SAN FRANCISCO HUMAN SERVICES AGENCY
Department of Disability and Aging Services

Dignity Fund Services and Allocation Plan FY 2027-28 to FY 2030-31

Presentation to the Dignity Fund Oversight and Advisory Committee

Mike Zaugg | Director, DAS Office of Community Partnerships
Izzy Clayter | Analyst, SFHSA Planning
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Agenda

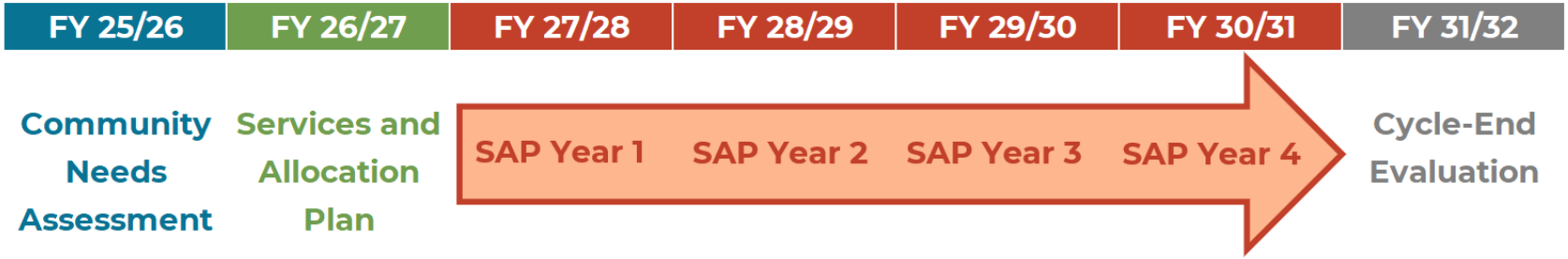
- DFSAP FY28 – FY31 Project Overview
- DFSAP FY28 – FY31 Key Priorities
- Discussion

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DFSAP FY28 – FY31
Project Overview

Purpose

Overview of the Dignity Fund Cycle for FY 2027-28 to FY 2030-31



- The SAP will:
  - Outline funding allocation for four-year funding cycle (FY28 – FY31)
  - Reference the findings and recommendations from prior year's CNA
  - Be outcome-oriented ("measurable and verifiable objectives")

Refresher: DF Contract Schedule Groups

Service Areas by Contract Schedule Group

Group A	Group B	Group C
• Case Management & Care Navigation • Community Connection & Engagement	• Access & Empowerment • Caregiver Support • Housing Support	• Nutrition & Wellness • Self-Care & Safety

Refresher: DF Funding & Contract Schedule

Contract Schedule Timeline

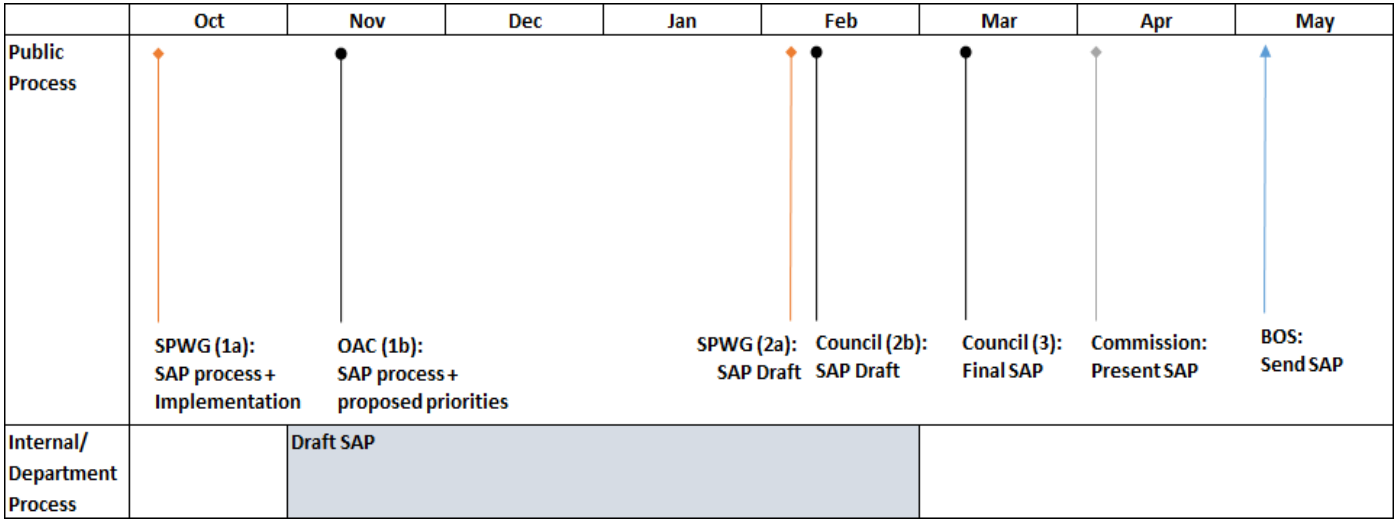
	2025-26	2026-27	2027-28	2028-29	2029-30	2030-31	2031-32	2032-33
Planning Activity	CNA	SAP			CNA	SAP		
Group A • Case Management & Care Navigation • Community Connection & Engagement		*	4 Year Contract Term			*		
Group B • Access & Empowerment • Caregiver Support • Housing Support			*	4 Year Contract Term		*		
Group C • Nutrition & Wellness • Self-Care & Safety				*	4 Year Contract Term		*	

* Procurement process

Key Report Components

- DF Planning and Funding Cycle Overview
- Key Priorities for FY 2027-28 to FY 2030-31 Funding Cycle
  - Driven by 2026 DFCNA findings and recommendations
  - Factors in feedback from SPWG meeting (Oct 2026)
- Service Areas and Funding Allocations
- Tracking Progress and Measuring Success
  - DF Data and Evaluation Framework
  - Outcome Objective Framework

Timeline


Oct
Nov
Dec
Jan
Feb
Mar
Apr
May
Public Process
SPWG (1a): SAP process + Implementation
OAC (1b): SAP process + proposed priorities
SPWG (2a): SAP Draft
Council (2b): SAP Draft
Council (3): Final SAP
Commission: Present SAP
BOS: Send SAP
Internal/ Department Process
Draft SAP

DF SPWG Listening Session Highlights

- **Virtual session in October 2026** hosted on Zoom
- **Coordinated by DAS + DF Service Provider Work Group** leadership
- **Facilitated by SFHSA Planning + DAS Office of Community Partnerships**
  - Overview presentation of Dignity Fund and DFSAP FY28 - FY31
  - Review of 2026 DFCNA findings and recommendations
  - Breakout group discussions on implementation strategies
- **Attended by 50 service providers**
- **Collected over 70 implementation ideas** across priority areas. DAS is undertaking a review and synthesis of submissions to inform the SAP

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DFSAP FY28 – FY31
Key Priorities

Key Priorities for FY28 – FY31

Guided by the principles of the Dignity Fund and findings from the 2026 DFCNA, we identified the following priorities for systematic improvement in the development and delivery of DF programs and services:

- Improve service awareness, navigation, and connection
- Promote inclusion of seniors and adults with disabilities in public life
- Lead with disability in the design and delivery of services
- Provide equitable, culturally inclusive, and affirming services
- Ensure support for friend and family caregivers
- Engage veterans in disability and aging services of all types
- Use data to support service planning, delivery, and continuous quality improvement
- Enhance system coordination across City and community partners
- Strengthen community-based service provider infrastructure

Key Priorities for FY28 – FY31

Key Priority	Description
Improve service awareness, navigation, and connection	DAS should support consumers and service providers to develop awareness of the diverse range of DAS services, understand how to learn more about services, and access desired services.
Promote inclusion of seniors and adults with disabilities in public life	DAS should provide subject matter expertise that helps guide City and community stakeholders to improve their sensitivity and responsiveness to the needs of seniors and adults with disabilities in all areas of public life.
Lead with disability in the design and delivery of services	DAS should tailor services to the particular needs and preferences of adults with disabilities, through service offerings, design, and/or delivery that centers the needs of this population.

Key Priorities for FY28 – FY31

Key Priority	Description
Provide equitable, culturally inclusive, and affirming services	DAS should continue to provide intersectional, culturally responsive services to clients from all walks of life, with particular attention to people with limited English proficiency, BIPOC individuals, and LGBTQ+ community members.
Ensure support for family and friend caregivers	DAS should provide services and connection to other available resources that help informal caregivers provide quality care to their recipients and address their own needs as caregivers.
Engage veterans in disability and aging services of all types	DAS should support veterans to navigate and successfully access available disability and aging resources across our portfolio, with a particular focus on programs that support social connection.

Key Priorities for FY28 – FY31

Key Priority	Description
Use data to support service planning, delivery, and continuous quality improvement	DAS should conduct robust data collection of service utilization and client outcomes to support a data-informed process for service design, implementation, evaluation, and continuous quality improvement.
Enhance system coordination across City and community partners	DAS should partner with other City agencies and community-based organizations serving older and disabled adults to implement strategies that enhance the quality, reach, and impact of services.
Strengthen community-based provider infrastructure	DAS should reinforce and strengthen the infrastructure of community-based agencies to improve the quality, reach, and impact of services.

DFSAP Next Steps

- **Feb 2027:** Release draft report
  - Meetings for SPWG and "The Council" input
- **Mar 2027:** Present final draft report to "The Council"
- **Apr 2027:** Present SAP to DAS Commission
- **May 2027:** Submitted SAP to Board of Supervisors

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Thank You

Mike Zaugg
DAS Office of Community Partnerships
michael.zaugg@sfgov.org

Izzy Clayter
SFHSA Planning
isabel.m.clayter@sfgov.org

www.sfhsa.org



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Review of DFCNA
Findings & Recommendations

Overview

Overall, DAS is effective in reaching older adults and adults with disabilities in need, and our robust community-based provider network helps drive high participation.

Service Participation Rates by Equity Factor

Equity Factor	Older Adults	Adults with Disabilities
Overall	**29%**	**16%**
BIPOC	35%	17%
LGBTQ+	13%	9%
Limited English Proficiency	57%	35%
Lives alone	49%	34%
Low-to-moderate income	87%	42%

1. Older adults have varied needs and worry about how they will meet their needs as they age.

Findings

A. More service-connected seniors tend to have higher needs than the average senior

B. More service-connected seniors face more barriers to service access than the average senior

C. Older adults with an equity factor tend to have higher needs than their peers

D. Even seniors whose needs are met now worry about future needs

Recommendations

1. Maintain or expand DF-eligible services for seniors
2. Bolster senior legal assistance programs
3. Explore ways to boost awareness of DAS among adults ages 50-65
4. Continue cultivating partnerships with CBOs to engage equity populations

2. Adults with disabilities face significant barriers to participation in services, which contribute to high levels of unmet need.

Findings

A. Adults with disabilities tend to have high levels of need

B. Adults with disabilities face significant barriers to participation

C. Despite high levels of need, disabled adults participate in services at lower rates than seniors

D. Disabled adults with select equity factors tend to have higher needs and barriers than their peers

E. Engaging people with different types of disabilities may require different strategies

Recommendations

1. Develop more tailored outreach strategies for adults with disabilities
2. Analyze DFCNA survey data to understand trends by disability type
3. Partner with disability-serving organizations to understand variation in disability needs
4. Explore ways to tailor existing DAS services for adults with disabilities under the age of 50
5. Build DAS provider capacity to better serve people with disabilities

3. Affordability is a top concern for consumers, who struggle to meet basic needs like housing, care, and food without adequate support.

Findings

A. Older and disabled adults are disproportionately affected by affordability challenges

B. Social safety net programs provide essential but often insufficient support

C. Consumers need help to access and maintain safe, affordable, and accessible housing

D. Consumers have significant affordable medical, mental health, and long-term care needs

E. Getting enough healthy food is a concern for consumers

Recommendations

1. Continue and strengthen essential services in alignment with the Mayor's affordability priorities
2. Coordinate within SFHSA to develop H.R. 1 communications and strategy
3. Partner with City agencies to address disability and aging housing concerns
4. Assess how DAS services play a role in supporting clients' mental health
5. Continue drawing down CalAIM funds to strengthen the local LTC system
6. Strengthen support for senior and disabled food programs

4. Social connection is essential for consumers and can be enhanced by community spaces and technology supports.

Findings

A. Needs related to social connection are among the top needs for consumers

B. Dedicated in-person gathering spaces like Community Service Centers are important hubs for social connection

C. Technology supports are also essential to increase social inclusion and connection for consumers

Recommendations

1. Continue investing in Community Service Centers as essential hubs for social engagement and service connection
2. Expand capacity across technology access and digital literacy programs
3. Ensure ongoing support for in-person service delivery models
4. Promote senior and disability access to arts and cultural programming

5. Consumers have unmet needs related to mobility, transportation, and safety, which limit their full participation in public life.

Findings

A. Older and disabled adults have difficulty accessing services and mobility aids that help maintain or improve mobility as they age

B. Accessible, affordable, and safe transportation is a central need

C. Consumers have serious concerns about their safety in public settings

D. Geographic concentration of services in the city's central neighborhoods is a higher barrier for people with mobility, transportation, and safety concerns

Recommendations

1. Maintain support for DAS-funded transportation programs
2. Collaborate to implement ADFSF action items about transportation
3. Share findings about transportation needs with SFMTA
4. Design a campaign to promote more inclusive public spaces
5. Improve inclusivity of DAS fitness programs for people with mobility issues
6. Explore ways to improve access to mobility aids with SFHP and others

6. Consumers and service providers alike often lack awareness of available resources, or face challenges navigating services to get the help they need.

Findings

A. Seniors and adults with disabilities often lack awareness of available resources

B. Service providers want more info on resources and referral processes, even if they know about some programs

C. Consumers struggle to navigate complex systems and want support

D. Affordability, eligibility, and waitlist issues make service connection difficult regardless of awareness

Recommendations

1. Complete implementation of the DAS Online Resource Directory
2. Provide general outreach to consumers
3. Strengthen provider capacity to support resource navigation
4. Promote awareness of the DAS Hub across City agencies and providers
5. Continue providing human touchpoints for people seeking help
6. Keep serving clients at all income levels across most programs

7. Despite high rates of participation in services, unmet needs remain high among adults with limited English proficiency and people of color.

Findings

A. People with limited English use DF services at 2x the overall population; BIPOC individuals participate at similar rates

B. Despite high rates of participation, these groups have higher needs and barriers

C. These groups want greater acknowledgement of their cultural history and more tailored services

Recommendations

1. Sustain investments in culturally and linguistically tailored DF services
2. Explore opportunities to enhance language access across services
3. Study programs with higher participation to inform potential improvements in other programs
4. Share findings about cultural and linguistic access barriers with City agencies
5. Use feedback from these groups to inform future procurement for DF services in alignment with needs

8. While the LGBTQ+ community reports relatively well-met needs, targeted improvements could increase program participation.

Findings

A. LGBTQ+ people participate at lower rates than the overall population

B. LGBTQ+ consumers have some unique needs and barriers, but report similar levels of need as their peers

C. LGBTQ+ consumers emphasize the need for tailored services and providers

D. TGNC consumers face disproportionate barriers and needs, but lack trust in public systems that can help

E. People with HIV can feel invisible and de-prioritized, but appreciate providers who understand and serve them well

Recommendations

1. Sustain investment in LGBTQ+ and TGNC focused DF services
2. Work with existing DAS providers to ensure safe and welcoming spaces
3. Assess opportunities to improve SOGI data collection by site
4. Refine SOGI data collection standards to align with evolving best practice and community feedback
5. Partner with organizations serving HIV+ individuals to build capacity across the DAS network to better serve this population

9. While many caregivers know of and access available resources, a significant portion still need more help to meet their needs.

Findings

A. Caregivers — especially those who provide care daily — have high levels of physical and emotional stress

B. Caregivers need help to provide quality care to their care recipients and address their own needs as caregivers

Recommendations

1. Maintain investments in caregiver support services, especially respite
2. Explore ways to expand flexibility in respite care options
3. Strengthen service navigation supports for caregivers
4. Collaborate with SFDPH to promote interagency service referral and navigation for caregivers of people with complex health issues like dementia

10. Veterans have significant unmet needs for social connection and need help to navigate services both within and beyond the scope of their VA benefits.

Findings

A. While veterans report relatively low levels of need in general, they have significant need for social connection

B. Veterans face barriers to participation, especially related to service awareness and navigation

Recommendations

1. Collaborate with veteran-serving agencies to promote engagement in DAS services that support social connection
2. Explore opportunities to co-locate care navigation help at the CVSO
3. Maintain and expand funding for flexible transportation options for veterans accessing services
4. Improve data collection on veteran status across DF services

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DF Service Provider Work Group Listening Session

Breakout Group Discussions: Implementing the DFCNA Recommendations

Discussion Groups

Please select one of the following groups to join. If a breakout room already has about 5-6 participants, select another room to ensure balanced participation and robust discussion on all topics.

Group	Findings	Topics
Room 1	1, 2, and 3	Needs and barriers for older and disabled adults, affordability issues
Room 2	1, 2, and 3	Needs and barriers for older and disabled adults, affordability issues
Room 3	4 and 10	Social connection, veteran needs and barriers
Room 4	5, 6, and 9	Transportation, safety, service awareness and navigation, caregiver needs and barriers
Room 5	7 and 8	Needs and barriers for BIPOC, limited English speaking, and LGBTQ+ subpopulations

Discussion Guide

Identify a timekeeper and a spokesperson to report out to the SPWG.
DAS will take notes and provide technical assistance as needed.

Discussion Questions

- Brainstorm strategies to operationalize the DFCNA recommendations. What steps do we need to take to implement them?
- What recommendations and/or implementation strategies would you prioritize? Are there any that you would de-prioritize?
- How can we ensure meaningful engagement of adults with disabilities (18-59), racial equity, language access, and LGBTQ+ inclusion?