



## **DAS ADVISORY COUNCIL SITE VISITS**

### **Background and Instructions - July 2024**

An important responsibility of the DAS Advisory Council to the Disability and Aging Services Commission is the site visit process. Through the completion of site visits, DAS Advisory Council members learn about the range of services currently funded by DAS and are better informed when carrying out council responsibilities.

Additionally, the site visit process creates an opportunity for council members to report on their experience and provide valuable feedback for DAS staff to consider.

The site visit process consists of two parts: 1) the virtual visit where an agency website is reviewed and 2) the on-site visit where council members meet with staff and services are observed.

### **PREPARING FOR THE SITE VISIT PROCESS:**

1. Locate the site visit form and review so you have a sense of what will be covered.
2. Select a site to visit.
  - a. Explore the DAS sites available online or consult with Advisory Council members.
  - b. Select a site that interests you for the visit.
  - c. Let Advisory Council Site Visit Coordinator Juliet Rothman know the site you have selected, to ensure that there is no duplication of visits, and so that a record may be kept. You can also confer with Ms. Rothman to review sites which might be good to visit.

### **CONDUCTING THE VIRTUAL VISIT:**

#### **Preparation for Virtual Visit:**

- Review and prepare your site visit form. Get familiar with the standardized questions you will need to think about when you complete the form.
- Locate the website for the agency you will be reviewing. Be sure to save the web address so it can be copied to your report.

#### **During the Virtual Visit:**

- Navigate to the website you will be reviewing. Confirm it is the correct website.
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SAN FRANCISCO HUMAN SERVICES AGENCY

**Department of Disability  
and Aging Services**

- Imagine you are someone unfamiliar with services available in the City and are hoping to learn more and easily connect to these services.
- Test out any links or phone numbers which might be relevant to someone seeking services.

### **CONDUCTING THE ON-SITE VISIT:**

#### **Preparation for Visit:**

- Review and prepare your site visit form.
- Contact the site you plan to visit, connect with site leadership to schedule your on-site visit. (DAS staff can provide contact point information as needed.)

#### **During the Visit:**

- Explain that sites visits are a tool that provides feedback for the Department / Advisory Council and education for the Advisory Council members.
- Imagine you are screening the services for yourself or a loved one.
- Arrive at the site on time and with an open mind. Remember that you are a representative of the Advisory Council and you are there to learn.
- Ask questions.
- Have fun!

#### **After the Visit:**

- Complete both sections of the site visit report. Completing the report electronically is preferred but handwritten hard copies are acceptable.
- Submit your written summary to the DAS Advisory Council President, Site Visit Coordinator, and Advisory Council Secretary.
- You will be asked to provide a summary of your experience at a future Advisory Council meeting.

### **CONTACT POINTS:**

Below are contact points referenced earlier in this document. Feel free to reach out to any of these people with questions or if in need of assistance:

- DAS Advisory Council President, Diane Lawrence: [dlawrence47@comcast.net](mailto:dlawrence47@comcast.net)
- DAS Advisory Council Site Visit Coordinator, Juliet Rothman: [rothman@berkeley.edu](mailto:rothman@berkeley.edu)
- DAS Advisory Council Secretary, Ravi Durbeej: [ravi.durbeej@sfgov.org](mailto:ravi.durbeej@sfgov.org)
- DAS Office of Community Partnerships Program Director, Mike Zaugg: [michael.zaugg@sfgov.org](mailto:michael.zaugg@sfgov.org)