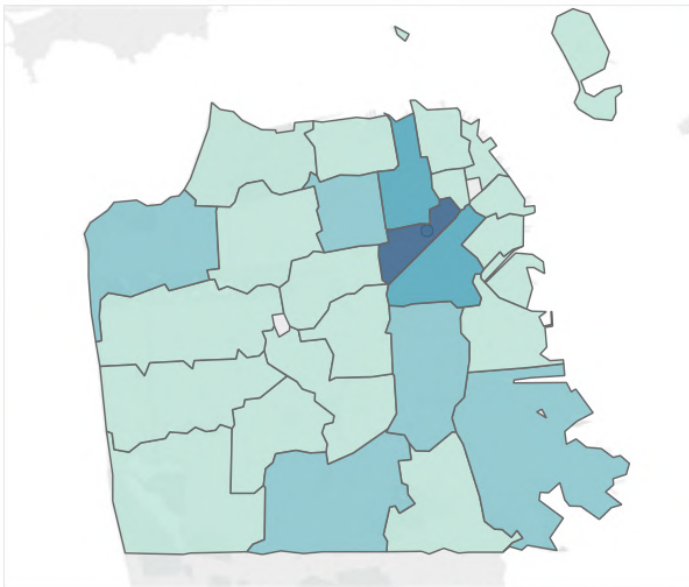
Note: Outcome objectives represent Nutrition Education clients only. DAAS is working with Nutrition Counseling service providers to strengthen outcome objectives and ensure data is available and consistently collected for future reporting.

Service Levels (FY 18/19)

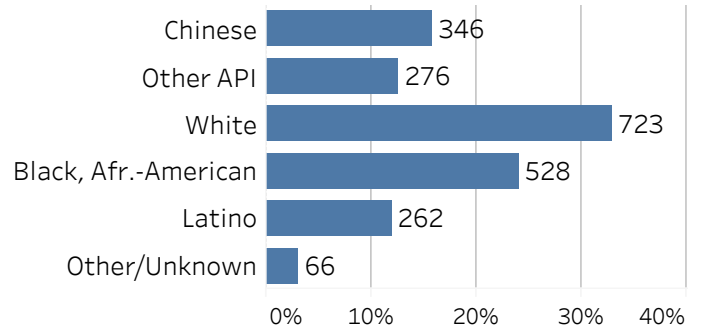
Unduplicated Clients	2,201
Enrollments	2,238

Analysis based on unduplicated clients

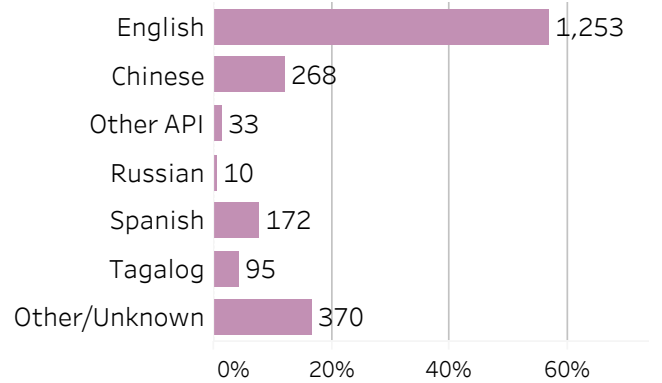
Zip Code of Residence



Race/Ethnicity



Primary Language



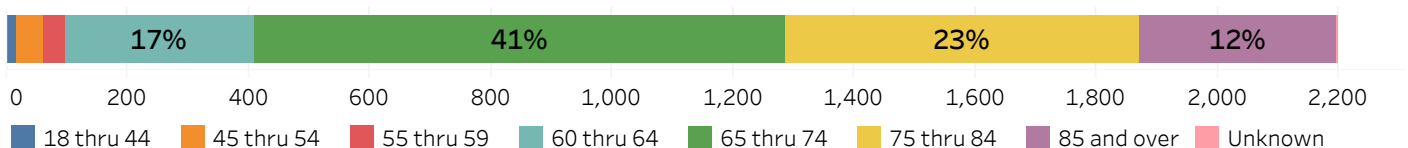
Gender Identity

	Undup. Clients	% of Clients
Female	1,096	49.8%
Male	1,083	49.2%
Trans Female	13	0.6%
Trans Male	2	0.1%
Genderqueer/Gender Non-binary		
Not listed, please specify		
Declined/Not stated	1	0.0%
Incomplete	6	0.3%

Sexual Orientation

	Undup. Clients	% of Clients
Straight/Heterosexual	1,854	84.2%
Gay/Lesbian/Same-Gender Loving	136	6.2%
Bisexual	35	1.6%
Questioning/Unsure	4	0.2%
Not listed, please specify	4	0.2%
Decline to Answer	142	6.5%
Incomplete	26	1.2%

Age



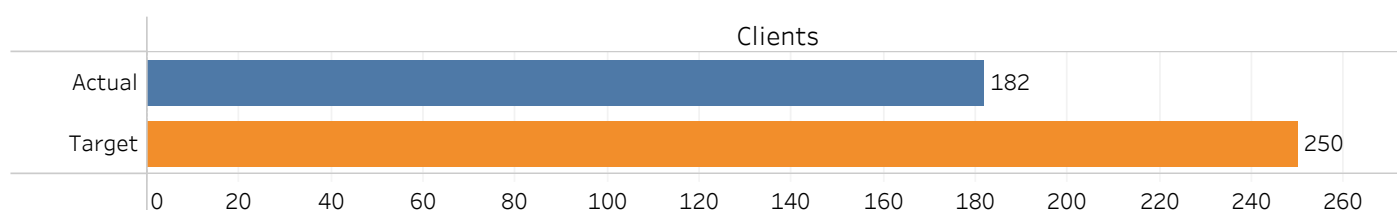
Nutrition for Healthy Outcomes

Nutrition for Healthy Outcomes supports seniors and adults with disabilities who are food insecure and have a chronic disease (such as heart disease, diabetes, or HIV). It provides nutritious meals designed to meet dietary recommendations for disease management. Meals are supplemented with supportive services, such as one-on-one nutrition counseling and group cooking demonstrations.

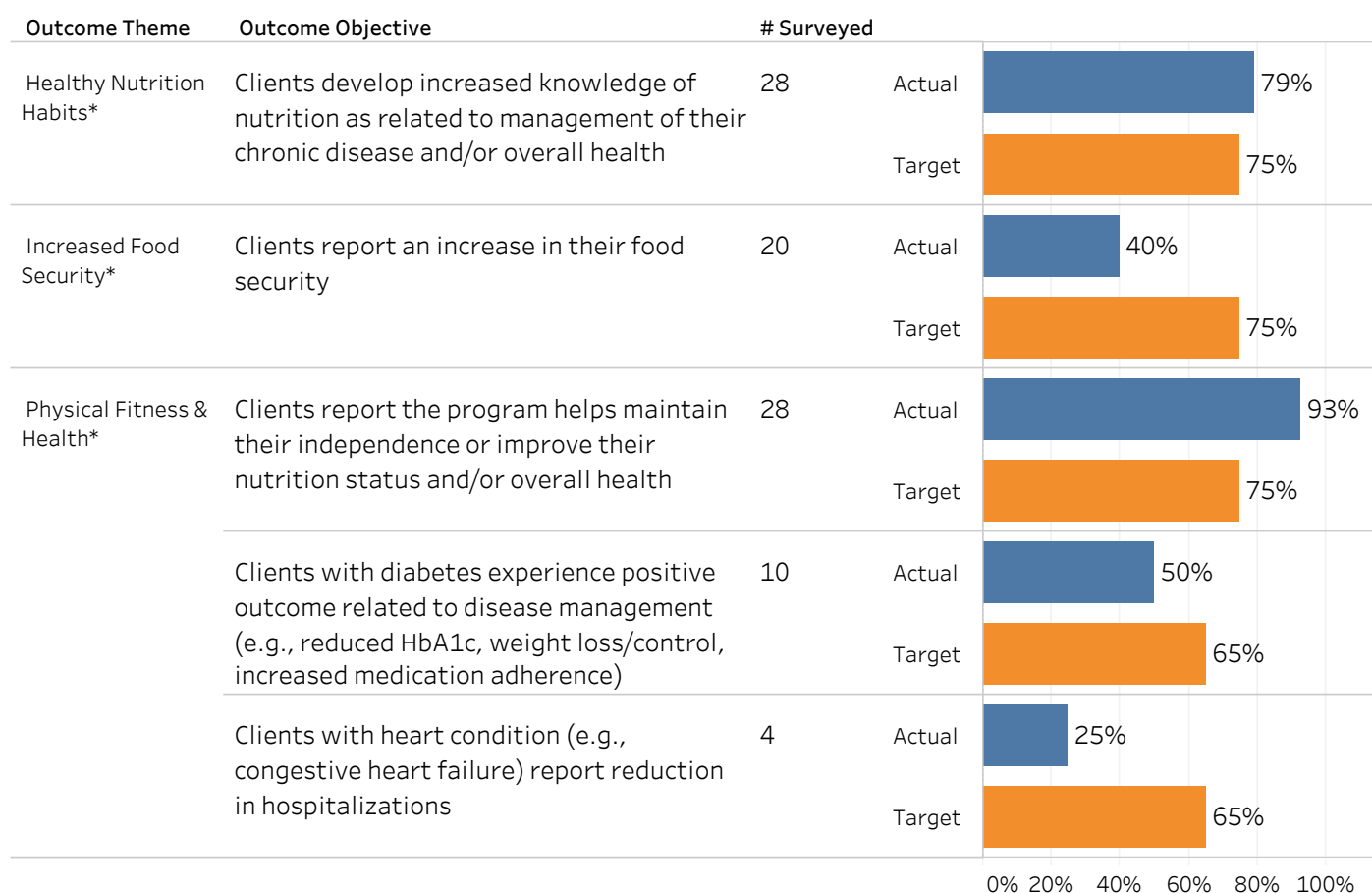
Funding \$500,000

Providers 1

Service Objectives



Outcome Objectives



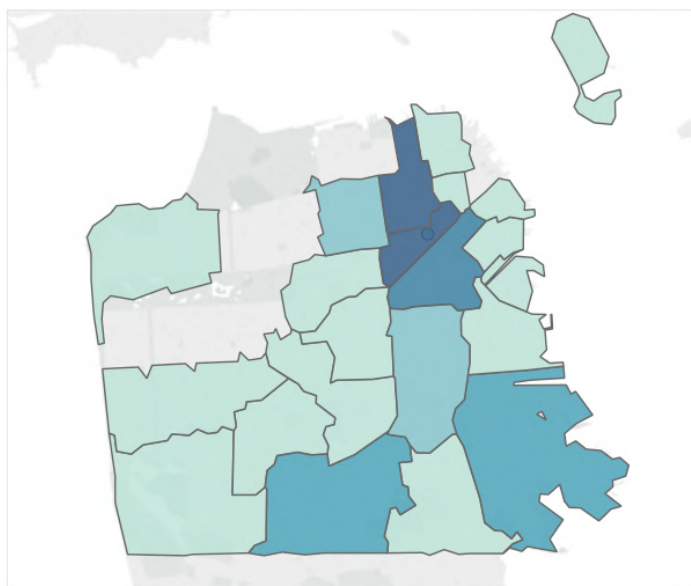
*Key Measurement Theme for Service Area

Service Levels (FY 18/19)

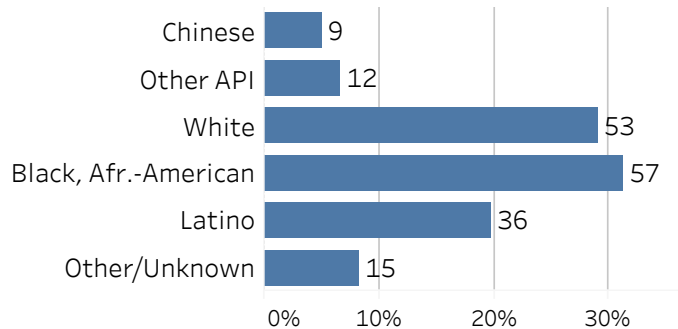
Unduplicated Clients	182
Enrollments	339

Analysis based on unduplicated clients

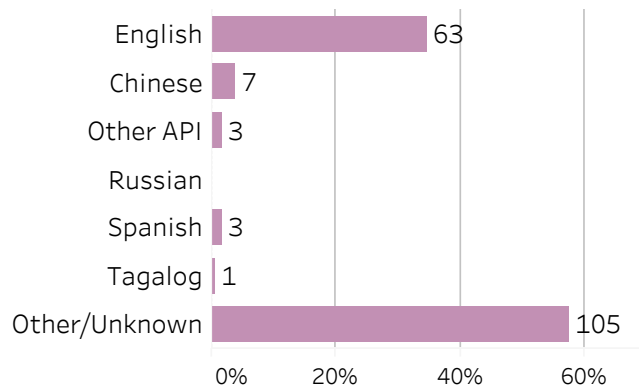
Zip Code of Residence



Race/Ethnicity



Primary Language



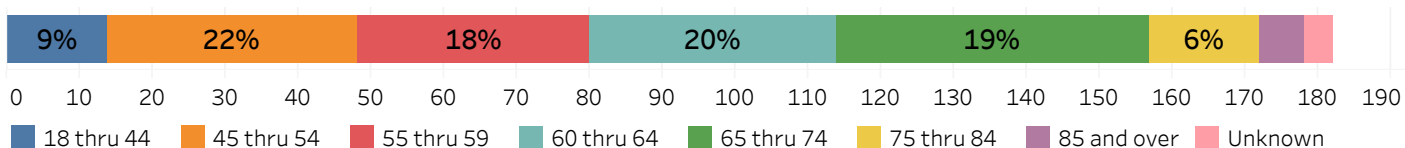
Gender Identity

	Undup. Clients	% of Clients
Female	68	37.4%
Male	104	57.1%
Trans Female	2	1.1%
Trans Male	1	0.5%
Genderqueer/Gender Non-binary	0	0%
Not listed, please specify	0	0%
Declined/Not stated	2	1.1%
Incomplete	5	2.7%

Sexual Orientation

	Undup. Clients	% of Clients
Straight/Heterosexual	139	76.4%
Gay/Lesbian/Same-Gender Loving	10	5.5%
Bisexual	3	1.6%
Questioning/Unsure	0	0%
Not listed, please specify	0	0%
Decline to Answer	9	4.9%
Incomplete	21	11.5%

Age



Service Area: Self-Care & Safety

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

SELF-CARE & SAFETY SERVICES

- Elder Abuse Prevention Services
- Emergency Short-Term Home Care
- LTC Ombudsman
- Suicide Prevention & Emotional Support
- Support at Home
- Support for Collecting Behaviors

PRIMARY OUTCOME MEASUREMENT THEMES

- **Empowerment and Self-Determination:** Clients develop enhanced agency and use new skills to manage their personal care needs and improve their well-being.
- **Provider Training & Professional Development:** Providers develop enhanced skills and competencies that strengthen their ability to support older people and adults with disabilities in crisis situations.
- **Stability in the Community:** Clients maintain stability living in the community with limited experiences of crisis and/or institutionalization.

FY 2018-19 HIGHLIGHTS

- We served 295 clients* and facilitated 6,250 enrollments across Self-Care & Safety services. In total, DAAS allocated \$3.7 million for services in this area.
- We helped people to remain safely in the community. For example, 98% of clients who received homecare through our Support at Home or Emergency Short-Term Home Care programs reported that the help they received supported their stability.
- We funded training for almost 1,000 professionals to improve their skills working with consumers experiencing high-risk behaviors and situations. Consistently across Self-Care and Safety services, at least 80% of participants reported that specialized trainings – focused on elder abuse prevention, suicidality, hoarding and cluttering behaviors, or providing in-home support to diverse populations – improved their understanding of critical challenges and better prepared them for their work.
- Clients were empowered to meet their own needs and improve their well-being across services. 98% of Support at Home clients reported that the program helped them meet their person-centered goals; 100% participants in Support for Collecting Behaviors reported being able to better managing their hoarding and cluttering behaviors, or to support a loved one to do so.
- We launched a new Workforce Support program with \$225,000 in funding to provide paid personal caregivers and homecare workers serving older people and adults with disabilities with the training and support they need to provide quality care.

Dignity Fund FY 2018-19: Self-Care & Safety Services

Total Enrollments	Total Unduplicated Clients*	Total Funding
6,250	295	\$3,652,248

*Does not include services for which client-level data is not captured/available (LTC Ombudsman, Suicide Prevention and Emotional Support, Support at Home, and Workforce Support)

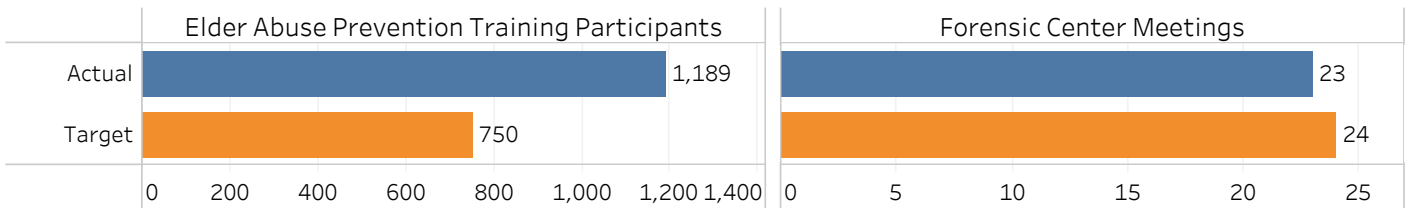
Elder Abuse Prevention Services

Elder Abuse Prevention Services provide outreach and trainings to professionals and the general public to prevent and mitigate abuse of older adults and adults with disabilities. This also includes a Forensic Center, a multidisciplinary team of legal, medical, law enforcement, and social service professionals who meet regularly to collaborate on complex cases and share expertise and resources.

Funding \$238,086

Providers 2

Service Objectives



Outcome Objectives

Service	Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Elder Abuse Prevention	Provider Training and Professional Development*	Trainees report that they are more likely to report suspected abuse as a result of the training	292	83%	75%
				Target	75%
Forensic Center	Provider Training and Professional Development*	Participants find educational components of meetings to be informative	12	83%	80%
				Target	80%
		Participants report the Forensic Center and Multidisciplinary Team meetings have been useful	12	100%	80%
				Target	80%

*Key Measurement Theme for Service Area

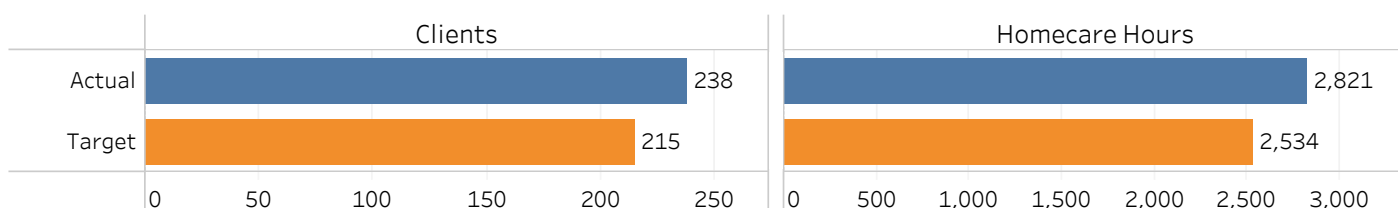
Emergency Short-Term Home Care

Emergency Short-Term Home Care provides time-limited help at home with personal care, homemaker, and chore needs to allow older adults to live safely in the community. A program model outlined by the California Department of Aging, this is focused on seniors discharging from hospital and/or applying for In-Home Supportive Services (a Medi-Cal benefit).

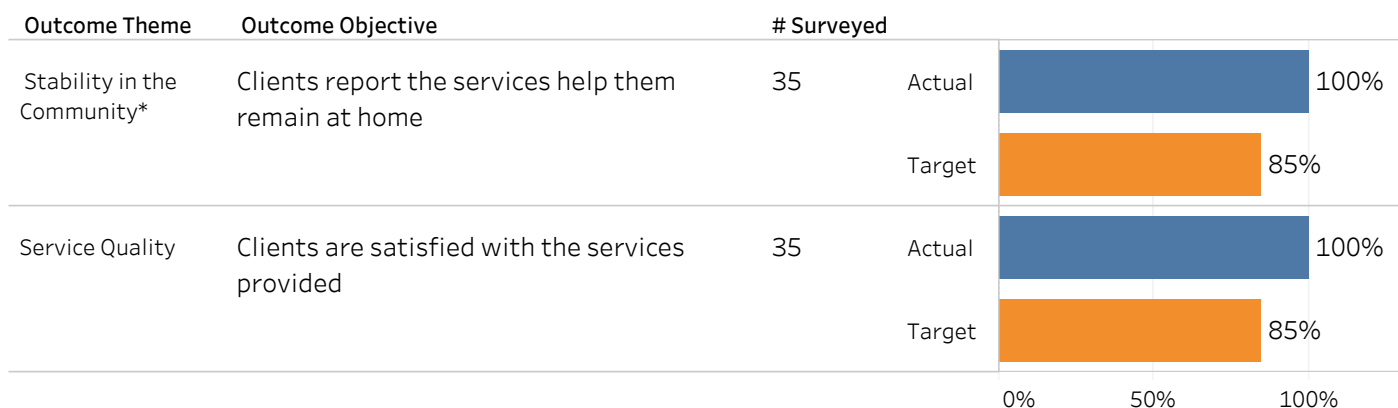
Funding \$75,554

Providers 1

Service Objectives



Outcome Objectives



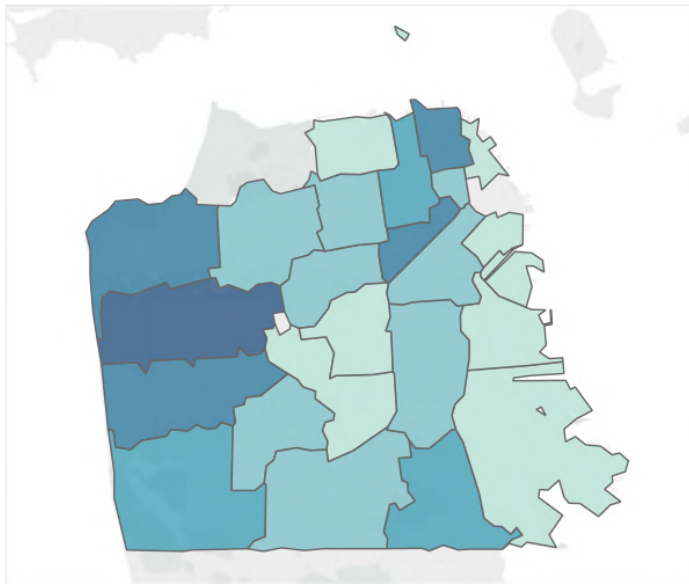
*Key Measurement Theme for Service Area

Service Levels (FY 18/19)

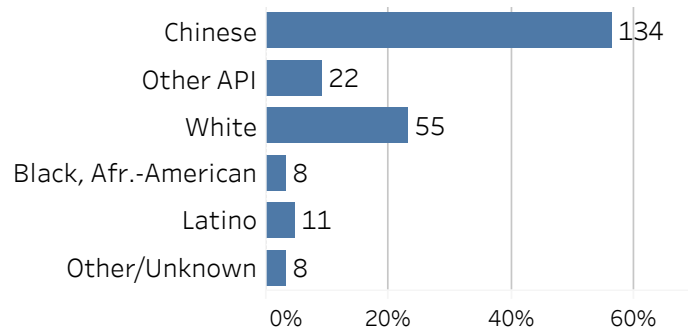
Unduplicated Clients	238
Enrollments	714

Analysis based on unduplicated clients

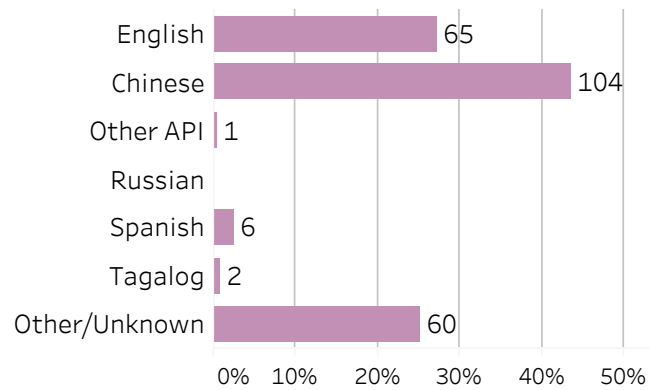
Zip Code of Residence



Race/Ethnicity



Primary Language



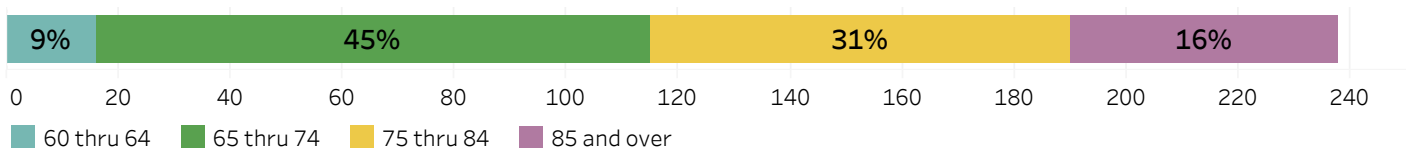
Gender Identity

	Undup. Clients	% of Clients
Female	144	60.5%
Male	93	39.1%
Trans Female	1	0.4%
Trans Male	0	0%
Genderqueer/Gender Non-binary	0	0%
Not listed, please specify	0	0%
Declined/Not stated	0	0%
Incomplete	0	0%

Sexual Orientation

	Undup. Clients	% of Clients
Straight/Heterosexual	183	76.9%
Gay/Lesbian/Same-Gender Loving	8	3.4%
Bisexual	2	0.8%
Questioning/Unsure	0	0%
Not listed, please specify	1	0.4%
Decline to Answer	11	4.6%
Incomplete	33	13.9%

Age



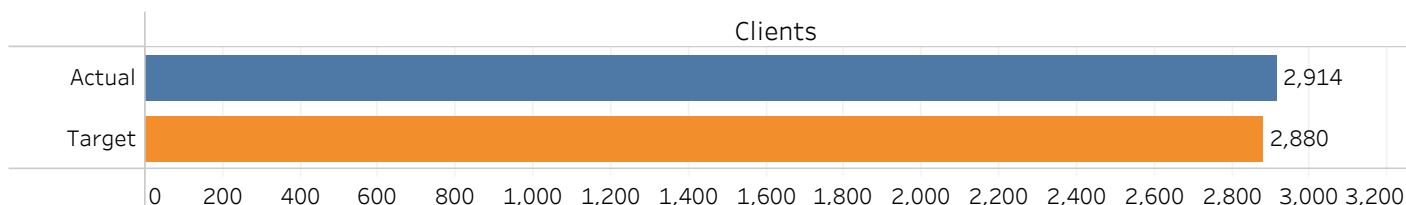
LTC Ombudsman

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.

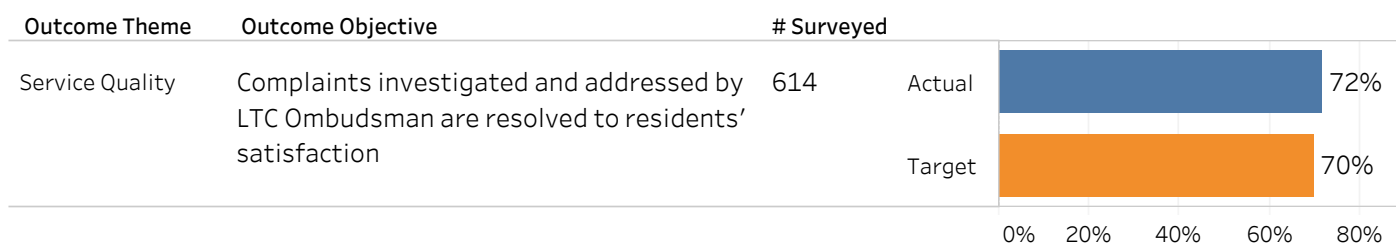
Funding \$473,755

Providers 1

Service Objectives



Outcome Objectives



*Key Measurement Theme for Service Area

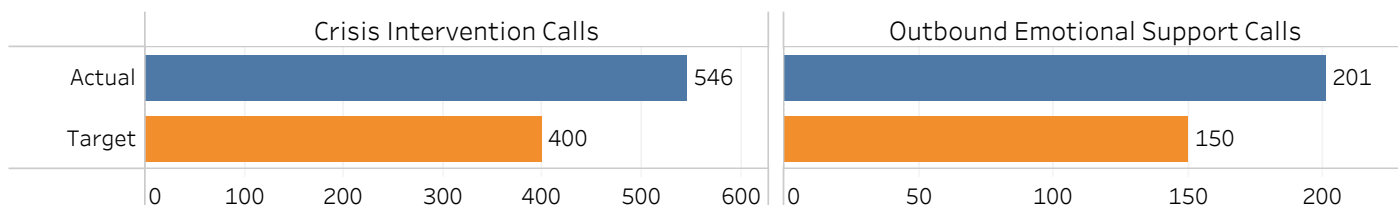
Suicide Prevention and Emotional Support

Suicide Prevention and Emotional Supports services provide counseling, grief support, well-being checks, referrals, and more. This includes the Friendship Line, which serves as an emergency telephone hotline for crisis intervention services, and as a warmline to reduce callers' feelings of loneliness and social isolation.

Funding \$425,274

Providers 1

Service Objectives



Outcome Objectives



*Key Measurement Theme for Service Area

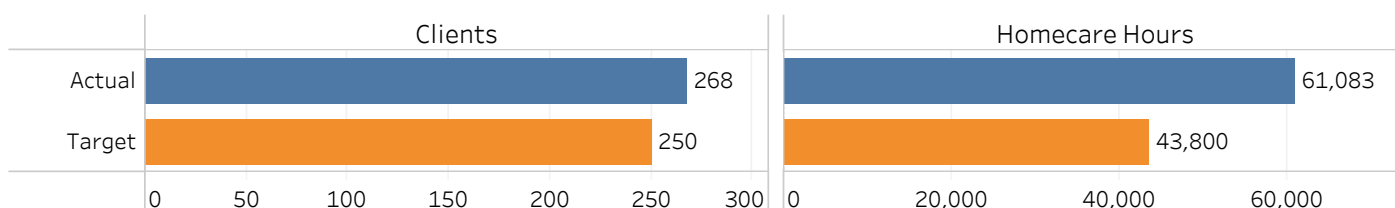
Support at Home

Support at Home provides home care subsidies for people who have too much income to qualify for IHSS but not enough to afford to privately pay for home care. This program employs a sliding scale payment model and offers consumers the choice of hiring their own homemaker worker or receiving services through an agency.

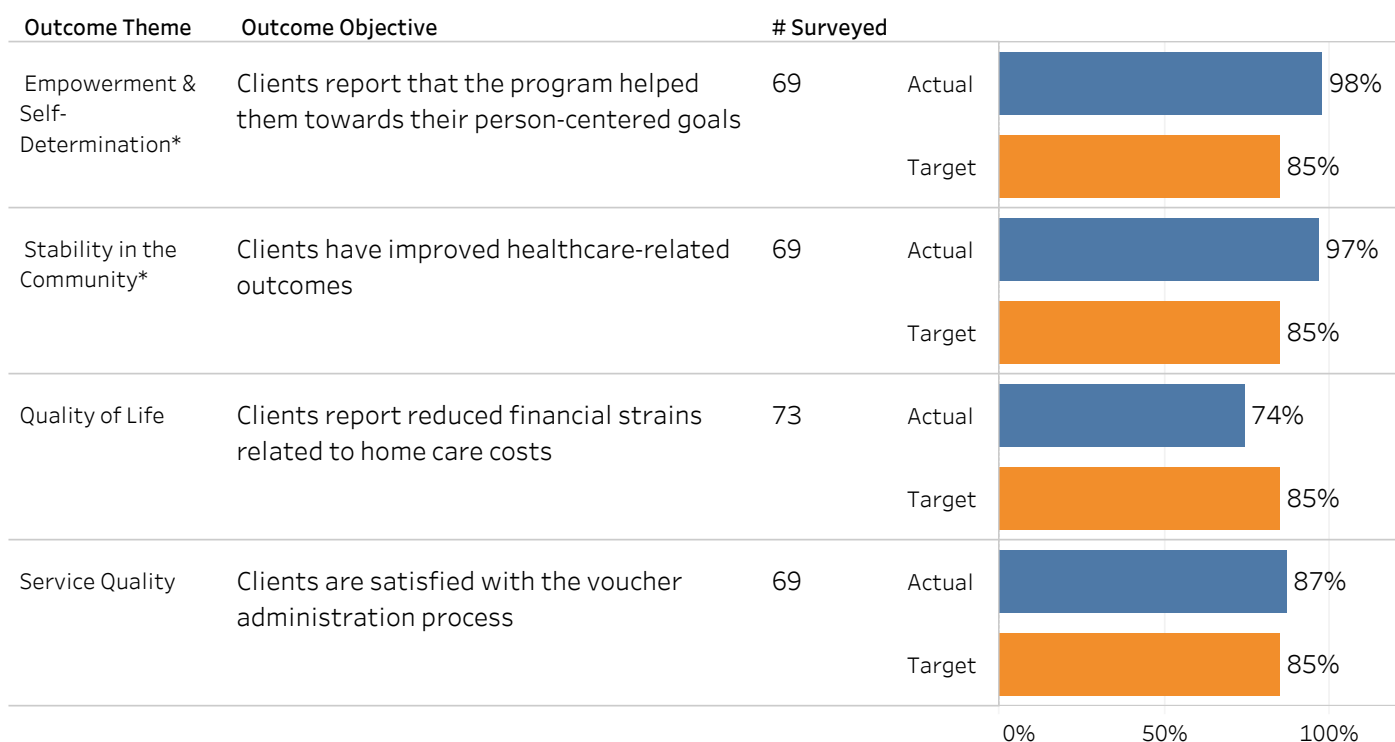
Funding \$1,650,000

Providers 1

Service Objectives



Outcome Objectives



*Key Measurement Theme for Service Area

Note: Due the timing of Support at Home's program evaluation schedule, performance data is not available for this report. Performance here represents FY 2017-18 performance levels; DAAS will review FY 2018-19 actuals to ensure similar achievement.

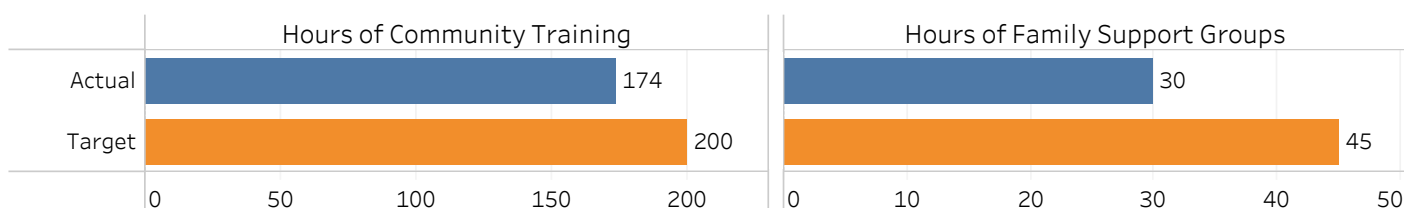
Support for Collecting Behaviors

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).

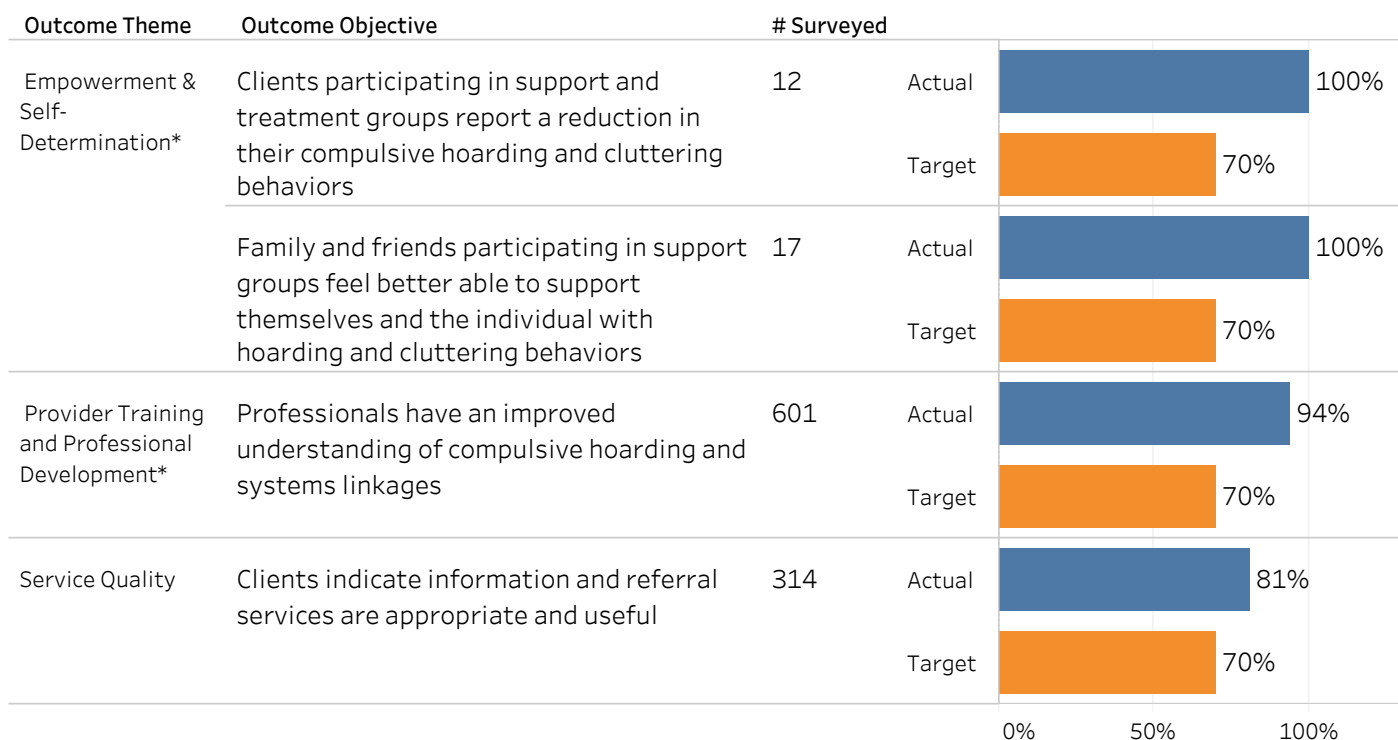
Funding \$290,089

Providers 1

Service Objectives



Outcome Objectives



*Key Measurement Theme for Service Area

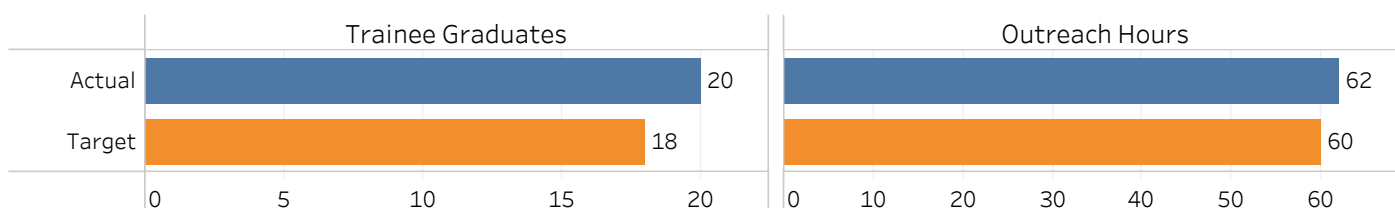
Workforce Support

The Workforce Support program provides training for paid personal caregivers and/or homecare workers who support older people and adults with disabilities. The program encompasses multiple levels of training to support skilled and quality caregiving in home and community-based settings.

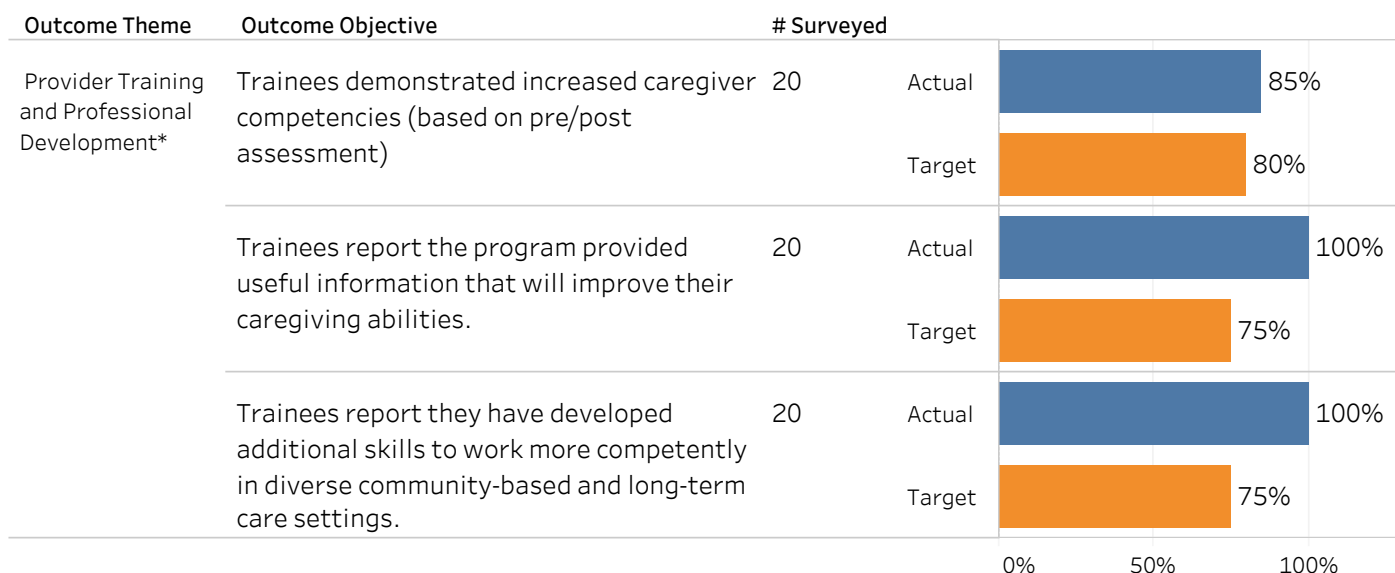
Funding \$98,935

Providers 1

Service Objectives



Outcome Objectives



*Key Measurement Theme for Service Area

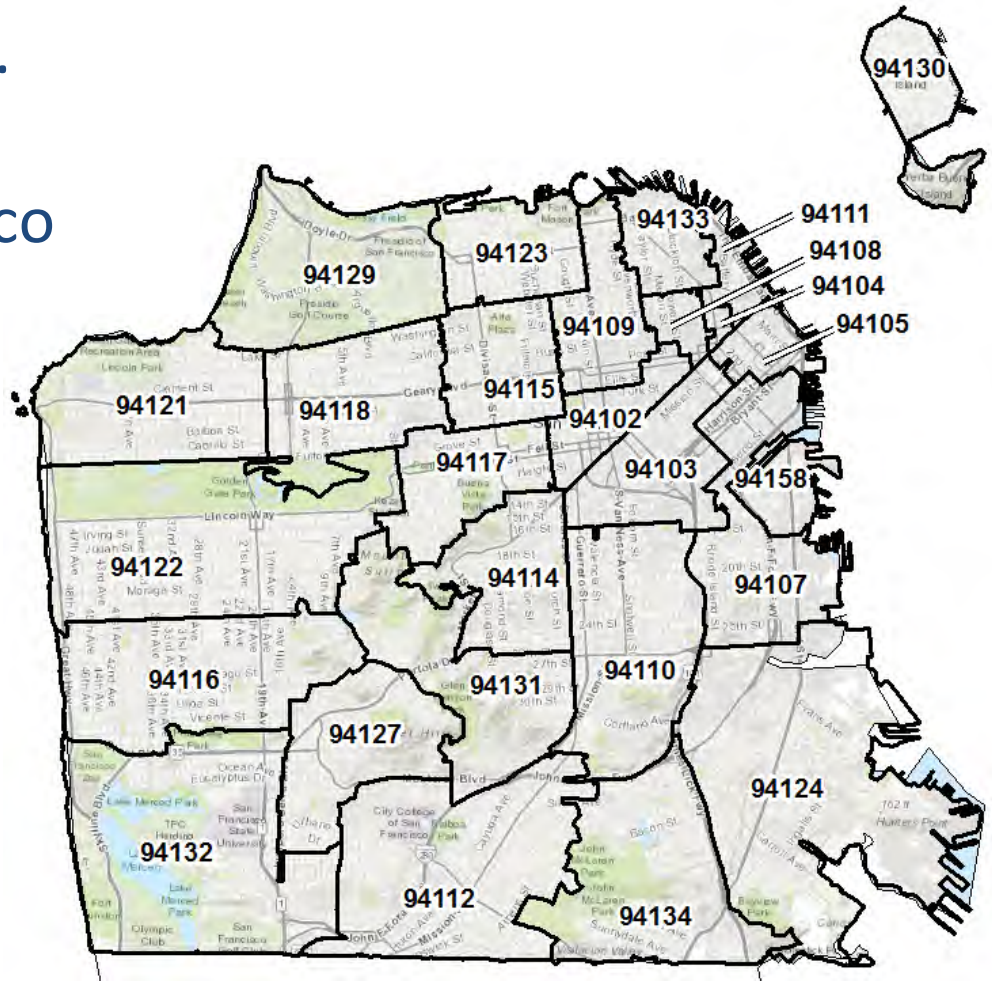
Appendix A. List of Services and Service Areas.

The table below provides an alphabetical list of Dignity Fund services included in this report and funded by DAAS in FY 2018-19.

Service	Service Area
Adult Day Health Centers	Community Connection & Engagement
Adult Day Programs	Caregiver Support
Advocacy Services	Access & Empowerment
Aging and Disability Resource Centers	Access & Empowerment
Alzheimer's Day Care Resource Centers (included in "Adult Day Programs")	Self-Care & Safety
Caregiver Respite	Caregiver Support
Case Management	Case Management & Care Navigation
Chronic Disease Management	Nutrition & Wellness
Community Bridge (included in "Village Programs")	Community Connection & Engagement
Community Connector	Community Connection & Engagement
Community Liaisons (included in "DAAS Ambassadors and Community Liaisons")	Access & Empowerment
Community Living Fund	Case Management & Care Navigation
Community Service Centers	Community Connection & Engagement
Community Service Program Pilot	Community Connection & Engagement
Congregate Meals	Nutrition & Wellness
DAAS Ambassadors and Community Liaisons	Access & Empowerment
DAAS Integrated Intake and Referral Unit	Access & Empowerment
Elder Abuse Prevention Services	Self-Care & Safety
Emergency Short-Term Home Care	Self-Care & Safety
Employment Support	Community Connection & Engagement
Empowerment	Access & Empowerment
Family Caregiver Supportive Services Program	Caregiver Support
Food Pantry Assistance	Nutrition & Wellness
Health Insurance Counseling and Advocacy Program (HICAP)	Access & Empowerment
Health Promotion	Nutrition & Wellness
Home-Delivered Groceries	Nutrition & Wellness
Home-Delivered Meals	Nutrition & Wellness
Housing Subsidies	Housing Support
Intergenerational Programs	Community Connection & Engagement
Legal Assistance	Access & Empowerment

Service	Service Area
LGBTQ Care Navigation	Case Management & Care Navigation
LGBTQ Cultural Competency Trainings	Access & Empowerment
LGBTQ Financial Literacy	Access & Empowerment
LGBTQ Legal and Life Planning	Access & Empowerment
LTC Ombudsman	Self-Care & Safety
Money Management	Case Management & Care Navigation
Naturalization	Access & Empowerment
Nutrition Counseling and Education	Nutrition & Wellness
Nutrition for Healthy Outcomes	Nutrition & Wellness
Public Information Campaigns	Access & Empowerment
Rental Assistance Demonstration	Housing Support
Scattered Site Housing	Housing Support
Senior Companion	Community Connection & Engagement
SF Connected	Community Connection & Engagement
Suicide Prevention and Emotional Support	Self-Care & Safety
Support at Home	Self-Care & Safety
Support for Collecting Behaviors	Self-Care & Safety
Technology at Home	Community Connection & Engagement
Transportation	Access & Empowerment
Veterans Services Connect	Housing Support
Village Programs	Community Connection & Engagement
Volunteer Visitors	Community Connection & Engagement
Workforce Support	Self-Care & Safety

Appendix B. Map of San Francisco Zip Codes



Zip Code	San Francisco Neighborhood	San Francisco Neighborhood	San Francisco Neighborhood
94102	Hayes Valley/Civic Center/ Tenderloin	94118	Inner Richmond
94103	South of Market	94121	Outer Richmond
94104	Financial District	94122	Sunset
94105	Rincon Hill	94123	Marina/Cow Hollow
94107	Potrero Hill/SOMA	94124	Bayview/Hunters Point
94108	Chinatown	94127	St. Francis Wood/Miraloma/ West Portal
94109	Polk/Russian Hill/Nob Hill	94129	Presidio
94110	Mission District/Bernal Heights	94130	Treasure Island
94111	Embarcadero	94131	Twin Peaks/Glen Park
94112	Ingleside/Excelsior	94132	Lake Merced/Lakeside
94114	Castro/Noe Valley	94133	North Beach
94115	Western Addition/Japantown	94134	Visitacion Valley
94116	Sunset/Parkside/Forest Hill	94158	Mission Bay
94117	Haight-Ashbury		