

DIGNITY FUND OVERSIGHT AND ADVISORY COMMITTEE

September 20, 2021 3:00 p.m. to 5:00 p.m.

Via Zoom Conference Call

Minutes

Attending: Marcy Adelman, Margie Baron, Ramona Davies, Wanda Jung, Martha Kunuzan, Jessica Lehman, Elinor Lurie, Sandy Mori, Beverly Taylor, Melissa McGee (DAS), Niquelle Warren (DAS)

Call to Order: Ms. Davies called the meeting to order at 3:05 p.m.

Roll Call: Ms. McGee called roll. The excused absent was Allen Ng and Monique Zumba

Approval of the Agenda: Members approved the OAC meeting agenda for September 20, 2021 with the addition of discussion in regards to future OAC meeting dates.

Approval of the Minutes: Members approved the July 19, 2021 meeting minutes.

Legal Services Deep Dive

Please see attached materials for Legal Services Deep Dive

DAS Legal Services Analysis

Agenda

- Introduction
- Legal Services Program Overview
- Older Adults Client Profile
- Older Adults Program Trends
- Legal Services Program Strengths and Areas for Growth
- Findings and Limitations
- Project Purpose
 - To examine client demographics, program trends, and future opportunities For Legal Services to older adults from FY 2015-16 to FY 2019-20.
 - Outcome
- Methodology
 - Quantitative Data Analysis
 - Key Stakeholder Interviews
 - Publish and Print Report
 - ❖ Quantitative Data
 - ❖ Stakeholder Interviews
- Legal Services Program Overview
- Legal Services Programs
 - The program provides legal assistance for older adults and adults with disabilities. Services include counseling on their rights, representation in court, and drafting legal documents.

- In FY 2019-20:
 - \$2 million budget
 - 7 contracted providers
 - Total Services to Older Adults and Adults with Disabilities
 - Types of legal issues addressed
- Program Budget
 - The Legal Services Program budget doubled over five years
 - Older Adults
 - Adults with Disabilities
- Older Adults Contracts: Clients Served
 - A modest growth in the number of clients served over five years
 - Target
 - Actual
- Older Adults Contracts: Service Hours
 - On average, the program exceeds service hour targets by 27%
 - Target
 - Actual
- Adults with Disabilities Contracts: Clients Served
 - Growth in the number of clients served per year
 - Service hours increased following the FY 2017-18 Dignity Fund allocation with efforts to recalibrate the program thereafter
 - Target
 - Actual
- Legal Services for Older Adults: Client Profile
- Overall Client Interactions
 - The Legal Services Program reported an average of 1,446 client interactions per year.
- Client Demographics
 - Client age, sexual orientation, and gender identity remained relatively stable.
 - Clients aged 65 to 74 were the largest age group served.
 - 6.4% of clients identified as LGBTQ or another sexual orientation not listed.
 - On average, 56% of clients identified as female.
- Race
 - The racial demographic of the older adult clients served shifted in numbers and proportions.
 - From FY 2015-16 to FY 2019-20:
 - 62% increase in Black or African American clients.
 - 36% decrease in Asian/Pacific Islander clients.
 - 18% increase in White clients
- Race
 - The racial demographic of the older adult clients served shifted in numbers and proportions.

- From FY 2015-16 to FY 2019-20:
 - 62% increase in Black or African American clients.
 - 36% decrease in Asian and Pacific Islander clients.
 - 18% increase in White clients.
- **Additional Client Characteristics**
 - **62% of clients were low income**
Of which, 69% identified as people of color or ethnically Hispanic/Latino.
 - **41% of clients were living with a Disability (older adults only)**
The number of clients living with a Disability has grown by 25%.
 - **39% of clients live alone**
The proportion of clients living alone served grew by 34%.
 - **41% of clients were limited English Proficient**
- **Legal Services to Older Adults:**
Program Trends
- **Cases Closed**
 - Slight increase in the proportion and number of Limited Additional Services cases.
- **Most Common Legal Issues**
 - Top client needs related to housing, individual rights, and income maintenance.
- **Cases Closed**
 - Includes Counsel and Advice, Limited Additional Services, and Legal Representation cases.
 - #1 Housing (50%)
 - #2 Individual Rights (14%)
 - #3 Income Maintenance (12%)
- Additional areas of need identified included benefits and post-entitlement, consumer and finance, estate planning, and powers of attorney.
- **Service Hours**
 - On average, 16,332 service hours were delivered per year.
 - From FY 16-17 to FY 18-19, service hours declined by 32% or 5,620 hours.
 - However, the program continued to exceed the annual service hour targets.
- **Case Work Hours**
 - Case work hours spent per case closed has remained relatively stable, with the exception of FY 19-20
 - The scale of the increase in case work hours exceeds Observed trends in levels of case complexity, suggesting other factors may be contributing to this trend.
 - Over five years, the Legal Services program delivered a total of 78,000 hours of case work.
- **Legal Services Program:**
Strengths and Areas for Growth

- Program Strengths
 - Client-centered services
 - Linguistically accessible and culturally competent services
 - Provider responsiveness to clients
 - Provider integration into San Francisco’s network of social services
 - SF DAS support and technical assistance
- Program Areas for Growth
 - Technology gap
 - Limited funding
 - COVID-19 pandemic
- Findings
 - Key Findings
 - Funding for the Legal Services program more than doubled over five years. Financial investments have been directed towards reinforcing the program’s financial foundation
 - The top three legal needs among older adults in San Francisco related to housing (50%), individual rights (14%), and income maintenance (12%)
 - The program had an increase the number of Black or African American and White clients and a decline in API clients served
 - Clients overwhelmingly expressed that their needs were met. Providers have client-centered approaches to delivering legal services
- Project Limitations and Additional Considerations
 - Analysis does not include Legal Services for Adults with Disabilities
 - Current data structures do not support case-level analysis
 - Limited availability of data on outcomes
- Thank you

2021-22 Dignity Fund Community Needs Assessment

Please see attached materials for Dignity Fund Community Needs Assessment, 2021-22

- SF Dept. of Disability & Aging Services
- **SECTION ONE**
 - Introductions & Project Approach
- **The Project Team** About RDA
- Project Goal
- RDA’s Approach to DFCNA: Analytic Design
 - Analytic Rigor
 - Integrated Findings
- RDA’s Approach to DFCNA: Community Engagement
 - Community Participation
 - Virtual Participation
- RDA’s Approach to DFCNA: Measuring Equity
 - COVID Impacts
 - Racial Equity

- LGBTQ Population
- **SECTION TWO**
 - DFCNA Work plan and Deliverables
- **Project Overview**
 - Project Phase
 - Deliverables/Due Date
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- **SECTION FIVE**
 - Next Steps
- **DFCNA Next Steps**
 - Key Informant Interviews
 - Data Collection Tool Refinement
 - Primary and Secondary Data Collection
- **Thank you!**
 - Questions
- **Additional Materials: DFCNA Project Phases**
 - Project Launch
 - Project Plan Development
 - Discovery
- Phase II: Data Collection
 - Primary Data Collection Activities
 - Secondary Data Collection Activities
- Phase III: Data Analysis
 - Primary Data Analysis
 - Equity Analysis
 - Gaps Analysis
- Phase IV: DFCNA Reporting
 - DFCNA Report Draft Submitted
 - DFCNA Report Final Version Submitted
 - DFCNA Approval by Disability and Aging Services Commission
 - DFCNA Approval by Board of Supervisors
- Phase V: Project Management
 - Monthly Project Management Meeting
 - Weekly Check-in
 - Monthly Reporting

Service Providers Working Group Update

Ms. Hinze reports on the workgroups updates:

- Service Providers Workgroup structure has changed but is still an independent body with providing input.
- The Service Providers Workgroup is co-led by the Dignity Fund Coalition and the Coalition Serving the Elderly.

- More comprehensive set of recommendations and thoughts on community assessment will be provided at the November DF OAC meeting.
- The next Service Provider Workgroup with RDA meeting will be Wednesday, October 27 from 2 pm - 4 pm. The zoom meeting information and details will be sent out.
- To build bridges with the RDA, OAC and community and invite people to attend the meeting (SPWG) and have the opportunity to talk with the consultants, learn more about the plan and to figure out how to be helpful.
- To contact CASE Re: Service Provider Workgroup at: casesanfrancisco@gmail.com.

Public Comment. The need to reach out to providers and communities not just through digital means because of limited access or a facility to reach out to people who are not connected to providers. Virtual services is a safe way to connect with people in the community. A few ways to reach out to potential clients during COVID is distributing flyers through senior centers, grocery stores, churches, meal programs. Also to collaborate with CBO's – Self Help for the Elderly, CCDC, and North Beach clinics.

Announcements – The Senior Disability Action (SDA) is hosting a campaign to get free Wi-Fi for seniors and people with disabilities. There is a Disability Book Reading on Thursday, October 7, 2021 at 5:00 pm remotely with Emily Ladau author of Demystifying Disability. The Service Provider Work Group (at the DFC meeting), date is October 27, 2:00 pm – 4:00 pm – notice with zoom links will be sent out very soon.

Next meeting: Monday, 10/25/21 3:00 p.m. to 4:30 p.m. via Zoom Conference Call