



SAN FRANCISCO HUMAN SERVICES AGENCY

## Department of Disability and Aging Services

# Service List

December 2023

This resource provides a brief description of services directly provided or administered by the San Francisco Department of Disability and Aging Services (DAS) through partnerships with community-based organizations. This guide reflects updates through December 2023.

All DAS programs are included in this guide to provide a full picture of the Department's operations, including services that are eligible for support through the Dignity Fund. The tables below indicate whether services are Dignity Fund eligible.

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## DAS Service List

The table below lists DAS services alphabetically, and identifies which one of seven broad service areas each services falls into. It also indicates which services are Dignity Fund-eligible.

Service	Service Area	DF Eligible
<b>Adult Day Health Centers (ADHCs)</b>	Connection & Engagement	Y
<b>Adult Day Programs (Adult Social Day and Alzheimer's Day Care Resource Centers)</b>	Caregiver Support	Y
<b>Adult Protective Services</b>	Self-Care & Safety	N
<b>Advocacy: Home Care</b>	Access & Empowerment	Y
<b>Advocacy: Housing</b>	Access & Empowerment	Y
<b>Advocacy: Long-Term Care</b>	Access & Empowerment	Y
<b>Aging and Disability Resource Centers (ADRCs)</b>	Access & Empowerment	Y
<b>Assisted Living Facilities (ALF) Support</b>	Housing Support	N
<b>CalFresh Healthy Living</b>	Nutrition & Wellness	Y
<b>CalFresh Outreach</b>	Access & Empowerment	Y
<b>Caregiver Respite</b>	Caregiver Support	Y
<b>Case Management</b>	Case Management	Y
<b>Chronic Disease Management Programs</b>	Nutrition & Wellness	Y
<b>Community Bridge</b>	Connection & Engagement	Y
<b>Community Connector</b>	Connection & Engagement	Y
<b>Community Liaisons</b>	Access & Empowerment	Y
<b>Community Living Fund (CLF)</b>	Case Management	Y
<b>Community Service Centers</b>	Connection & Engagement	Y
<b>Congregate Meals</b>	Nutrition & Wellness	Y
<b>County Veterans Service Office (CVSO)</b>	Access & Empowerment	N
<b>Creative Arts for Older Adults and Adults with Disabilities</b>	Connection & Engagement	Y
<b>Culturally Responsive Nutrition Services</b>	Nutrition & Wellness	Y
<b>DAS Intake</b>	Access & Empowerment	Y
<b>Disability Cultural Center</b>	Access & Empowerment	Y
<b>Elder Abuse Prevention Services</b>	Self-Care & Safety	Y
<b>Employment Navigation and Benefits Support</b>	Access & Empowerment	Y
<b>Employment Support</b>	Connection & Engagement	Y
<b>Empowerment Programs</b>	Access & Empowerment	Y
<b>Family Caregiver Support Program</b>	Caregiver Support	Y
<b>Food Pantry</b>	Nutrition & Wellness	Y
<b>Health Insurance Counseling and Advocacy Program (HICAP)</b>	Access & Empowerment	Y
<b>Health Promotion - Physical Fitness</b>	Nutrition & Wellness	Y
<b>Home-Delivered Groceries</b>	Nutrition & Wellness	Y

<b>Service</b>	<b>Service Area</b>	<b>DF Eligible</b>
<b>Home-Delivered Meals</b>	Nutrition & Wellness	Y
<b>Housing Subsidies</b>	Housing Support	Y
<b>In-Home Supportive Services (IHSS)</b>	Self-Care & Safety	N
<b>Intergenerational Programs</b>	Connection & Engagement	Y
<b>Legal Assistance</b>	Access & Empowerment	Y
<b>LGBTQ+ Care Navigation (including Pet Support)</b>	Case Management	Y
<b>LGBTQ+ Cultural Competency Trainings</b>	Access & Empowerment	Y
<b>LGBTQ+ Financial Literacy</b>	Access & Empowerment	Y
<b>LGBTQ+ Legal &amp; Life Planning</b>	Access & Empowerment	Y
<b>LGBTQ+ Mental Health Connections</b>	Connection & Engagement	Y
<b>Long-Term Care Ombudsman</b>	Self-Care & Safety	Y
<b>Money Management</b>	Case Management	Y
<b>Naturalization</b>	Access & Empowerment	Y
<b>Neighborhood Choirs</b>	Connection & Engagement	Y
<b>Neighborhood-Based Programs</b>	Connection & Engagement	Y
<b>Nutrition as Health</b>	Nutrition & Wellness	Y
<b>Nutrition Education</b>	Nutrition & Wellness	Y
<b>Peer Ambassadors</b>	Access & Empowerment	Y
<b>Public Administrator</b>	Self-Care & Safety	N
<b>Public Conservator</b>	Self-Care & Safety	N
<b>Public Guardian</b>	Self-Care & Safety	N
<b>Rental Assistance Demonstration Project</b>	Housing Support	Y
<b>Representative Payee</b>	Self-Care & Safety	N
<b>Scattered Site Housing</b>	Housing Support	Y
<b>Senior Companion</b>	Connection & Engagement	Y
<b>Senior Escorts</b>	Self-Care & Safety	Y
<b>Senior Ex-Offender Program</b>	Connection & Engagement	Y
<b>SF Connected</b>	Connection & Engagement	Y
<b>Short-Term Home Care for Seniors</b>	Self-Care & Safety	Y
<b>Suicide Prevention &amp; Emotional Support</b>	Self-Care & Safety	Y
<b>Support at Home</b>	Self-Care & Safety	Y
<b>Support Services for People with Collecting Behaviors</b>	Self-Care & Safety	Y
<b>Technology at Home</b>	Connection & Engagement	Y
<b>Transgender and Gender Non-Conforming (TGNC) Supports</b>	Connection & Engagement	Y
<b>Transportation</b>	Access & Empowerment	Y
<b>Veterans Drop-In Center</b>	Connection & Engagement	Y
<b>Veterans Service Linkages Pilot</b>	Access & Empowerment	Y
<b>Veterans Services Connect</b>	Housing Support	Y
<b>Video Doorbells</b>	Self-Care & Safety	Y

<b>Service</b>	<b>Service Area</b>	<b>DF Eligible</b>
<b>Village Programs</b>	Connection & Engagement	Y
<b>Volunteer Visitors</b>	Connection & Engagement	Y
<b>Wheelchair Repair</b>	Self-Care & Safety	Y
<b>Workforce Support</b>	Self-Care & Safety	Y

## DAS Service Descriptions by Service Area

The following sections provide a brief description of DAS services, organized by seven broad service areas: (1) Access & Empowerment, (2) Caregiver Support, (3) Case Management & Care Navigation, (4) Community Connection & Engagement, (5) Housing Support, (6) Nutrition & Wellness, and (7) Self-Care & Safety.

### 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.

Service	Description	DF Eligible
<b>Advocacy: Home Care</b>	Home care advocacy services provide systems-level advocacy to maintain a seamless and responsive home care system for meeting the in-home and personal care needs of older adults and people with disabilities. This includes facilitating a task force responsible for addressing issues such as systemic gaps in service access and coordinating responses to state policy and budget changes related to In-Home Supportive Services.	Y
<b>Advocacy: Housing</b>	Housing counseling and advocacy services help to improve housing conditions by providing both direct services, such as information and assistance for individuals at risk of eviction, and systems-level advocacy, such as training for individuals and groups to inform the public about the need for affordable and accessible housing in San Francisco.	Y
<b>Advocacy: Long-Term Care</b>	Long-term care advocacy services provide assistance and education to consumers to help them learn about long-term care services and understand the basic rights that are guaranteed to them by the various long-term care services in San Francisco.	Y
<b>Aging and Disability Resource Centers (ADRCs)</b>	ADRCs are centralized resources for free information, service referral, and assistance on issues affecting old adults and people with disabilities, regardless of their income. These hubs are located throughout the City, with at least one ADRC located in each Supervisorial District; information, referral, and assistance are offered in multiple languages to meet the needs of non-English speaking residents.	Y
<b>CalFresh Outreach</b>	Provides outreach and application assistance to encourage enrollment and participation in CalFresh benefits.	Y

Service	Description	DF Eligible
<b>Community Liaisons</b>	Community Liaisons are older adults and adults with disabilities who work in project based assignments to enhance accessibility and operation of services for older adults and adults with disabilities. This might include hosting activities, providing tech support, or translation of documents. In addition to improving the flow of service and client experience, the program provides a meaningful employment opportunity for seniors and disabled adults in the community.	Y
<b>County Veterans Service Office (CVSO)</b>	The CVSO supports veterans and their dependents to understand, apply for, and obtain benefits and entitlements from the U.S. Department of Veterans Affairs.	N
<b>DAS Intake</b>	The DAS Intake serves as a centralized hub for accessing Department services. Through a single call or visit to the DAS Benefits and Resource Hub at 2 Gough, older adults and adults with disabilities may receive information about and assistance applying for various services, including the Community Living Fund, In-Home Supportive Services, Home Delivered Meals, and Case Management. Information, referral, and assistance services are offered in multiple languages to meet the needs of non-English speaking residents.	Y
<b>Disability Cultural Center</b>	Brings diverse people with disabilities together to access resources, advance social justice, and foster Disability culture, community, and pride. Virtual services to begin summer 2024. In-person center and operations opening in 2025.	Y
<b>Employment Navigation and Benefits Support</b>	For people interested in working but unsure how it will impact their benefits, this program offers education and ongoing support in navigating means tested benefit rules.	Y
<b>Empowerment Programs</b>	Empowerment Programs provide trainings on organizing, leadership, and civic engagement and advocacy. Participants have the opportunity to build tangible skills like conducting effective meetings and resolving conflict, and also learn how to access essential benefits and services in the community.	Y
<b>Health Insurance Counseling and Advocacy Program (HICAP)</b>	HICAP services support San Francisco residents receiving Medicare to maximize their health benefits. HICAP Counselors provide consumers with 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 their claims are denied.	Y

Service	Description	DF Eligible
<b>Legal Assistance</b>	Legal Assistance provides legal representation, counseling on legal issues, and drafting of legal documents. These legal services may address a variety of topics such as eviction prevention, financial and consumer issues, preparation of wills, disability planning and advance directives, and immigration matters.	Y
<b>LGBTQ+ Cultural Competency Trainings</b>	DAS funds two LGBTQ+ trainings for service providers. One is a cultural sensitivity training, focused on improving awareness of current issues faced by LGBTQ+ seniors and adults with disabilities. This is provided to DAS community partners. The LGBTQ+ Dementia Care Training is focused more specifically on facilitating service provider efforts to assist LGBTQ+ persons with dementia and to connect these clients to needed services and supports.	Y
<b>LGBTQ+ Financial Literacy</b>	A recommendation of the LGBT Aging Policy Task Force, this program was created to provide one-on-one counseling to empower LGBTQ+ clients to manage their finances and achieve financial goals. Services are tailored to each client's needs and work toward countable outcomes, 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.	Y
<b>LGBTQ+ Legal &amp; Life Planning</b>	A recommendation of the LGBT Aging Policy Task Force, this program helps LGBTQ+ clients identify and memorialize their end of life decisions. The goal of this service is 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.	Y
<b>Naturalization</b>	Naturalization services help older adults and adults with disabilities who are legal permanent residents to complete the process of becoming United States Citizens. Services include citizenship and English as a Second Language classes to help clients successfully pass their naturalization tests; one-on-one counseling and support 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.	Y
<b>Peer Ambassadors</b>	Peer Ambassadors are older adults or adults with disabilities trained to conduct outreach and share information about DAS programs and services widely in the community. This program not only helps to raise consumer awareness of and connection to DAS services, but also offers seniors and disabled adults opportunities for meaningful employment.	Y

Service	Description	DF Eligible
<b>Transportation</b>	Transportation services increase the accessibility and participation in DAS-funded services. This service primarily supports attendance at Community Service Centers for those unable to transport themselves or use public transit. This supplement to the Community Service Center program also includes a small amount of Shopping Shuttle service that transports clients between certain Community Service sites and grocery stores.	Y
<b>Veterans Service Linkages Pilot</b>	The Veterans Service Linkages Pilot provides services for veterans at the War Memorial Veterans Building, which has been identified by the City as a priority space to centralize veteran services. The program informs veterans of services available to them, provides referrals to in-house programs and/or other organizations, assists in service access, and facilitates support groups that focus on mental health, housing, financial empowerment, LGBTQ+, and employment.	Y



## 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.

Service	Description	DF Eligible
<b>Adult Day Programs (Adult Social Day and Alzheimer's Day Care Resource Centers)</b>	These state-licensed, community-based centers provide social and recreational activities, nutrition, and personal care support for clients who require help with basic daily tasks. Serving clients who need supervision and thus are not able to independently participate in Community Service Centers, Adult Day Programs provide respite for family and friend caregivers during daytime hours. Some sites have specialized programs for persons with moderate-to-late stage dementia and Alzheimer's disease.	Y
<b>Caregiver Respite</b>	The Caregiver Respite program provides in-home and out-of-home respite care, such as attendance at an Adult Day Program, to unpaid caregivers of older adults and adults with disabilities. Respite services may be provided for intermittent periods and/or in the event of an emergency. The program seeks to reduce caregiver burden and prevent or delay institutionalization of the care recipient, thereby enabling care recipients to live safely in their own homes and communities.	Y
<b>Family Caregiver Support Program</b>	The Family Caregiver Support Program provides a variety of services to unpaid caregivers, including counseling, caregiver training, and respite care. The program also provides caregivers with referrals to other supportive services, such as case management.	Y

## 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.

Service	Description	DF Eligible
<b>Case Management</b>	Case Management services help navigating and coordinating the services needed to live safely in the community. Case managers provide a range of support to clients, including client needs assessment, service planning and monitoring, and coordination of services across providers.	Y
<b>Community Living Fund (CLF)</b>	CLF provides intensive case management and purchase of goods and services to support safety and stability in the community, as an alternative to institutionalization at a Skilled Nursing Facility.	Y
<b>LGBTQ+ Care Navigation (including Pet Support)</b>	This program helps LGBTQ+ older adults and adults with disabilities navigate service systems to access healthcare resources and social supports. Peer volunteers visit clients regularly to reduce isolation, also helping them overcome barriers that may inhibit accessing of needed services. Many clients have pets that represent the only consistent source of compassion and unconditional love in their lives; for those struggling to care for their animal companion, this program also provides pet care resources to maintain this important source of support.	Y
<b>Money Management</b>	A voluntary program that provides assistance to consumers in the management of 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	Y

## 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.

Service	Description	DF Eligible
<b>Adult Day Health Center (ADHCs)</b>	ADHCs are state-licensed, community-based facilities that provide social and recreational activities, supervision, physical and occupational therapy, and personal care support for clients with skilled nursing level of care needs and/or cognitive impairment (e.g., dementia). This is a Medi-Cal benefit that also accepts private pay clients who can afford the daily rate.	Y
<b>Community Bridge</b>	Based out of a Community Service Center, the Community Bridge program blends off-site service coordination, development of social networks, and recruitment of volunteers with site-based activities. This program began as a pilot project 'hybrid' between the neighborhood-focused Village Model and site-based Community Service Center program.	Y
<b>Community Connector</b>	Community Connector services provide diffuse, 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 those neighborhoods not already being served by a Community Service Center.	Y
<b>Community Service Centers</b>	Community Service Centers provide a wealth of social activities and other programs to promote engagement and inclusion in the community. Across more than 40 service sites scattered throughout the City, participants are invited to join in programs like tai chi, painting, computer access and literacy, English as a second language classes, exercise classes, and many other events to participate meaningfully in their communities.	Y
<b>Creative Arts for Older Adults &amp; Adults with Disabilities</b>	Creative arts programs designed to create opportunities for social connection, expression and exploration of ideas, and a sense of belonging.	Y
<b>Employment Support</b>	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.	Y
<b>Intergenerational Programs</b>	Intergenerational programs facilitate social engagement and exchange between older adults or adults with disabilities and individuals belonging to other generations.	Y

Service	Description	DF Eligible
<b>LGBTQ+ Community Services in Adult Day Health Centers (ADHCs)</b>	LGBTQ+ Community Services in Adult Day Health Centers (ADHCs) provides community center activity programming in ADHC settings, with the intention of creating a welcoming and inclusive space for members of the LGBTQ+ community. Site staff are trained on LGBTQ+ topics to increase competency and ensure services are inclusive of the LGBTQ+ community. Program offerings, including social activities, educational presentation, and referral assistance are tailored to be relevant and engaging to LGBTQ+ identifying program participants.	Y
<b>LGBTQ+ Mental Health Connections</b>	The LGBTQ+ Mental Health Connections program connects older adults and adults with disabilities to culturally competent mental telehealth services. The program engages licensed health providers through recruitment, training, and stipend support. The program also offers clients with technology support to help them access telehealth services, including tech training and even provision of digital devices. This program was launched in response to community research demonstrating the severe impact of the COVID-19 pandemic on the mental health and wellbeing of LGBTQ+ older adults.	Y
<b>Neighborhood Choirs</b>	Neighborhood-focused or neighborhood-based choirs designed to engage older adults and adults with disabilities. Participation in this program type has been shown to build social supports and connection, provide and increased sense of belonging, reduce feelings of loneliness, and increase interest in life.	Y
<b>Neighborhood-Based Programs</b>	Neighborhood-Based Programs are designed to engage older adults and adults with disabilities in underserved neighborhoods or districts. These pilots use diverse approaches in delivering services and activities to help increase awareness of services, foster empowerment, support engagement and socialization, and reduce social isolation. Programs vary by neighborhoods and can include activities like interactive arts, field trips, reading groups, cooking classes, housing-based supports, and many more.	Y
<b>Senior Companion</b>	The Senior Companion program provides low-to-moderate income older adults with the opportunity to volunteer at local community organizations. In addition to providing a small stipend, this program enhances participants' feelings of self-worth and connection with the community. The organizations where these volunteers are placed benefit from their expanded capacity to deliver needed services.	Y

Service	Description	DF Eligible
<b>Senior Ex-Offender Program</b>	The Senior Ex-Offender Program provides support and a new start for formerly incarcerated older adults. The program offers comprehensive services including counseling, case management, and housing assistance. DAS funding supports a portion of the overall program, including ex-offender focused community center programs such as social activities and support group programs.	Y
<b>SF Connected</b>	Located at sites throughout the City, including many DAS-funded Community Service Centers, this program 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. A primary goal is to address barriers to social connection and provide social media tools to help individuals overcome isolation and access resources for healthy aging.	Y
<b>Technology at Home</b>	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 clients' self-sufficiency and social engagement.	Y
<b>Transgender and Gender Non-Conforming (TGNC) Supports</b>	Transgender and Gender Nonconforming (TGNC) Supports provide programming and social services in a supportive and gender affirming environment. Activities are centered round creating social connections, building community, and addressing unmet social service needs for TGNC older adults and TGNC adults with disabilities living in San Francisco.	Y
<b>Veterans Drop-In Center</b>	The Veterans Drop-In Center provides co-located DAS community center programs and veterans services in the South of Market neighborhood. DAS funding supports educational workshops, peer support groups, social activities, and a dedicated meditation space. The Drop-In Center site also provides multiple non-DAS funded services including case management, rapid re-housing and eviction prevention, legal services, benefit assistance, employment services, and more.	Y
<b>Village Programs</b>	Village Programs support members' ability to live independently in their homes, helping them to build and maintain meaningful relationships with other members of their community as part of a neighborhood network of support. These programs use a membership model in which paid staff and volunteers coordinate services and social activities for Village members.	Y

Service	Description	DF Eligible
<b>Volunteer Visitors</b>	The Volunteer Visitors program matches volunteers with older adults and adults with disabilities who are socially isolated or at heightened risk of isolation, with the goal of reducing these individuals' feelings of loneliness and isolation. Volunteers visit client participants at least twice monthly for a period of six months or more, to support successful pairings and meaningful relationship building.	Y

## Housing Support

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

Service	Description	DF Eligible
<b>Assisted Living Facilities (ALF) Support</b>	Assisted Living Facilities (ALF) Support defrays costs and promotes sustainability of ALF operations. ALFs are needed as an option in the range of services designed to help people avoid institutionalization. By providing these funds, DAS seeks to slow the trend of ALF closures.	N
<b>Housing Subsidies</b>	This program seeks to prevent loss of housing by identifying currently-housed persons facing imminent eviction and helping to stabilize their housing situation through the use of a housing subsidy payment. The subsidy amount varies based on client income and rent amount but with the universal goal to bring the rent burden to 30%. In addition to the rental subsidy, staff members provide clients with help connecting to other social services and resources that promote their housing stability.	Y
<b>Rental Assistance Demonstration Project</b>	The Rental Assistance Demonstration Project provides supportive services to public housing residents to promote housing retention and community connection. Outreach and engagement efforts, such as tenant newsletters, monthly meetings, and onsite activities, aim to develop a sense of community. This program also provides health and wellness support and directly promotes housing stability by helping tenants address issues related to their housing, such as safety concerns and delinquent rent payments.	Y
<b>Scattered Site Housing</b>	The Scattered Site Housing and Rental Subsidy Program provides rental subsidies in private market housing and ongoing housing retention services to ensure clients are able to stay housed. This program is focused on supporting persons transitioning out of institutional care, such as nursing homes; their needs tend to be complex, and they benefit from ongoing support and connection to resources to maintain their housing.	Y
<b>Veterans Services Connect</b>	Based out of veterans housing developments, this program promotes independence and aims to extend the capacity of veteran 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.	Y

## 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.

Service	Description	DF Eligible
<b>CalFresh Healthy Living</b>	Provides evidence-based nutrition education and obesity prevention services. Services include direct education and environmental change approaches to increasing fruit and vegetable intake and increasing physical activity.	Y
<b>Chronic Disease Management Programs</b>	Chronic Disease Management Programs provide evidence-based education to older adults or adults with disabilities with ongoing health conditions that affect their quality of life, such as heart disease, chronic pain, depression, and HIV. Topics covered include setting achievable goals for managing chronic conditions; improving nutrition and eating healthier; relaxation and stress management skills; and communicating better with family, friends, and health care providers.	Y
<b>Congregate Meals</b>	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 diners with the opportunity to socialize with their peers and engage in community activities at meal sites.	Y
<b>Culturally Responsive Nutrition Services</b>	Provides culturally responsive meals to older adults and adults with disabilities. Empowers participants to maintain cultural integrity and choice while accessing nutrition services that support their independence and wellbeing.	Y
<b>Food Pantry</b>	Food Pantry programs provide supplemental grocery bags to low-income older adults and adults with disabilities for pick-up at various pantry sites located throughout the City. This program reduces food insecurity and improves access to nutritious and culturally responsive foods.	Y
<b>Health Promotion - Physical Fitness</b>	Physical Fitness programs support older adults to exercise and maintain their health as they age. Using evidence-based programming, this service works to reduce risk of falls and prevent injury. Managed by a lead agency in the community, these classes are provided at various sites throughout the City and have a secondary effect of helping to build a sense of community among participants.	Y



Service	Description	DF Eligible
<b>Home-Delivered Groceries</b>	The Home-Delivered Groceries program delivers groceries directly to the homes of older adults and adults with disabilities with limited mobility. This program not only helps seniors and people with disabilities to access fresh, nutritious produce, but also helps program participants to maintain their independence and quality of life.	Y
<b>Home-Delivered Meals</b>	The Home-Delivered Meals program delivers meals to homebound seniors and adults with disabilities who are unable to shop or prepare their own meals due to a physical or mental impairment. Emergency home-delivered meals are also available to clients who may have immediate, short-term need for these meals, such as those individuals discharging from the hospital and returning to the community.	Y
<b>Nutrition as Health</b>	Nutrition as Health services provide nutritious meals designed to meet dietary recommendations for disease management for people who are food insecure and have a chronic health condition (such as heart disease, diabetes, or HIV). Additionally, these meals are supplemented with supportive services such as one-on-one nutrition counseling, nutrition education classes, and cooking demonstrations to support client outcomes.	Y
<b>Nutrition Education</b>	Nutrition Education provides nutrition clients with information to promote healthy food selection and eating habits. This service is primarily provided at Congregate Meal sites as public presentations or demonstrations, as well as small group discussions.	Y

## 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.

Service	Description	DF Eligible
<b>Adult Protective Services (APS)</b>	APS investigates possible abuse or neglect of older adults and adults with disabilities, including self-neglect. Protective service workers provide short-term intensive case management and help connect clients to other supportive services to promote their stability and mitigate risk of harm. Additionally, APS collaborates with community and government partners to address individual cases and systemic trends in abuse.	N
<b>Elder Abuse Prevention Services</b>	The Elder Abuse Prevention program provides outreach and educational trainings to professionals and the general public to prevent and mitigate abuse of older adults and adults with disabilities. The community-based service is supported by the Adult Protective Services program. This also includes the 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.	Y
<b>In-Home Supportive Services (IHSS)</b>	IHSS is a Medi-Cal benefit that funds home care workers to low-income seniors and people with disabilities to support clients to remain in their homes rather than reside in an institution. Homecare workers assist with household chores, non-medical personal care like bathing, grooming, feeding or dressing, cooking and more physically challenging home maintenance activities. IHSS consumers who are unable to oversee their own care are served through a home care agency.	N
<b>Long-Term Care Ombudsman</b>	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.	Y
<b>Public Administrator</b>	The Public Administrator investigates and resolves the estate of persons who die with no known next of kin able to administer the estate, or who die without a will. In the event that attempts to locate next of kin or a will are unsuccessful, the Public Administrator will serve as the Court-appointed representative of the estate. The Public Administrator may also act as a neutral stakeholder in contested estates.	N

Service	Description	DF Eligible
<b>Public Conservator</b>	The Public Conservator provides mental health conservatorship, a legal procedure that authorizes psychiatric treatment of a person who is found by the Court to be gravely disabled due to mental disease, and who is unable or unwilling to accept voluntary treatment. In addition to supervising treatment of conservatees and providing reports for Court hearings related to conservatorship and placement, the Public Conservator serves as an advocate for the least restrictive placement of the conservatee.	N
<b>Public Guardian</b>	The Public Guardian provides conservatorship to people who are frail, elderly, and/or disabled, and who are substantially unable to provide for their own personal needs, manage their finances, or resist fraud or undue influence. The Public Guardian develops and executes a care plan for immediate and long-term care of conservatees. These tasks include procuring appropriate housing, medical, and social service supports for the conservatee, and managing their finances and estate to protect their assets.	N
<b>Representative Payee</b>	The Representative Payee manages money for older adults and adults with disabilities who cannot manage their own funds to ensure their daily living needs are met. The Representative Payee supports clients' wellbeing and independence by helping them to apply for and maintain government benefits and by collaborating with case managers to issue appropriate spending allowances to clients for their personal use.	N
<b>Senior Escorts</b>	Senior Escorts accompany older adults on errands such as trips to medical appointments, banks, and grocery stores. Trips may be individual or group trips. The program was designed and launched in response to the rise in public violence targeting Asian and Pacific Islander community members during the COVID-19 pandemic. Escorts help people feel safe and willing to venture out into the community. This program is open to anyone who feels unsafe or unsure about leaving their home.	Y
<b>Short-Term Home Care for Seniors</b>	This program provides time-limited help at home with personal care, homemaker, and chore needs to allow older adults to live safely in the community, thereby preventing premature institutionalization. A program model outlined by the California Department of Aging, this is focused on older adults discharging from hospital and/or applying for In-Home Supportive Services (a Medi-Cal benefit).	Y

Service	Description	DF Eligible
<b>Suicide Prevention &amp; Emotional Support</b>	Suicide Prevention and Emotional Support services include a variety of supports, such as peer and professional psychological counseling, and grief counseling and support groups, as well as information and referral services to help connect clients with other needed supportive services. The program also provides 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.	Y
<b>Support at Home</b>	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.	Y
<b>Support Services for People with Collecting Behaviors</b>	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).	Y
<b>Video Doorbells</b>	The Video Doorbells program provides access to residential video doorbells to enhance safety and security. The program provides for acquisition, installation, and training on use of the video doorbell. Initially launched as a pilot in District 4, it now offers services citywide.	Y
<b>Wheelchair Repair</b>	Wheelchair Repair provides wheelchair repairs, preventative maintenance, and opportunities to learn about upkeep and basic repairs. This pilot seeks to decrease lengthy wheelchair repair times and the corresponding negative outcomes associated with out-of-service assistive equipment.	Y
<b>Workforce Support</b>	The Workforce Support program is designed to strengthen the competencies of paid caregivers and home care workers who provide care to older adults and adults with disabilities in San Francisco. In addition to building basic caregiving skills, knowledge, and abilities, the training offered by the program includes education on cultural sensitivity so that caregivers may serve diverse clients, such as those with limited English-speaking proficiency.	Y