

IN-HOME SUPPORTIVE SERVICES

IHSS is designed to help seniors and people with disabilities live safely in their own homes, serving as an alternative to institutionalization. IHSS consumers direct their workers to assist with household chores like cleaning, laundry, shopping, cooking, and washing dishes. They provide non-medical personal care, like bathing, grooming, feeding, dressing or toilet assistance. Under direction of a licensed health care professional, IHSS can arrange for paramedical services, or provide accompaniment to and from medical and other necessary appointments.

IHSS CARE TRANSITIONS PROGRAM

The San Francisco In-Home Supportive Services Care Transitions Program (IHSS CTP) is a free service for San Francisco residents, eligible for IHSS, to help improve transitions from hospital to home. IHSS CTP provides coaching and coordination of services that help stabilize and achieve optimal recovery during the first 30 days after returning home from a hospital or skilled nursing facility.

COMMUNITY LIVING FUND

The Community Living Fund Program funds home and community-based services, or combination of goods and services, that helps individuals who are currently, or at risk of being, institutionalized. The program uses coordinated case management and purchase of services to assist those at-risk. It provides needed resources and services, not available

through any other mechanism, to vulnerable adults and younger adults with disabilities (18+).

COUNTY VETERANS SERVICE OFFICE

The County Veterans Service Office (CVSO) provides assistance to the men and women who served in the Armed Forces of America, their dependents and survivors, to obtain benefits from the U.S. Department of Veterans Affairs (VA), Department of Defense (DOD), California Department of Veterans Affairs (CDVA) and other programs for veterans and their families. The CVSO also provides outreach and service to homeless veterans and veterans with disabilities.

DAAS Benefits and Resources Hub
2 Gough Street
San Francisco, CA 94103

Monday - Thurs. 9:00 am - 4:00 pm

- County Veteran Service Office
Phone: (415) 934-4200
(800) 807-5799
Fax: (415) 934-4240

Monday - Friday 8:00 am - 5:00 pm

- Intake Services
Phone: (415) 355-6700
(800) 510-2020
TTY: (415) 355-6756
Email: daas@sfgov.org
- Adult Protective Services
Phone: (415) 355-6700
Fax: (415) 355-6750
- In-Home Supportive Services
Phone: (415) 355-6700
Fax: (415) 557-5721

DAAS Administrative Offices
1650 Mission Street, 5th Floor
San Francisco, CA 94103

Monday - Friday 8:00 am - 5:00 pm

- Office on the Aging
- Public Guardian
- Public Conservator
- Public Administrator
- Representative Payee Program
Phone: (415) 355-3555
Fax: (415) 355-3539

CITY AND COUNTY OF SAN FRANCISCO



DEPARTMENT OF AGING and ADULT SERVICES

- Office on the Aging
- Public Guardian
- Public Conservator
- Public Administrator
- Representative Payee Program
- Intake Services
- Adult Protective Services
- In-Home Supportive Services
- IHSS Care Transitions Program
- Community Living Fund
- County Veterans Service Office

DAAS Benefits and Resources Hub
2 Gough Street
San Francisco, CA 94103

Monday to Friday
8:00 am to 5:00 pm

Phone: (415) 355-6700
Toll Free: (800) 510-2020
TTY: (415) 355-6756
Email: daas@sfgov.org
Website: www.sfdaas.org

The Department of Aging and Adult Services (DAAS) is the Area Agency on Aging for the City and County of San Francisco. DAAS is specifically charged with planning, coordinating and advocating for community-based services for older adults and adults with disabilities. The mission of DAAS is to assist older adults and adults with disabilities, and their families, to maximize self-sufficiency, safety, health and independence so that they can remain living in the community for as long as possible while maintaining the highest quality of life. DAAS coordinates an integrated, comprehensive range of social, mental health and long-term care services that fosters independence and self-reliance. DAAS protects the rights and assets of those who are no longer able to care or advocate for themselves, and the rights and assets of the deceased.

OFFICE ON THE AGING

The Office on the Aging (OOA) designs, develops, implements and monitors a wide range of community-based programs for seniors (60+) and adults with disabilities (18 to 59), to help them remain healthy and independent in the community. Within these two groups, OOA is committed to helping persons who are frail, low-income and persons reflecting diverse cultural/racial/ethnic groups and members of the LGBT community. OOA partners with community-based service organizations and public agencies to provide long-term support services including

case management, nutrition programs, health promotion, transportation, senior centers/activity centers, legal services, naturalization, and free computer class programs to help consumers connected. The OOA supports bilingual/bicultural services that can increase access and reduce barriers to services.

PUBLIC GUARDIAN

The Public Guardian (PG) provides probate conservatorship services for San Francisco seniors and adults with disabilities who are substantially unable to provide for their own personal needs of food, clothing, shelter or medical care and/or are unable to manage finances or resist fraud or undue influence. The PG operates under the authority and direction of the California Probate Code and the Superior Court. Responsibilities of the PG conservator include: developing a care plan for immediate and long-term care; collaborating, conferring and advocating on behalf of the conservatee, managing finances, and marshalling and protecting assets.

PUBLIC CONSERVATOR

The Public Conservator (PC) provides mental health conservatorship services for San Francisco residents who are gravely disabled (unable to provide for food, clothing, or shelter) due to mental disease and found by the Court unable or unwilling to accept voluntary treatment. The PC operates under the authority and direction of the California Welfare and Institutions Code and the Superior Court. Mental health

conservatorship is a legal procedure that appoints a conservator of the person to authorize psychiatric treatment of a person of any age (conservatee) who has been referred by a psychiatric hospital. The PC provides investigation reports to the Court and reports for placement, psychosocial evaluations, medical consents, psychiatric medication consents, supervision of treatment, advocacy and case management of conservatee placed outside of San Francisco County. PC conservatorships are generally time-limited.

PUBLIC ADMINISTRATOR

The Office of the Public Administrator (PA) administers the estates of deceased San Franciscans. The PA handles informal estate administrations for smaller estates as well as formal court-supervised probates. As administrator, the PA collects and inventories assets, pays creditors, files all necessary tax returns, provides accountings of all financial transactions as required and makes distributions to the heirs or devisees of the decedent.

REPRESENTATIVE PAYEE PROGRAM

The Representative Payee program manages money for adults (18+) and elderly individuals with physical and/or mental impairments who cannot manage their own funds. This program ensures that their daily living needs are met, and maintains their well-being and independence. This program is voluntary and each participant must have a case manager to be eligible.

INTAKE SERVICES

Intake Services provide 24-hour services for older adults and adults with disabilities, caregivers, and community-based organizations. The intake program processes referrals for Adult Protective Services, In-Home Supportive Services, Home Delivered Meals for seniors (60+), the Community Living Fund and IHSS Care Transitions Program. The intake program also provides information and assistance services, providing information and referrals to other DAAS and community programs, services and resources.

ADULT PROTECTIVE SERVICES

Adult Protective Services (APS) assists elders (65+) and adults with disabilities/dependent adults (18-64) who are experiencing abuse or neglect, or at risk of abuse, neglect, or exploitation. The abuse may be physical violence, sexual assault, financial exploitation, neglect by others or self, abandonment, or psychological abuse and intimidation. APS is available 24-hours/day, 7-days/week to receive and respond to reports of abuse. This program provides crisis intervention services for victims, connecting individuals to the services needed to stop abuse and ensure their on-going safety. Services include: in-home protection, supportive counseling, and tangible services. APS services are provided to San Francisco residents at no cost and have no income eligibility restrictions. The services are voluntary and individuals may refuse them.