SAN FRANCISCO HUMAN SERVICES AGENCY
Department of Disability and Aging Services

Dignity Fund Data & Evaluation Report
FY 2023-24

Contents

Introduction

With the November 2016 passage of Proposition I, San Francisco voters established the **Dignity Fund**, creating protected funding for social services that support older people and adults with disabilities to safely live and engage in the community. The Dignity Fund is administered by the **San Francisco Department of Disability and Aging Services (DAS)**, the City's lead agency focused on older adults and adults with disabilities.

The Dignity Fund legislation guided DAS to **institute a rigorous planning and evaluation process** to ensure that funds are distributed responsibly and transparently to best address community needs. The Department is committed to **tracking meaningful and measurable objectives that help us understand the performance and impact of services** supported by the Dignity Fund. To this end, we publish an annual data and evaluation report that summarizes this information on our programs, and ultimately serves as an important resource for DAS service providers, staff, and other city and community stakeholders.

This Data and Evaluation Report is focused on Dignity Fund services[1] in FY 2023-24. This document, and the data snapshots it contains, provides rich insight into the scope and scale of Dignity Fund services. When paired with the Department's qualitative research, collaborative discussions with service providers and partners, and ongoing engagement with community voice, we can develop an even fuller picture of our programs and impact.

In FY 2023-24, **DAS and our network of community-based service providers facilitated more than 155,400 program enrollments and served nearly 66,800 unduplicated clients.** We engaged diverse older and disabled San Franciscans in our programs by operating a large portfolio of services for the community that are both responsive to population needs and carefully managed. DAS staff and our provider network execute their work with a high degree of dedication and precision, taking professional responsibility for monitoring, analyzing, quantifying the impact of the services we choose to fund. We use the Data and Evaluation Report as an opportunity to calibrate our service offerings and improve performance so we can continue supporting strategies that we know work, explore new approaches to meeting unmet community needs, and use data to keep improving service delivery across our portfolio. The data summarized in this report reflect the success of our programs in supporting our clients to live safely and thrive in the community.

Please see the *Highlights from FY 2023-24* section of this report for a summary of key achievements across Dignity Fund services in this period.

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[1] Services that receive or are eligible to receive funding through the Dignity Fund.

Background

San Francisco Department of Disability and Aging Services

Within the City and County of San Francisco, **the Department of Disability and Aging Services (DAS)** is the government agency charged with **coordinating services for older adults, veterans, people with disabilities, and their families to maximize safety, health, and independence**. As the state-designated Area Agency on Aging for San Francisco, DAS is responsible under the federal Older Americans Act to serve as the lead on local aging issues.

DAS is located within the San Francisco Human Services Agency, which delivers a safety net of services and public benefits to promote wellbeing and independence. Each year, **DAS serves over 70,000 unduplicated clients directly through our department programs and through partnerships with community-based organizations**. With an overall budget of $489 million in FY 2023-24, DAS is supported by a staff of 449 employees and contracts with over 70 community organizations to deliver services.

Dignity Fund

The **Dignity Fund** was established via a charter amendment passed by San Francisco voters as Proposition I in 2016. This legislation **created a dedicated and protected funding source** — called the Dignity Fund — for social services that support older adults and adults with disabilities to safely live and engage in the community. It also **instituted a planning and four-year funding process** to ensure Dignity Fund money is appropriately and purposefully spent to address community needs. Finally, the legislation **formed an oversight body** to monitor and participate in the administration of the Dignity Fund and to ensure the Fund is managed in a manner accountable to the community.

The Dignity Fund primarily supports community-based services[2] that help San Francisco's seniors and adults with disabilities to age with dignity in their communities, with particular attention to improving equity among historically disadvantaged groups and underserved neighborhoods. The allocation of Dignity Fund dollars in FY 2023-24 was informed by the **2022 Dignity Fund Community Needs Assessment** and subsequent four-year funding plan, the **Dignity Fund Service and Allocation Plan for FY 2023-24 to FY 2026-27**. These reports, as well as additional information about the Dignity Fund, are available online at https://www.sfhsa.org/das.

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[2] The Dignity Fund legislation describes services that are eligible for funding through this revenue source. It also outlines ineligible services, such as mandated programs funded by the federal or state government.

Ongoing Efforts to Track Progress and Measure Success

Tracking program deliverables and service outcomes is critical to ensure that the Dignity Fund is achieving its intended impact in the community and making best use of available resources. Building on our existing efforts to ensure robust data collection across our service network, and to use data to inform continuous quality improvement, equity considerations, and other policy and program decisions, DAS formalized and implemented a coordinated three-part framework for performance measurement and outcome evaluation:

- **Annual Data & Evaluation Report:** A fiscal year snapshot of service deliverables and outcomes for all Dignity-Fund eligible services. This snapshot includes metrics describing client demographic profile, service units provided, and program outcomes aggregated by service and grouped further by service area.

- **Focus Area Reports:** Program- or topic-specific analyses that delve more deeply into key issues of interest DAS identifies through the Dignity Fund Community Needs Assessment, Data & Evaluation Reports, and with input from the Oversight and Advisory Committee. Examples of past reports include equity analysis of service engagement among communities of color and LGBTQ+ populations, assessment of caregiver needs, and analysis of Housing Subsidies program trends.

- **Cycle-End Evaluation Report:** A report synthesizing information from the Annual Data & Evaluation Reports and Focus Area Reports to analyze trends and impact of the Dignity Fund over the funding cycle. We recently released the first-ever Cycle-End Evaluation Report following the end of the FY 2019-20 to FY 2022-23 funding cycle.

MEASURING OUTCOMES AND IMPACT ACROSS OUR SERVICES

Continuous performance measurement is an essential part of the Dignity Fund Outcome and Evaluation Plan. **In all our direct services and community-based programs, DAS tracks key metrics** over time to understand how our services support older adults and people with disabilities to live in the community. Following the passage of the Dignity Fund, DAS began a process to **improve performance measurement across our services** by adopting more meaningful and reliable outcome measures at the individual service level, and by **developing a shared outcome objective framework** structured by our service areas.

This framework — which we developed with input from the Dignity Fund Oversight and Advisory Committee and Service Provider Working Group — allows the Department to **more effectively describe the combined impact of our services.** Under this framework, DAS services are organized into seven broad service areas based on shared underlying goals. For each service area, this shared purpose provides direction for outcome themes that guide our development of measurable objectives for those services. While we may tailor specific outcome measures to a specific program model or population, we also ensure outcome objectives for each service align with priority outcome themes. Using this approach, the Department can understand and describe the shared impact of our 70 Dignity Fund programs within and across service areas.

Reading this Report

This report is organized into seven sections, each of which corresponds to one of **seven DAS service areas**. The Department groups services into service areas based on their primary underlying goal. This framework helps us better understand the scope and collective impact of DAS services in improving the lives of older and disabled San Franciscans. These areas are:

- **Access & Empowerment:** To educate, empower, and support older adults and people with disabilities to access needed benefits and participate in services.
- **Caregiver Support:** To support the wellbeing of family and friend caregivers and their care recipients through education, counseling, resources, and connection.
- **Case Management & Care Navigation:** To facilitate service connections and support individuals with complex needs to navigate available resources and promote stability in the community.
- **Community Connection & Engagement:** To provide opportunities for older people and adults with disabilities to socialize, build community, and participate in a meaningful way in their community.
- **Housing Support:** To support seniors and adults with disabilities to maintain stable housing through service connection and community engagement.
- **Nutrition & Wellness:** To promote physical health and wellbeing for older adults and adults with disabilities by providing nutritious foods and supporting healthy lifestyles.
- **Self-Care & Safety:** To support older adults and people with disabilities to meet their needs in the most independent setting, safe from abuse and self-neglect.

ORGANIZATION OF SERVICE AREA SECTIONS

Each section begins with an overview of the service area, including the primary themes for outcome measurement and key highlights from FY 2023-24 for those services.

Sections also contain service-specific performance profiles that summarize key service and outcome objectives. Outcome measures are grouped by theme; key themes for a service area marked with an asterisk. Where client-level data is available,[3] demographic profiles by service are also included, capturing characteristics like race/ethnicity, sexual orientation and gender identity, residential zip code, and age.

ADDITIONAL REFERENCE MATERIALS

This report contains several appendices that may help inform interpretation of the data, including a list of DAS services (Appendix A), a list of DAS contractors by service (Appendix B), a zip code map (Appendix C), a population profile of seniors and adults with disabilities in San Francisco (Appendix D), and a profile of clients served in FY 2023-24 (Appendix E).

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[3] Most Dignity Fund services use the centralized DAS GetCare database to manage client enrollment, providing access to detailed demographic information by service. For a small number of programs, client-level demographic data is not available in DAS GetCare, and has not been summarized in a client profile.

Highlights from FY 2023-24

In FY 2023-24, DAS partnered with community providers throughout the city to deliver Dignity Fund services to nearly 66,800 unduplicated individuals, across more than 155,400 enrollments. In total, we allocated approximately $105 million administering these programs.

DIGNITY FUND FY 2023-24: OVERALL SERVICE LEVELS AND FUNDING

Total Enrollments	Total Unduplicated Clients*	Total Funding
155,423	66,750	$105,027,420

This figure is based on Dignity Fund services for which client-level data (including name and date of birth) is collected and made available for analysis and reporting. It does not include clients enrolled in programs for which this information is not available. As such, this figure does not represent the full count of all individuals served by the Dignity Fund. Additional information on which programs are excluded from this count is available in the Service Area overviews that appear later in this report.

The DAS service network and the reach of our services grew in FY 2023-24, exceeding prior years' service levels. This performance is a likely reflection of various factors, including increased community awareness of DAS services, enhanced coordination across city and community partners, and improved access to services via virtual and hybrid program offerings. The data on program performance and client demographics summarized in this report illustrate **trends that are consistent with a story of operating a wide portfolio of high-impact services, closely managing our programs, and strengthening data-informed decision-making.**

The performance and client data in this report are drawn primarily from the centralized DAS GetCare database — a system used by nearly all community-based service providers of Dignity Fund services to track information on client demographics, program enrollments, and service delivery. The DAS Office of Community Partnerships launched this new database in June 2023, and staff continued to facilitate data quality assurance and system refinements throughout the reporting period in FY 2023-24.

The transition to SF DAS GetCare was a significant undertaking, affecting approximately 500 users across DAS and more than 50 community-based service providers. Over the last year, OCP staff provided our partners with extensive technical assistance, including help to set up organization profiles and user accounts, navigate data entry modules, address system bugs with our database vendor, and more.

The Department's use of **DAS GetCare has strengthened our ability to report more complete data on Dignity Fund programs and clients.** Nevertheless, there remain opportunities for us to improve data collection and quality both within this data system and in other contexts in which performance data is captured, such as contract monitoring.

HIGHLIGHTS BY SERVICE AREA

The following is a selection of highlights by service area. Please see service area section overviews for additional detail and other key achievements.

- **Access & Empowerment:** We served nearly 22,920 clients* with a total of 35,550 enrollments across all Access & Empowerment services.
  - We provided information, referral, and assistance support to 32,200 individuals through the Aging and Disability Resource Centers and DAS Intake.
  - We opened a new service site for Legal Assistance in Supervisorial District 4 on the west side of the city in FY 2023-24. This brick-and-mortar service location aims to focus on serving residents on the western side of the city who have historically participated in DAS programs at lower rates than their peers citywide.
  - High community demand for LGBTQ+ Legal & Life Planning services continues to drive client engagement with this program. We served 135 unduplicated clients in 945 hours, exceeding the client service target by 80%. The provider of this service attributes its efficient business operations to the organization's ability to work as a "well-oiled machine."

- **Caregiver Support:** We served about 960 clients with more than 2,000 enrollments across all Caregiver Support services.
  - The Family Caregiver Support Program provided over 2,800 hours of counseling and 480 hours of training, serving more than twice as many hours as required.
  - Collectively across our Caregiver Support programs,[4] 98% of caregivers experienced positive outcomes with respect to their health and wellbeing.

- **Case Management & Care Navigation:** We served over 1,670 clients* with a total of about 1,980 enrollments across all Case Management & Care Navigation services.
  - We provided Case Management services to approximately 1,049 clients, helping them to navigate and access the services they need to live safely in the community.
  - We provided 11,680 care navigation hours to 1,680 LGBTQ+ Care Navigation clients, including social isolation prevention and pet support. About 90% of Pet Support clients indicated they felt less isolated through their engagement in care navigation, peer support, and other supportive services offered through the program.

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[4] Caregiver Support services include: Adult Day Programs, Caregiver Respite, and the Family Caregiver Support Program.

- **Community Connection & Engagement:** We served nearly 30,000 clients* across nearly 41,690 enrollments in Community Connection & Engagement services.
    - We upgraded internet service quality at 29 SF Connected Tech Labs throughout the city to ensure more reliable and efficient internet connectivity for the community. These upgrades have helped support better access to essential online resources, digital literacy programs, and virtual services.
    - Our Creative Arts for Older Adults and Adults with Disabilities program expanded its offerings beyond Neighborhood Choirs and Creative Minds to include visual art classes administered by several providers across the city.
    - We supported positive outcomes with respect to engagement and socialization: 95% of surveyed clients across Community Connection & Engagement services reported positive social outcomes such as having increased opportunities for socialization.

- **Housing Support:** We served approximately 830 clients* with a total of 2,930 enrollments across all Housing Support services.
    - We provided rental subsidies to prevent eviction and stabilize housing for 445 Housing Subsidies clients. Across our providers, 98% of these individuals remained stably housed twelve months after entering the program.
    - We served 351 unduplicated Veterans Services Connect clients residing in veterans housing developments.

- **Nutrition & Wellness:** We served about 35,000 clients* with a total of nearly 64,200 enrollments across all Nutrition & Wellness services.
    - DAS community-based nutrition partners provided a range of culturally responsive services including more than 4.5 million meals and/or food bags to 34,991 unduplicated clients.
    - DAS funded physical fitness programs to support older adults to exercise and maintain their health as they age. A total of 100% of surveyed clients reported improved health and fitness due to participation in the group exercise classes.
    - One of our largest Nutrition & Wellness providers, Self-Help for the Elderly, opened a new community center in District 4. While a range of support services are available onsite, DAS-funded Congregate Meals are a core service offered at this new location.

- **Self-Care & Safety:** · We served nearly 600 clients* with a total of about 9,140 enrollments across all Self-Care & Safety services.
    - Our Video Doorbells program installed 200 video doorbells for clients citywide. As a result, nearly 87% of recipients expressed an increased sense of safety and security in their home.
    - Senior Escorts accompanied older adults and adults with disabilities on over 6,000 trips. In total, 99% of surveyed clients said they felt safer due to escort services.
    - We subsidized roughly 41,100 hours of home care to 130 clients who are ineligible for IHSS through our Support at Home program. About 75% of clients experienced improved quality of life due to their participation in the program.

Access & Empowerment

> **Access & Empowerment services educate, empower, and support older adults and adults with disabilities to access needed benefits and participate in services.**
>
> ### ACCESS & EMPOWERMENT SERVICES
>
> - Advocacy (Home Care, Housing, Long-Term Care)
> - Aging and Disability Resource Centers (ADRCs)
> - CalFresh Outreach
> - *County Veterans Service Office (CVSO)*
> - DAS Intake
> - Disability Cultural Center
> - Employment Navigation and Benefits Support
> - Empowerment Programs
> - Health Insurance Counseling and Advocacy Program (HICAP)
> - Legal Assistance
> - LGBTQ+ Cultural Competency Trainings
> - LGBTQ+ Financial Literacy
> - LGBTQ+ Legal & Life Planning
> - Naturalization
> - Peer Ambassadors
> - Transportation
> - Veterans Service Linkages Pilot
>
> ### PRIMARY OUTCOME MEASUREMENT THEMES
>
> - **Education & Awareness of Services:** Clients develop new knowledge of aging and disability services that address their needs.
> - **Empowerment:** Clients develop enhanced agency and use new skills to engage with and access services that address their needs.
> - **Provider Training & Professional Development:** Providers develop enhanced skills and competencies that strengthen their ability to support consumers to access services.
> - **Service Connection:** Clients are connected to resources that address their needs and support them to live safely and engage in their community.

FY 2023-24 HIGHLIGHTS

- We served nearly 22,920 clients* with a total of 35,550 enrollments across all Access & Empowerment services. In total, DAS allocated $12.8 million for services in this area.
- We provided information, referral, and assistance support to 32,200 individuals through the Aging and Disability Resource Centers and DAS Intake.
- We opened a new service site for Legal Assistance in Supervisorial District 4 on the west side of the city in FY 2023-24. This brick-and-mortar service location aims to focus on serving residents on the western side of the city who have historically participated in DAS programs at lower rates than their peers citywide.
- High community demand for LGBTQ+ Legal & Life Planning services continues to drive client engagement with this program. We served 135 unduplicated clients in 945 hours, exceeding the client service target by 80%. The provider of this service attributes its efficient business operations to the organization's ability to work as a "well-oiled machine."

- The Employment Navigation and Benefits Support program launched a new online enrollment system, ushering new client engagement with digital enrollment forms available in English, Spanish, Chinese, and Russian. Nearly 100% of participants rated their experience with using this new platform as good or excellent.
- Our providers administered nearly 190 class hours educating participants on skills related to leadership, civic engagement, and advocacy through our Empowerment Programs.

DIGNITY FUND FY 2023-24: ACCESS & EMPOWERMENT SERVICES

Total Enrollments	Total Unduplicated Clients*	Total Funding
35,550	22,919	$12,812,928

* Does not include services for which client-level data is not captured in DAS GetCare (Advocacy Services, CalFresh Outreach, HICAP, Legal Assistance, LGBTQ+ Cultural Competency Trainings, LGBTQ+ Legal & Life Planning, Naturalization, Peer Ambassadors, Transportation, and Veterans Service Linkages Pilot)

Aging and Disability Resource Centers (ADRCs)

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.
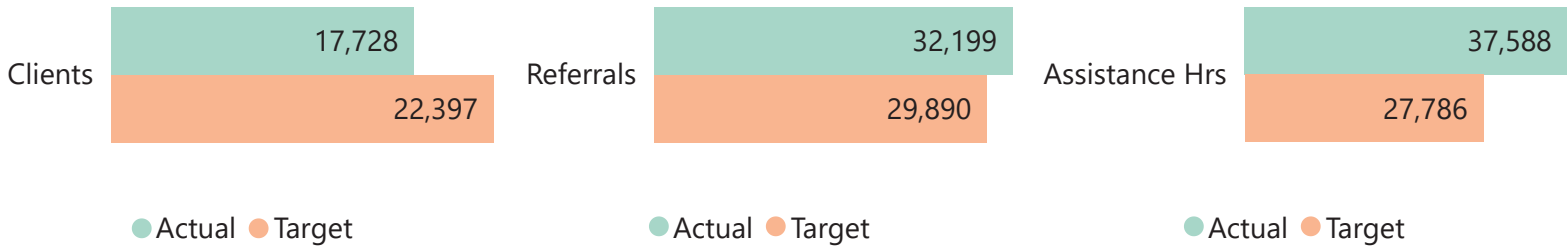
Funding

$2,466,738

Providers

10

Service Objectives

Clients	
Actual	17,728
Target	22,397

Referrals	
Actual	32,199
Target	29,890

Assistance Hrs	
Actual	37,588
Target	27,786

●Actual ●Target　　　●Actual ●Target　　　●Actual ●Target

Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Service Connection*	Clients obtain the assistance they requested to fill out an application for some type of financial benefit	1,498	98%	85%
Provider Training & Professional Development*	ADRC staff are able to provide better service to clients due to the training and support from ADRC coordinator	20	100%	95%
Service Quality	Clients report that ADRC services are provided in a respectful manner	1,553	100%	94%

*Key Measurement Theme for Service Area

Note: There were 10 ADRC providers in FY 23-24, including 9 ADRC service providers and 1 Citywide ADRC Coordinator provider
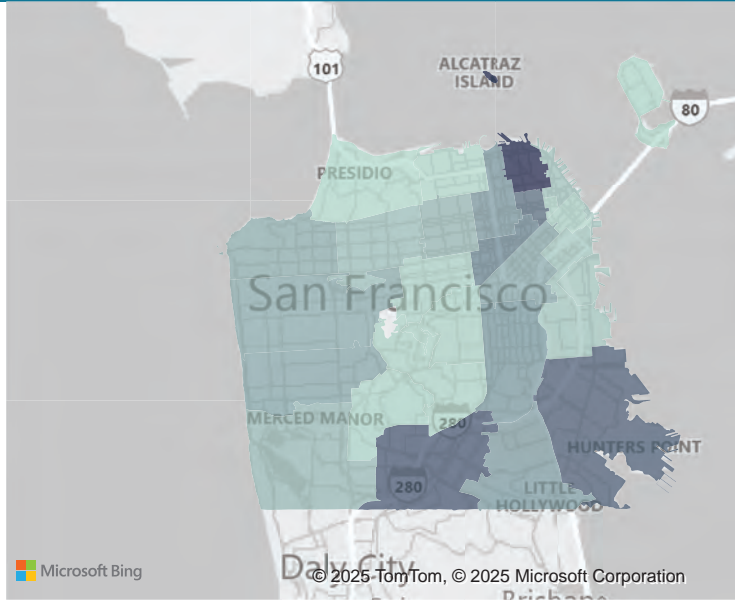
Aging and Disability Resource Centers (ADRCs)
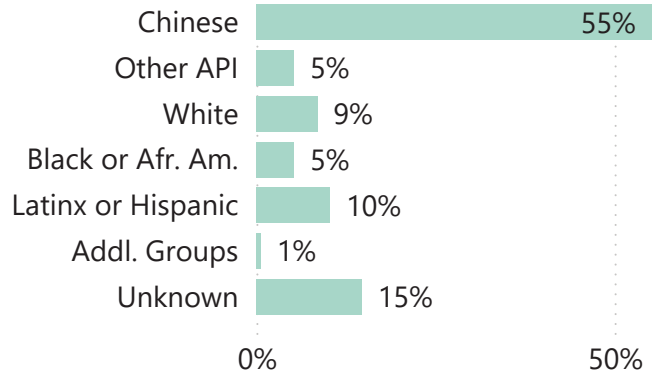## Client Profile

Service Levels

Unduplicated Clients	17,728
Enrollments	25,474

Analysis based on unduplicated clients

Zip Code of Residence

Microsoft Bing
© 2025 TomTom, © 2025 Microsoft Corporation

Race/Ethnicity

Category	Percentage
Chinese	55%
Other API	5%
White	9%
Black or Afr. Am.	5%
Latinx or Hispanic	10%
Addl. Groups	1%
Unknown	15%

Primary Language

Category	Percentage
Chinese	48%
English	13%
Spanish	8%
Filipino	1%
Russian	4%
Addl. Groups	3%
Unknown	24%
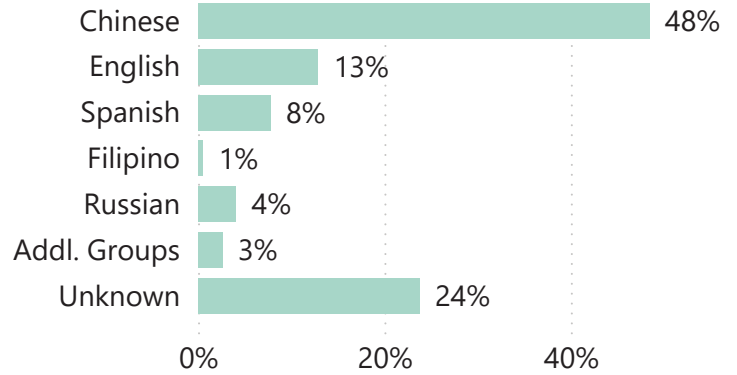
Gender Identity

	#	%
Female	10,275	58%
Male	6,170	35%
Trans Female	32	0%
Trans Male	15	0%
Addl. Groups	9	0%
Unknown	1,227	7%
Total	**17,728**	**100%**

Sexual Orientation

	#	%
Straight/Heterosexual	13,555	76%
Gay/Lesbian/Same-Gender Loving	313	2%
Bisexual	190	1%
Addl. Groups	10	0%
Unknown	3,660	21%
Total	**17,728**	**100%**

Age

● 18-34 ● 35-49 ● 50-59 ● 60-64 ● 65-74 ● 75-84 ● 85+ ● Unknown

5%	8%	32%	22%	9%	20%
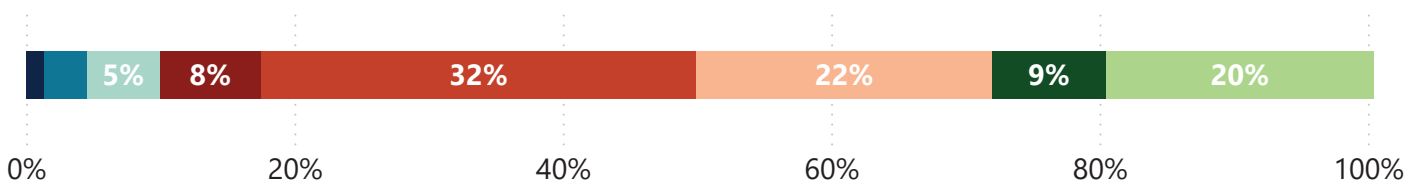
Advocacy Services

Advocacy services and counseling help to improve conditions for older people and adults with disabilities by providing both direct support and systems-level advocacy. DAS-funded advocacy includes efforts focused on housing, home care, and long-term care services.
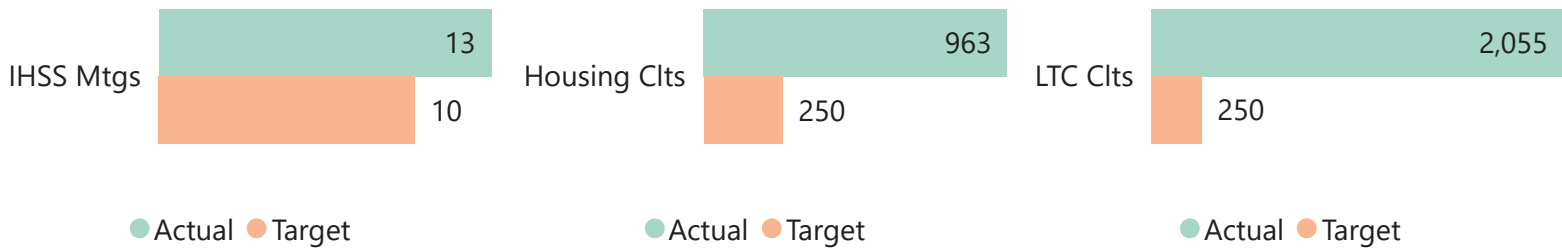
Funding

$591,726

Providers

1

Service Objectives

IHSS Mtgs	
Actual	13
Target	10

Housing Clts	
Actual	963
Target	250

LTC Clts	
Actual	2,055
Target	250

●Actual ●Target   ●Actual ●Target   ●Actual ●Target

Outcome Objectives

Service	Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Home Care Advocacy	Empowerment*	Participants are engaged with the operation and accomplishments of the Healthcare Action Team	15	87%	85%
Housing Counseling & Advocacy	Empowerment*	Clients report receiving accurate and current tenants rights information to help them with their housing issue			85%
LTC Advocacy	Education & Awareness of Services*	Clients develop new knowledge of services available to older people and adults with disabilities			70%
LTC Advocacy	Service Connection*	Clients seeking support report they are connected to resources that enable them to better access long-term care services			70%

*Key Measurement Theme for Service Area

Note: The provider did not administer a survey aligned with the Outcome Objectives for this program. DAS is working with the provider to address the issue.

DAS Intake

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.
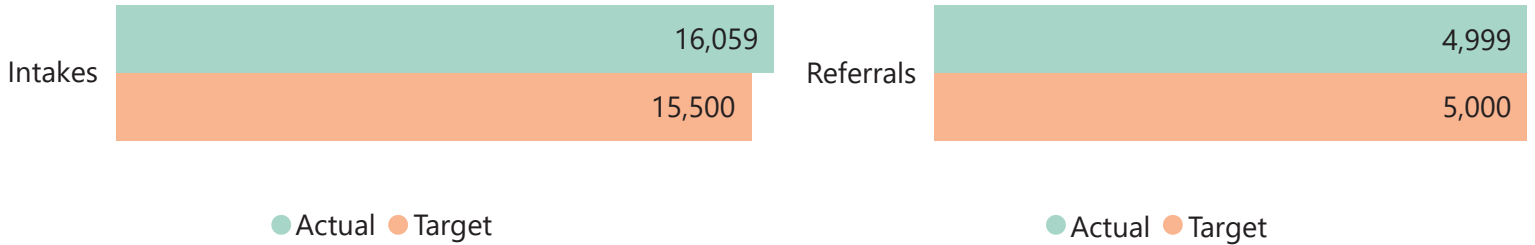
Funding
$3,134,765

Providers
1

Service Objectives

Intakes
- Actual: 16,059
- Target: 15,500

Referrals
- Actual: 4,999
- Target: 5,000

● Actual ● Target

Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Service Quality	Clients easily reach information and referral specialists (measured by call abandonment rate)	38,000	7%	8%

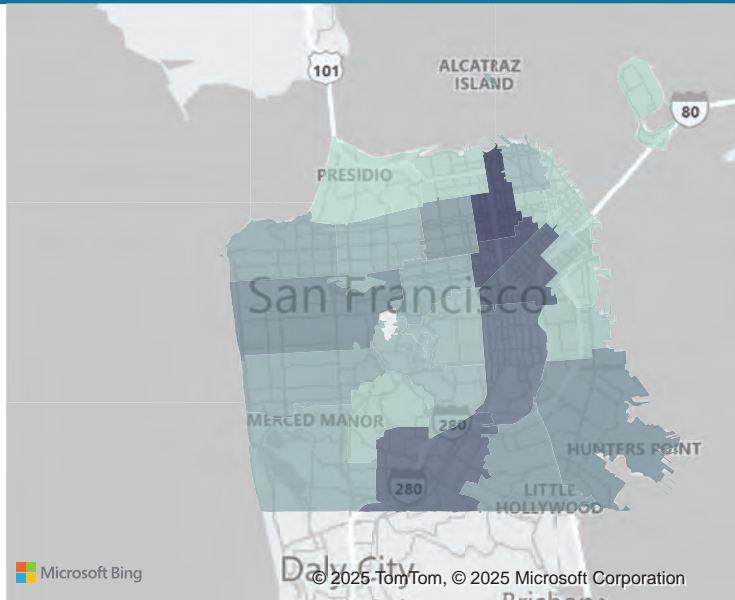*Key Measurement Theme for Service Area
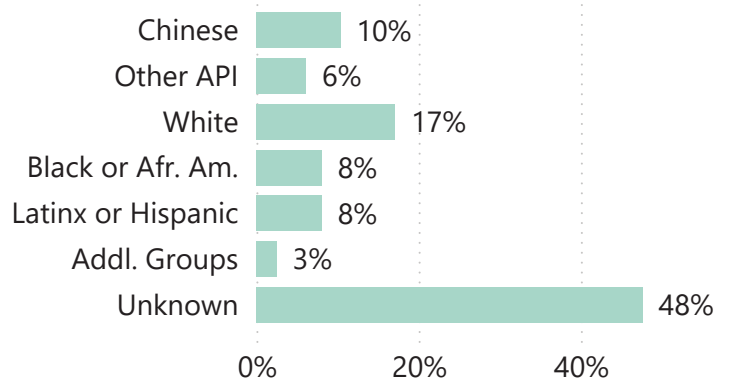
DAS Intake
Client Profile

Service Levels

Unduplicated Clients	4,594
Enrollments	4,594

Analysis based on unduplicated clients

Zip Code of Residence

Race/Ethnicity

Chinese	10%
Other API	6%
White	17%
Black or Afr. Am.	8%
Latinx or Hispanic	8%
Addl. Groups	3%
Unknown	48%

Primary Language

Chinese	8%
English	42%
Spanish	4%
Filipino	1%
Russian	1%
Addl. Groups	3%
Unknown	41%
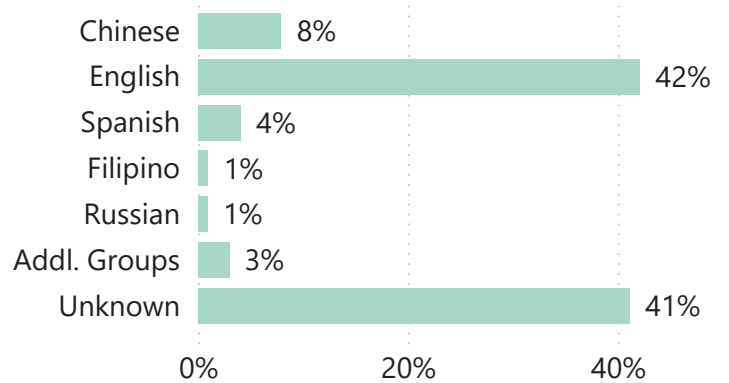
Gender Identity

	#	%
Female	2,202	48%
Male	1,682	37%
Trans Female	19	0%
Trans Male	6	0%
Addl. Groups	6	0%
Unknown	679	15%
Total	**4,594**	**100%**

Sexual Orientation

	#	%
Straight/Heterosexual	1,635	36%
Gay/Lesbian/Same-Gender Loving	138	3%
Bisexual	46	1%
Addl. Groups	16	0%
Unknown	2,759	60%
Total	**4,594**	**100%**

Age

● 18-34 ● 35-49 ● 50-59 ● 60-64 ● 65-74 ● 75-84 ● 85+ ● Unknown

4%	5%	11%	10%	5%	61%

Employment Navigation and Benefits Support

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.
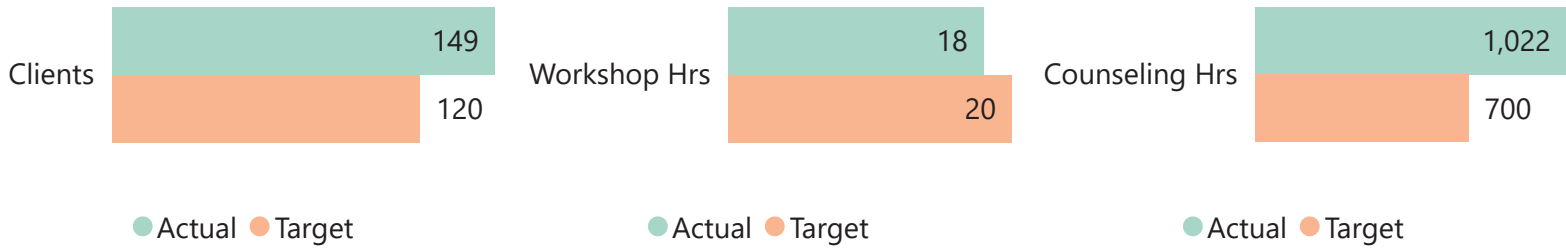
Funding

$259,375

Providers

1

Service Objectives

Clients
149 (Actual)	
120 (Target)	

● Actual ● Target

Workshop Hrs
18 (Actual)	
20 (Target)	

● Actual ● Target

Counseling Hrs
1,022 (Actual)	
700 (Target)	

● Actual ● Target

Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Service Connection*	Clients were able to seek or continue employment due to program participation	70	96%	75%
Empowerment*	Clients report enhanced understanding of their benefit eligibility and the effect of employment income	70	98%	75%
Service Connection*	Clients report that the program helped maintain or increase their overall benefits and income	70	88%	75%

*Key Measurement Theme for Service Area

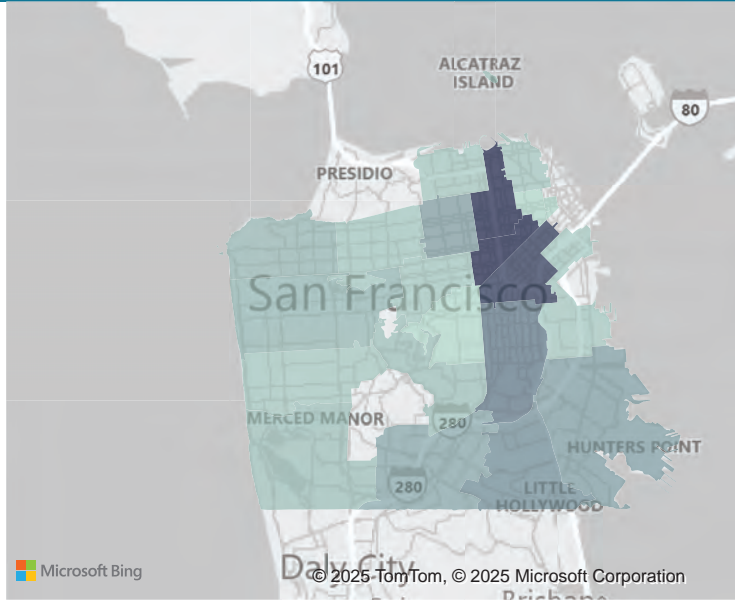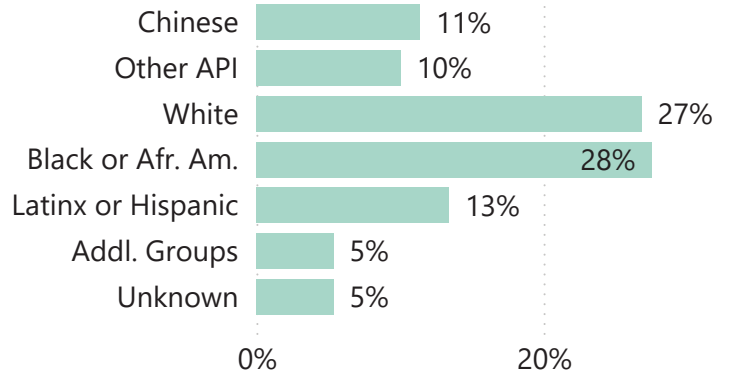# Employment Navigation and Benefits Support
Client Profile

Service Levels

Unduplicated Clients	149
Enrollments	149

Analysis based on unduplicated clients

Zip Code of Residence

Race/Ethnicity

- Chinese 11%
- Other API 10%
- White 27%
- Black or Afr. Am. 28%
- Latinx or Hispanic 13%
- Addl. Groups 5%
- Unknown 5%

Primary Language

- Chinese 10%
- English 67%
- Spanish 7%
- Filipino 1%
- Russian 1%
- Addl. Groups 5%
- Unknown 9%
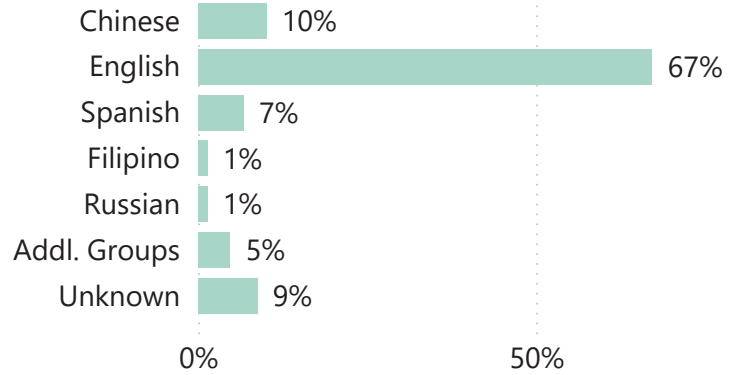
Gender Identity

	#	%
Female	83	56%
Male	62	42%
Trans Female	0	0%
Trans Male	0	0%
Addl. Groups	1	1%
Unknown	3	2%
Total	**149**	**100%**

Sexual Orientation

	#	%
Straight/Heterosexual	111	74%
Gay/Lesbian/Same-Gender Loving	10	7%
Bisexual	5	3%
Unknown	23	15%
Total	**149**	**100%**

Age

● 18-34 ● 35-49 ● 50-59 ● 60-64 ● 65-74 ● 75-84 ● 85+ ● Unknown

| 9% | 24% | 42% | 13% | 4% |

Empowerment Programs

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.
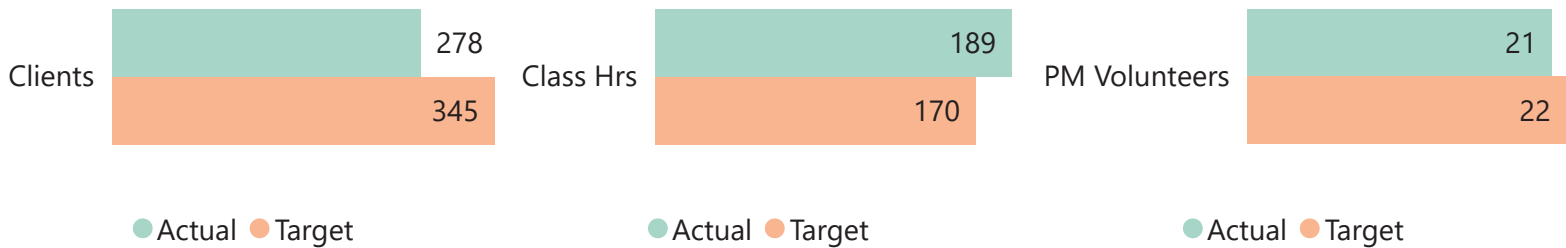
Funding

$305,363

Providers

3

Service Objectives

	Actual	Target
Clients	278	345
Class Hrs	189	170
PM Volunteers	21	22

Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Education & Awareness of Services*	Clients are more aware of services and resources for the aging and disability communities	14	100%	85%
Empowerment*	Senior & Disability Survival School students volunteer for community organizations or participate in a public policy process	14	100%	25%
Empowerment*	Senior & Disability University students volunteer for community organizations or participate in a public policy process	25	80%	50%
Empowerment*	Clients access new services - such as a supportive resource, transportation, or social activity - as a result of information and support from their peer mentor	20	100%	75%
Empowerment*	Clients rate themselves as more proficient in accessing services and more likely to do so	14	100%	50%

*Key Measurement Theme for Service Area

Note: Outcome Objective data for Employment Support was not reported to DAS, and is therefore unavailable to publish. DAS is working with the provider to establish best practices
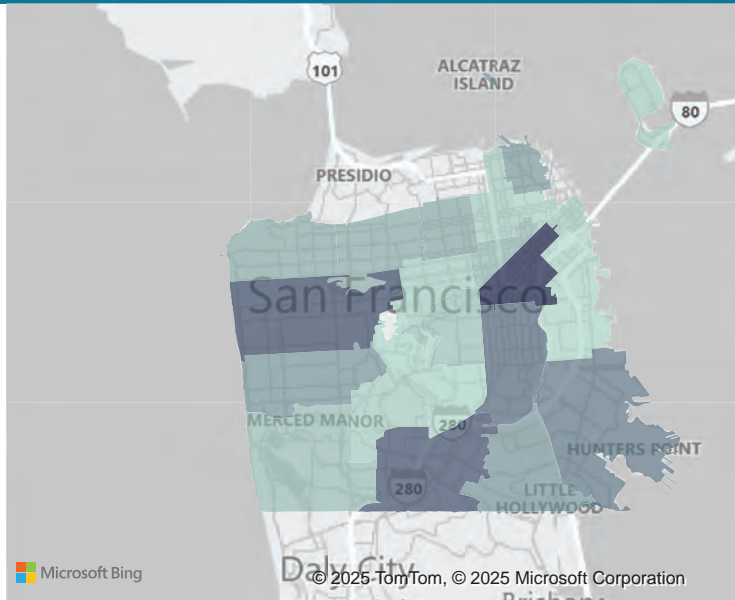
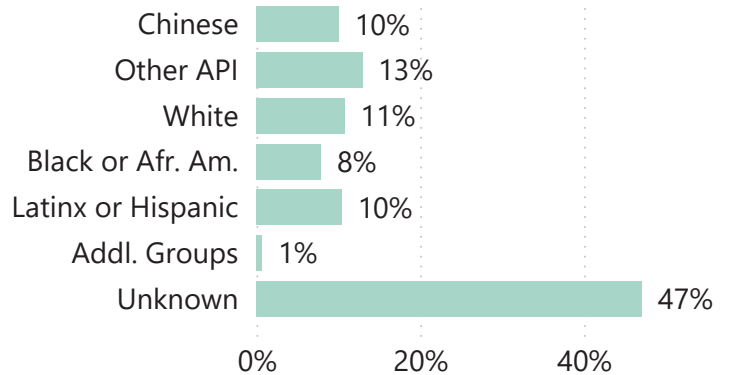# Empowerment Programs
Client Profile

Service Levels

Unduplicated Clients	278
Enrollments	300

Analysis based on unduplicated clients

Zip Code of Residence

Race/Ethnicity

Chinese	10%
Other API	13%
White	11%
Black or Afr. Am.	8%
Latinx or Hispanic	10%
Addl. Groups	1%
Unknown	47%

Primary Language

Chinese	5%
English	24%
Spanish	4%
Filipino	2%
Russian	
Addl. Groups	4%
Unknown	61%
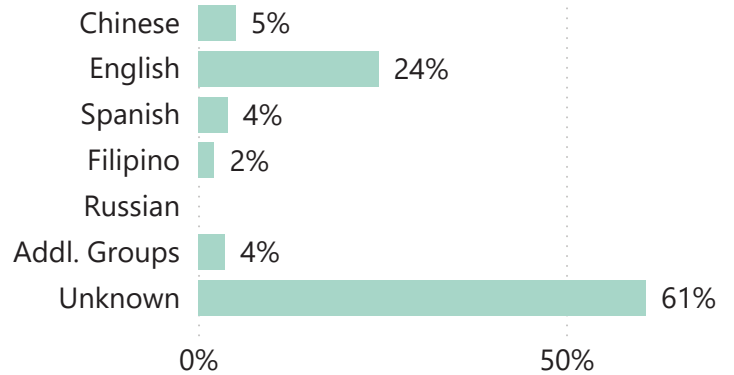
Gender Identity

	#	%
Female	99	36%
Male	100	36%
Trans Female	0	0%
Trans Male	0	0%
Addl. Groups	0	0%
Unknown	79	28%
Total	**278**	**100%**

Sexual Orientation

	#	%
Straight/Heterosexual	85	31%
Gay/Lesbian/Same-Gender Loving	5	2%
Bisexual	3	1%
Addl. Groups	0	0%
Unknown	185	67%
Total	**278**	**100%**

Age

● 18-34 ● 35-49 ● 50-59 ● 60-64 ● 65-74 ● 75-84 ● Unknown

41%	27%	8%	5%	9%	5%	6%
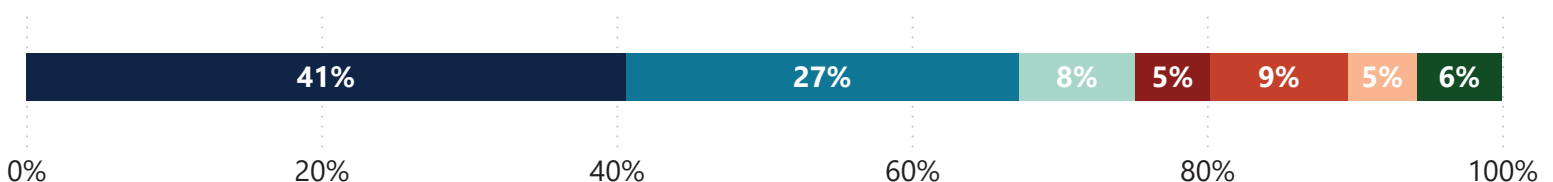
Health Insurance Counseling and Advocacy Program (HICAP)

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.
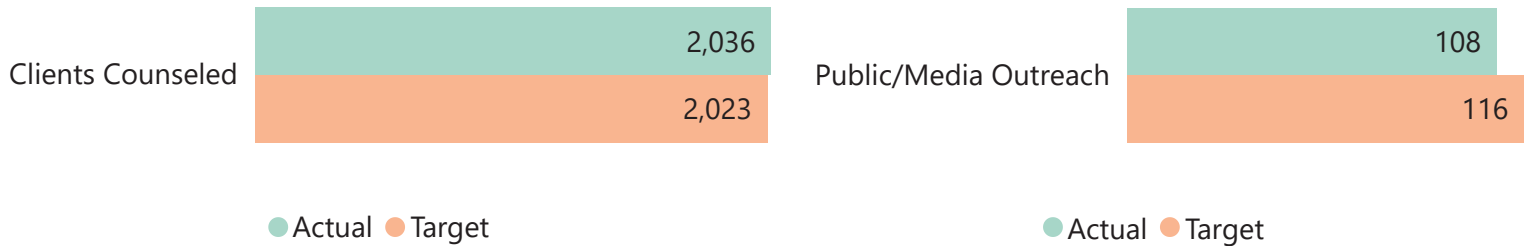
Funding
$493,822

Providers
1

Service Objectives

Clients Counseled	
Actual	2,036
Target	2,023

Public/Media Outreach	
Actual	108
Target	116

● Actual ● Target

Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Empowerment*	Clients report that HICAP services helped them make an informed decision	57	100%	75%
Service Connection*	Clients report that counseling sessions helped them maintain or increase their insurance benefits.	57	100%	75%
Service Quality	Clients rate their HICAP counselor's communication skills as good or very good	57	100%	85%

*Key Measurement Theme for Service Area

Legal Assistance

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.
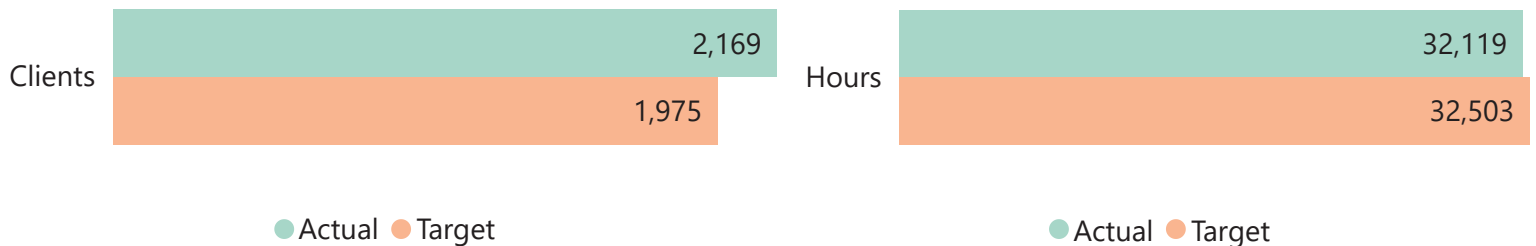
Funding

$2,709,584

Providers

6

Service Objectives

Clients		Hours	
Actual	2,169	Actual	32,119
Target	1,975	Target	32,503

● Actual ● Target   ● Actual ● Target

Outcome Objectives

Outcome Theme	Outcome Objective	Actual	Target
Quantity/Service Objective	Total cases closed	1,652	
Empowerment*	Number of cases closed in which clients obtained life planning documents	225	
Service Connection*	Number of cases closed that preserved or increased clients' income (including public benefits)	181	
Housing Stability	Number of cases closed that increased clients' housing stability	408	
Stability in the Community	Number of cases closed that prevented or obtained clients' protection from elder/dependent adult abuse	93	

*Key Measurement Theme for Service Area

Note: Outcome Objective performance targets not specified in provider contracts. OCP is actively working with providers and the database vendor to enhance business processes to improve tracking case outcomes.

LGBTQ+ Cultural Competency Trainings

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.
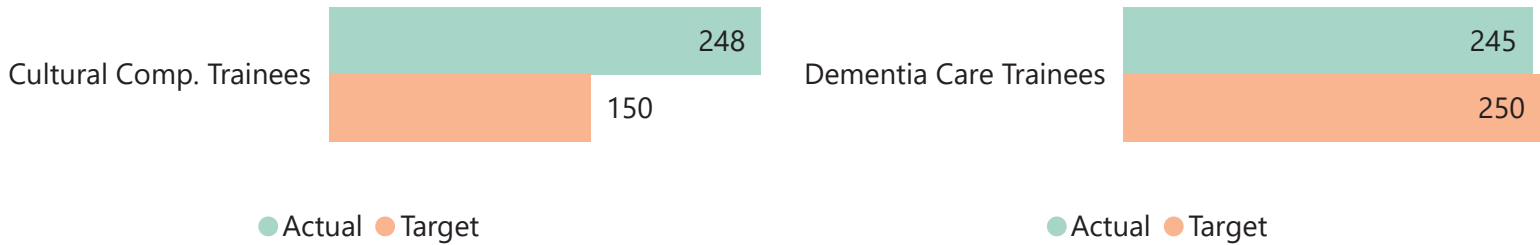
Funding
$72,655

Providers
2

Service Objectives

Cultural Comp. Trainees
- Actual: 248
- Target: 150

●Actual ●Target

Dementia Care Trainees
- Actual: 245
- Target: 250

●Actual ●Target

Outcome Objectives

Service	Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
LGBTQ Cultural Competency Training	Provider Training & Professional Development*	Agencies participating in training implement at least 1 best practice into agency policies and procedures	0		80%
LGBTQ Cultural Competency Training	Service Quality	Trainees rate the quality of the training received as good or excellent	157	98%	85%
LGBTQ Dementia Care Training	Provider Training & Professional Development*	Trainees are confident in facilitating efforts to assist LGBTQ clients with dementia to feel more welcomed in the community and their agency	120	91%	75%
LGBTQ Dementia Care Training	Provider Training & Professional Development*	Trainees can identify at least 5 best practices for increasing safety and inclusion for LGBTQ seniors and adults with disabilities	120	100%	85%
LGBTQ Dementia Care Training	Provider Training & Professional Development*	Trainees have helped clients to use appropriate services for LGBTQ clients with dementia after the training	0		80%

*Key Measurement Theme for Service Area

Note: Provider Training outcomes depend on requests from providers. Items with no data indicate that technical support was not requested.

LGBTQ+ Financial Literacy

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.
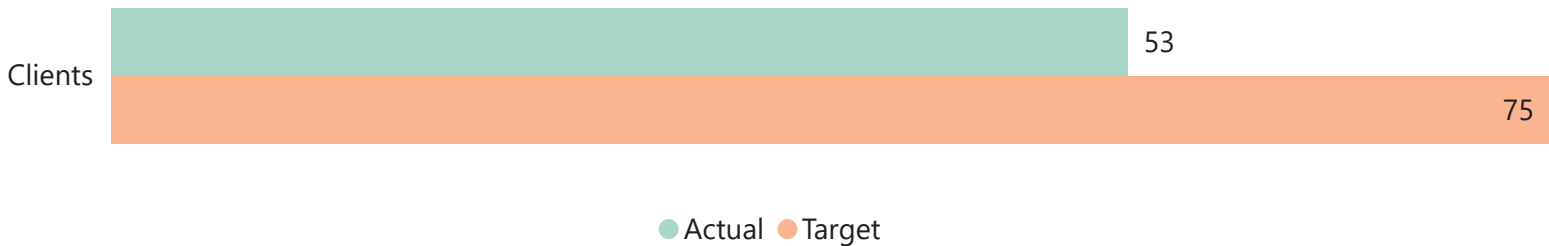
Funding
$89,992

Providers
1

Service Objectives

Clients
- 53 (Actual)
- 75 (Target)

● Actual ● Target

Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Empowerment*	Clients achieve at least one positive financial outcome (such as establishing a savings or checking account or increasing savings)	32	60%	50%
Empowerment*	Clients report increased financial wellbeing	0		75%

*Key Measurement Theme for Service Area

Note: Going forward, this service will be administered and monitored by the Office of Financial Empowerment via DAS work order. For FY 23-24, the provider did not include a survey question for one of the Outcome Objectives.
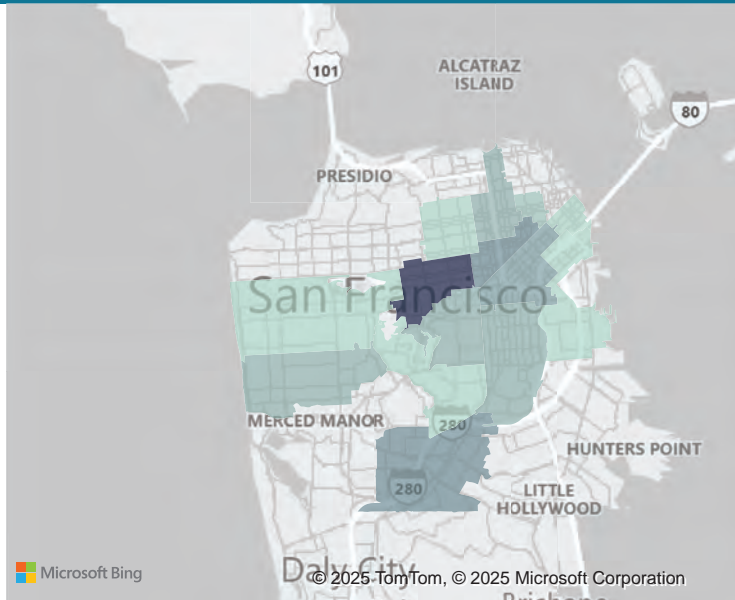
LGBTQ+ Financial Literacy
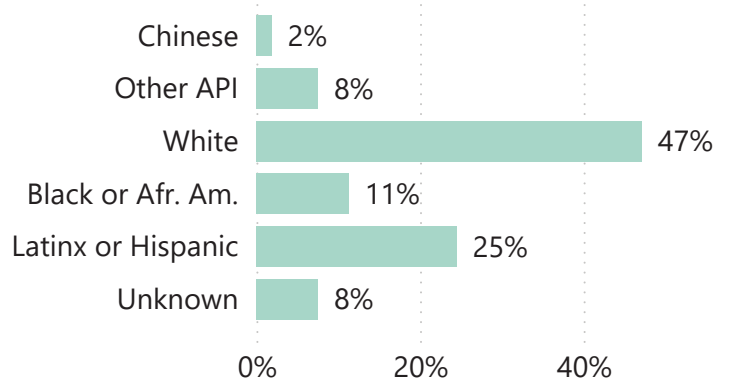**Client Profile**

Service Levels

Unduplicated Clients	53
Enrollments	53

Analysis based on unduplicated clients

Zip Code of Residence

Race/Ethnicity

Chinese	2%
Other API	8%
White	47%
Black or Afr. Am.	11%
Latinx or Hispanic	25%
Unknown	8%

Primary Language

Chinese	
English	89%
Spanish	8%
Filipino	
Russian	
Addl. Groups	
Unknown	4%
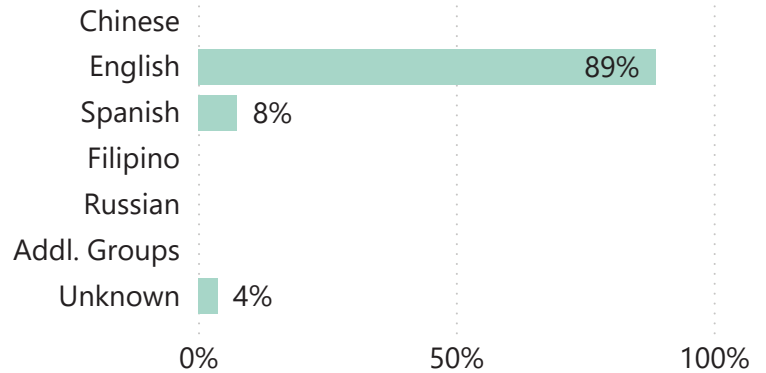
Gender Identity

	#	%
Female	13	25%
Male	22	42%
Trans Female	7	13%
Trans Male	5	9%
Addl. Groups	6	11%
Unknown	0	0%
Total	**53**	**100%**

Sexual Orientation

	#	%
Straight/Heterosexual	6	11%
Gay/Lesbian/Same-Gender Loving	33	62%
Bisexual	7	13%
Addl. Groups	0	0%
Unknown	7	13%
Total	**53**	**100%**

Age

● 18-34 ● 35-49 ● 50-59 ● 60-64 ● 65-74 ● Unknown

25%	23%	13%	17%	13%	9%
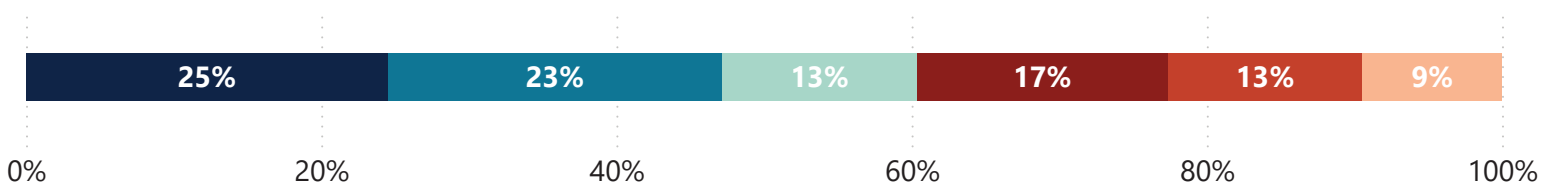
LGBTQ+ Legal & Life Planning

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.
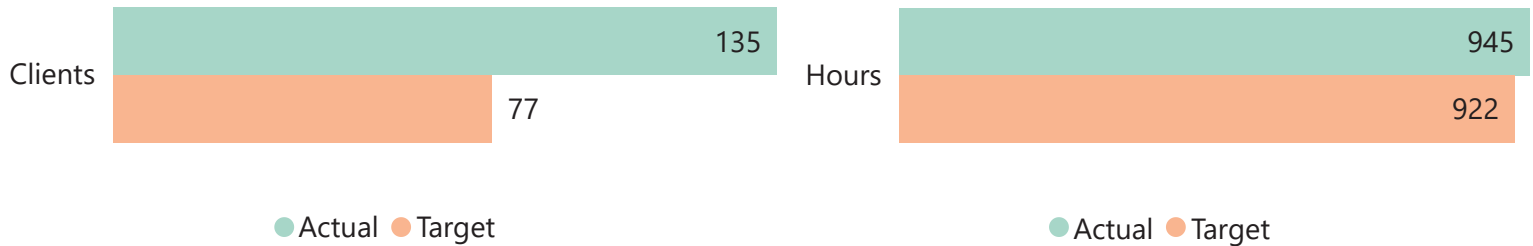
Funding

$88,429

Providers

1

Service Objectives

Clients
- Actual: 135
- Target: 77

Hours
- Actual: 945
- Target: 922

●Actual ●Target   ●Actual ●Target

Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Service Quality	Clients have an increased understanding of life planning services available to them	41	98%	75%
Education & Awareness of Services*	Clients feel more confident that their wishes and decisions will be honored in the event they are incapacitated and/or upon their death	41	100%	75%
Empowerment*	Clients feel safe and welcomed by program staff	41	100%	100%
Service Quality	Clients rate the quality of services as good or excellent	41	100%	100%

*Key Measurement Theme for Service Area

Naturalization

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.
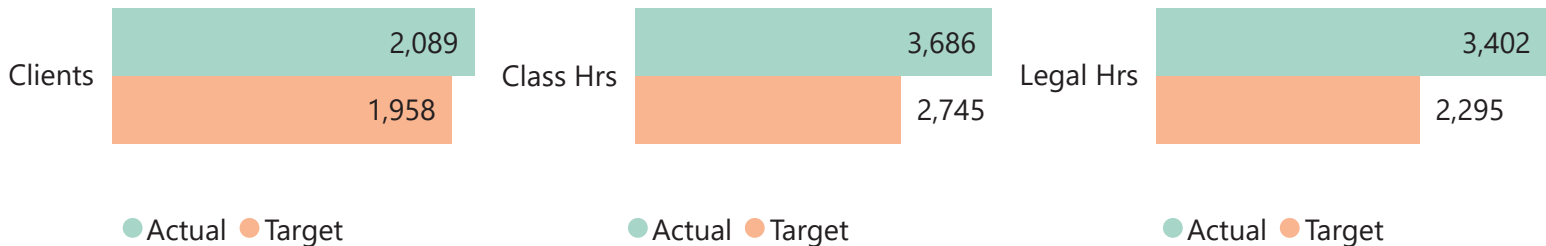
Funding

$880,828

Providers

6

Service Objectives

	Actual	Target
Clients	2,089	1,958
Class Hrs	3,686	2,745
Legal Hrs	3,402	2,295

●Actual ●Target

Performance Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Empowerment*	Consumers feel more prepared for the naturalization test due to their attendance at ESL/Citizenship classes	941	99%	75%
Empowerment*	Consumers feel more knowledgeable about the naturalization process due to program participation	961	99%	75%
Service Quality	Consumers received the help they needed navigating the naturalization process	961	99%	75%

Numeric Outcomes

Outcome Theme	Outcome Objective	Actual
Service Connection*	Total clients who complete the naturalization process (become citizens)	108
Quantity/Service Objective	Total disability waivers (N-648s) submitted on behalf of clients	55
Quantity/Service Objective	Total language waivers submitted on behalf of clients	123
Quantity/Service Objective	Total naturalization applications (N-400s) submitted on behalf of clients	201

*Key Measurement Theme for Service Area

Note: Numeric outcomes for this service do not have associated performance targets.

Peer Ambassadors

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.
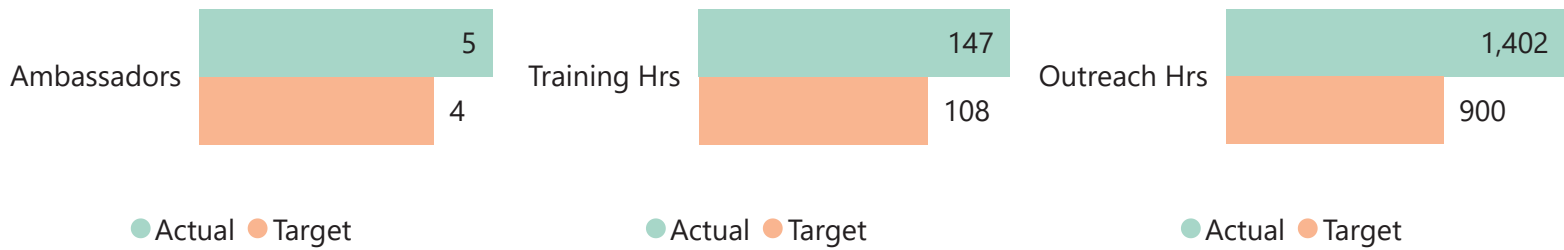
Funding
$755,373

Providers
3

Service Objectives

Ambassadors
Actual: 5
Target: 4

Training Hrs
Actual: 147
Target: 108

Outreach Hrs
Actual: 1,402
Target: 900

● Actual ● Target

Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Provider Training & Professional Development*	Community partners develop new knowledge of aging and disability services that address community needs	28	100%	83%
Provider Training & Professional Development*	Ambassadors develop new knowledge of aging and disability services that address community needs	4	100%	85%
Provider Training & Professional Development*	Ambassadors feel more confident assisting older adults and adults with disabilities due to training they received	4	100%	85%
Engagement & Socialization	Participants feel valued through their service as a Peer Ambassador	4	100%	80%

*Key Measurement Theme for Service Area

Transportation

DAS-funded transportation services are designed to increase accessibility to services that support older adults and adults with disabilities. This includes group van services to community service centers and grocery stores, taxi vouchers for trips to vital services such as medical appointments, and assistance accessing reduced cost paratransit and taxi services.
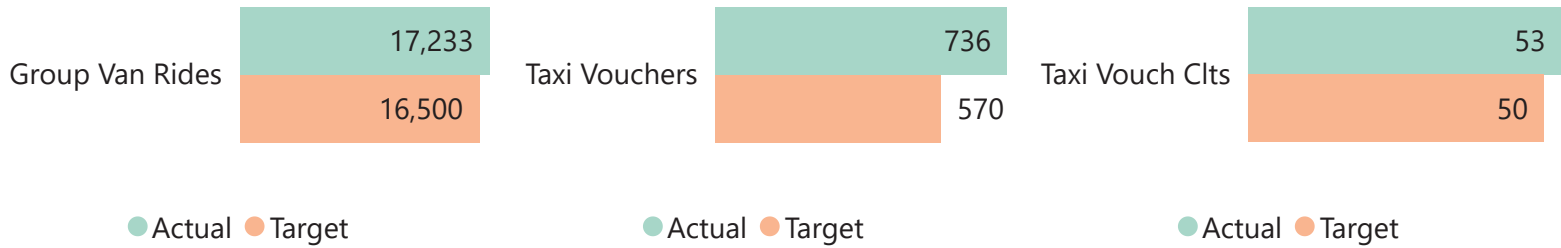
Funding

$110,566

Providers

3

Service Objectives

Group Van Rides
- Actual: 17,233
- Target: 16,500

Taxi Vouchers
- Actual: 736
- Target: 570

Taxi Vouch Clts
- Actual: 53
- Target: 50

● Actual ● Target

Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Empowerment*	Clients report that the program helped them to live more independently	163	82%	80%
Service Connection*	Clients report that the program helped them access services that improved their health or quality of life	163	97%	80%

*Key Measurement Theme for Service Area

Veterans Service Linkages Pilot

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, employment, and LGBTQ+ persons.
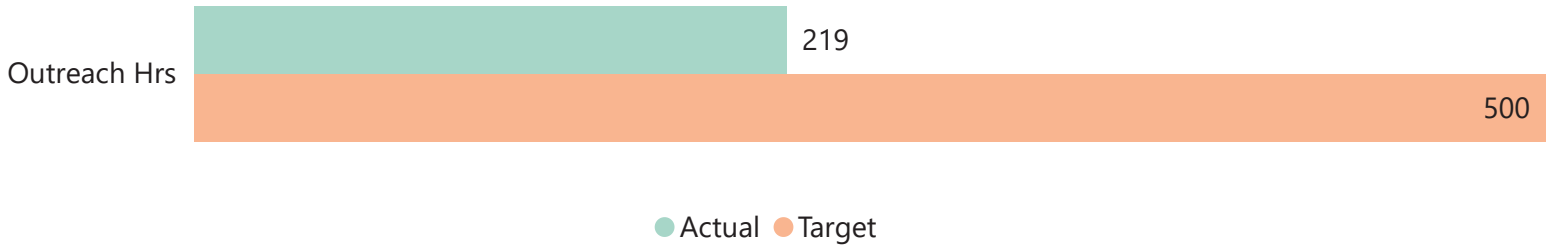
Funding
$161,850

Providers
1

Service Objectives

Outreach Hrs
- Actual: 219
- Target: 500

● Actual ● Target

Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Education & Awareness of Services*	Clients develop new knowledge of available resources and services	0		80%
Service Quality	Clients rate the services they received as excellent or good	0		80%

*Key Measurement Theme for Service Area

Note: The provider did not submit survey data due to data collection challenges despite additional support from DAS. This program ended at the end of FY 23-24.

Caregiver Support

Caregiver Support services strengthen the wellbeing of family and friend caregivers and their care recipients through education, counseling, resources, and connection.

CAREGIVER SUPPORT SERVICES
- Adult Day Programs (Adult Social Day, Alzheimer's Day Care Resource Centers)
- Caregiver Respite
- Family Caregiver Support Program

PRIMARY OUTCOME MEASUREMENT THEMES
- **Ability to Care for Recipient:** Caregivers are better able to provide quality care.
- **Avoidance of Institutionalization:** Care recipients' needs are met and they are able to reside in the community instead of a congregate care setting.
- **Caregiver Health and Wellbeing:** Caregivers have improved sense of wellbeing and/or reduced feelings of stress and exhaustion.

FY 2023-24 HIGHLIGHTS
- We served 958 clients with more than 2,000 enrollments across all Caregiver Support services. In total, DAS allocated $3.8 million for services in this area.
- The Family Caregiver Support Program provided over 2,800 hours of counseling and 480 hours of training, serving more than twice as many hours as required.
- Collectively across our Caregiver Support programs, 98% of caregivers experienced positive outcomes with respect to their health and wellbeing. These outcomes include:
  - 100% of Alzheimer's Day Care Resource Center clients report to have better health and wellbeing due to their participation in services
  - 97% of Caregiver Respite clients report better health and well-being;
  - 92% of Family Caregiver Support Program clients report reduced stress and an increased sense of being valued.

DIGNITY FUND FY 2023-24: CAREGIVER SUPPORT SERVICES

Total Enrollments	Total Unduplicated Clients	Total Funding
2,038	958	$3,828,943

Adult Day Programs

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.
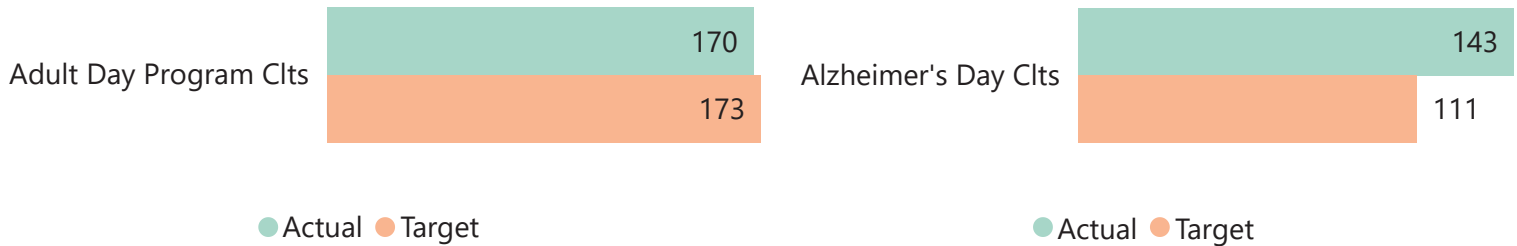
Funding
$1,663,908

Providers
6

Service Objectives

Adult Day Program Clts
- Actual: 170
- Target: 173

Alzheimer's Day Clts
- Actual: 143
- Target: 111

● Actual ● Target

Outcome Objectives

Service	Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Adult Day Care	Service Quality	Clients rate the quality of services as excellent or good	114	99%	85%
Alzheimer's Day Care Resource Center	Ability to Care for Recipient*	Caregivers are better able to provide care to their care recipient due to the education and training they received	71	97%	85%
Alzheimer's Day Care Resource Center	Caregiver Health & Wellbeing*	Caregivers report better health and wellbeing due to their participation in services	72	100%	85%

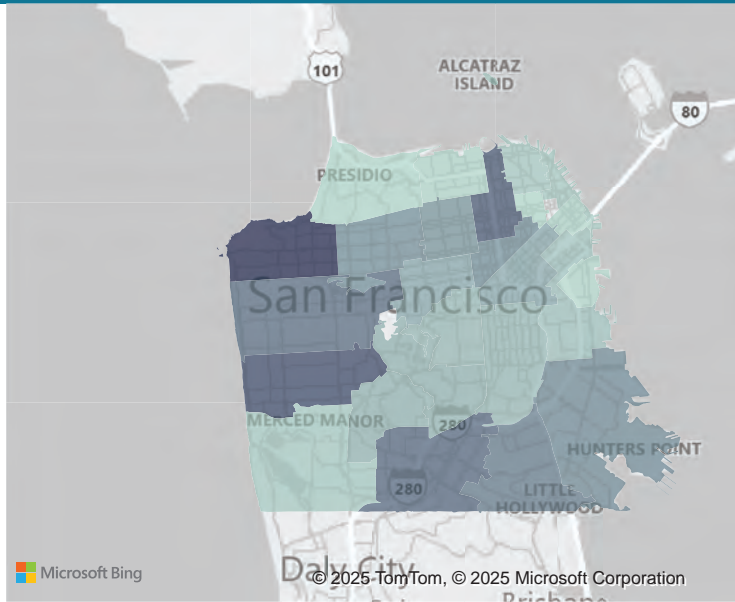*Key Measurement Theme for Service Area

Adult Day Programs
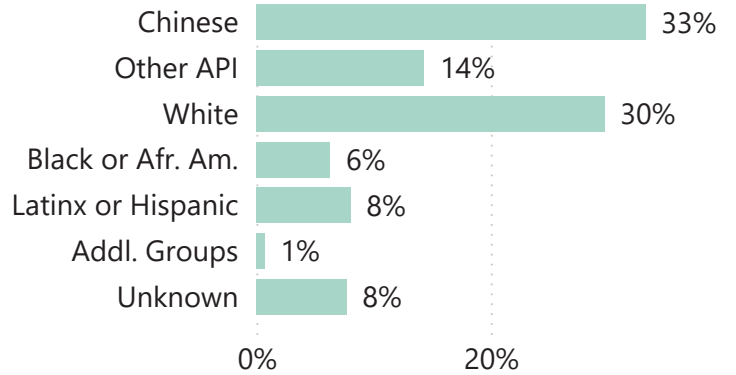## Client Profile

Service Levels

Unduplicated Clients	286
Enrollments	363

Analysis based on unduplicated clients

Zip Code of Residence

Microsoft Bing
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Race/Ethnicity

Chinese	33%
Other API	14%
White	30%
Black or Afr. Am.	6%
Latinx or Hispanic	8%
Addl. Groups	1%
Unknown	8%

Primary Language

Chinese	22%
English	30%
Spanish	5%
Filipino	1%
Russian	
Addl. Groups	7%
Unknown	35%
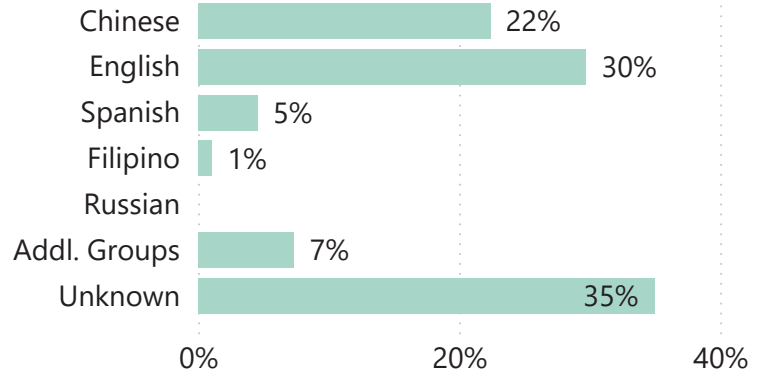
Gender Identity

	#	%
Female	163	57%
Male	111	39%
Trans Female	3	1%
Trans Male	0	0%
Addl. Groups	0	0%
Unknown	9	3%
Total	**286**	**100%**

Sexual Orientation

	#	%
Straight/Heterosexual	232	81%
Gay/Lesbian/Same-Gender Loving	19	7%
Bisexual	6	2%
Addl. Groups	0	0%
Unknown	29	10%
Total	**286**	**100%**

Age

● 35-49 ● 50-59 ● 60-64 ● 65-74 ● 75-84 ● 85+ ● Unknown

15%	34%	45%

Caregiver Respite

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.
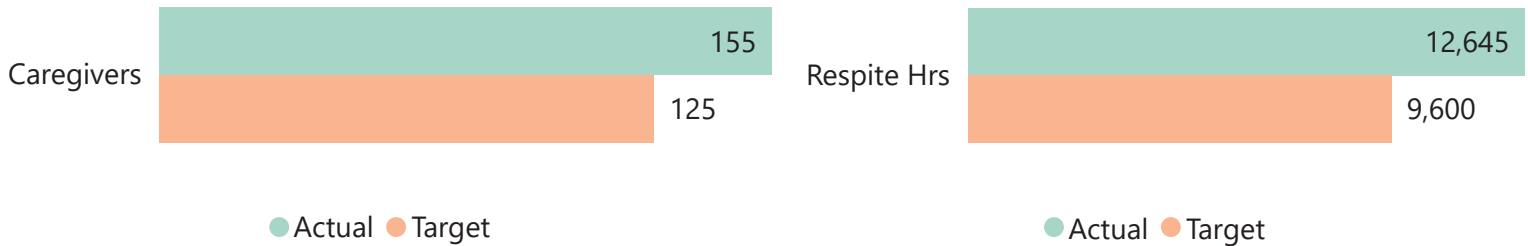
Funding

$842,307

Providers

1

Service Objectives

Caregivers
- Actual: 155
- Target: 125

Respite Hrs
- Actual: 12,645
- Target: 9,600

● Actual ● Target

Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Ability to Care for Recipient*	Caregivers report that respite care enables them to provide quality care suited to the needs of their care recipient	37	97%	75%
Caregiver Health & Wellbeing*	Caregivers are able to take care of other responsibilities due to respite care	37	97%	75%
Caregiver Health & Wellbeing*	Clients experience less mental exhaustion	37	97%	75%
Caregiver Health & Wellbeing*	Clients experience less physical exhaustion	37	97%	75%
Caregiver Health & Wellbeing*	Caregivers report that respite care services supported their general well-being	37	97%	75%

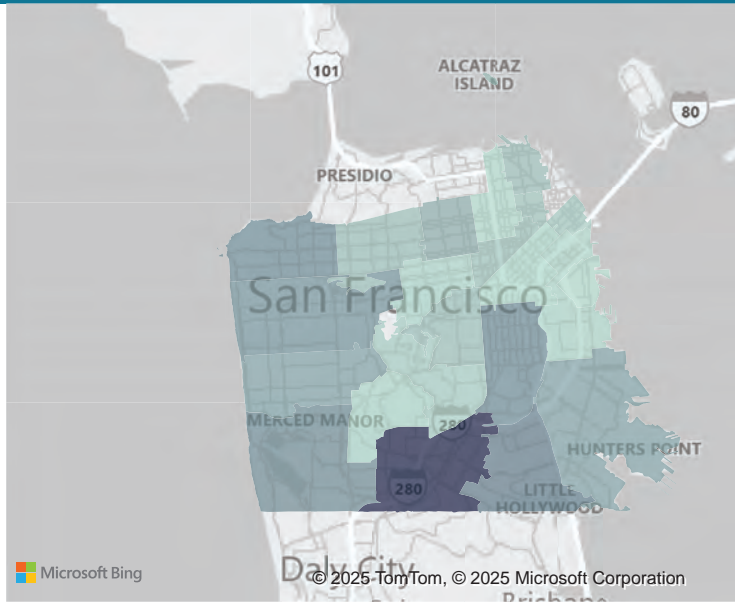*Key Measurement Theme for Service Area

Caregiver Respite
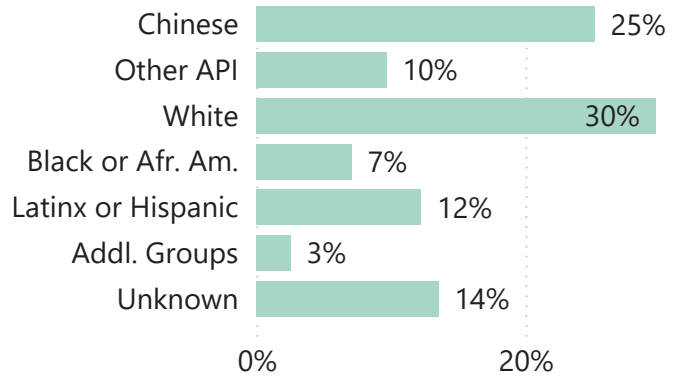## Client Profile

Service Levels

Unduplicated Clients	155
Enrollments	155

Analysis based on unduplicated clients

Zip Code of Residence

Microsoft Bing
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Race/Ethnicity

Chinese	25%
Other API	10%
White	30%
Black or Afr. Am.	7%
Latinx or Hispanic	12%
Addl. Groups	3%
Unknown	14%

Primary Language

Chinese	15%
English	53%
Spanish	4%
Filipino	1%
Russian	2%
Addl. Groups	1%
Unknown	25%
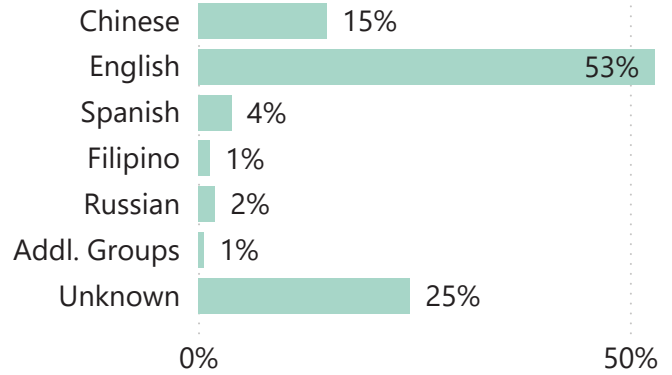
Gender Identity

	#	%
Female	105	68%
Male	42	27%
Trans Female	0	0%
Trans Male	0	0%
Addl. Groups	0	0%
Unknown	8	5%
Total	**155**	**100%**

Sexual Orientation

	#	%
Straight/Heterosexual	121	78%
Gay/Lesbian/Same-Gender Loving	5	3%
Bisexual	1	1%
Unknown	28	18%
Total	**155**	**100%**

Age

● 18-34 ● 35-49 ● 50-59 ● 60-64 ● 65-74 ● 75-84 ● 85+ ● Unknown

10%	28%	19%	17%	12%	5%	6%
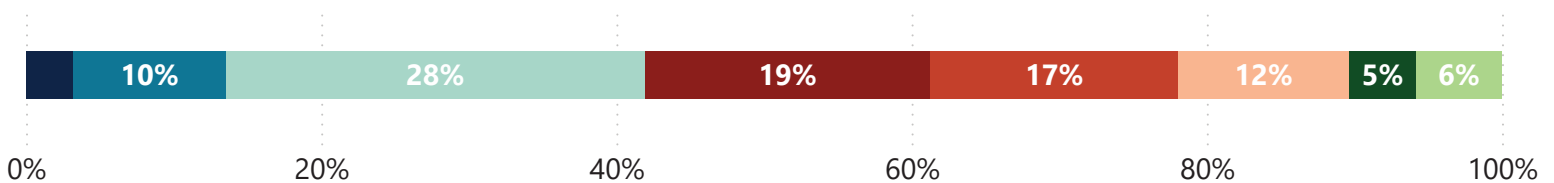
Family Caregiver Support Program

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.
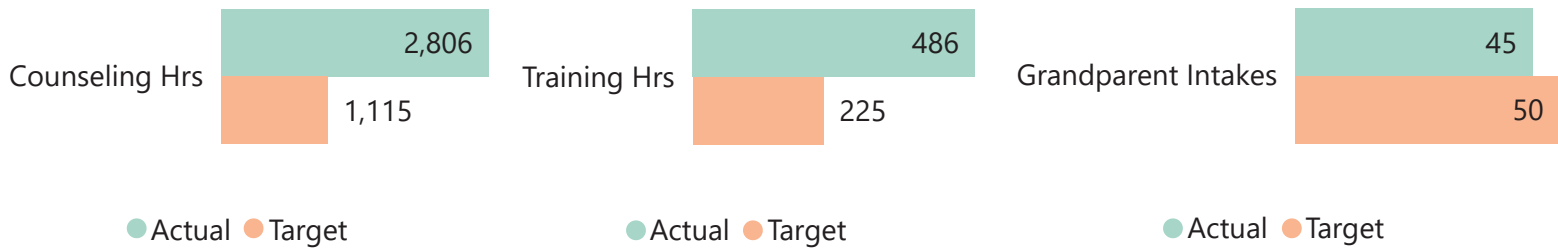
Funding

$1,322,728

Providers

2

Service Objectives

Counseling Hrs — Actual: 2,806 | Target: 1,115
Training Hrs — Actual: 486 | Target: 225
Grandparent Intakes — Actual: 45 | Target: 50

● Actual ● Target

Outcome Objectives

Service	Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Family Caregiver Support Program	Caregiver Health & Wellbeing*	Caregivers report reduced stress and an increased sense of being cared about/valued	63	92%	75%
Family Caregiver Support Program	Education & Awareness of Services	Clients developed new knowledge of available resources and services	63	100%	75%
Family Caregiver Support Program	Service Quality	Caregivers report they are satisfied with the respite care services provided	63	99%	85%
FCSP Grandparent Services	Ability to Care for Recipient*	Caregivers feel better able to be a caregiver due to services received	0		75%

*Key Measurement Theme for Service Area

Note: Grandparent Services provider did not include all Outcome Objectives in their client surveys.
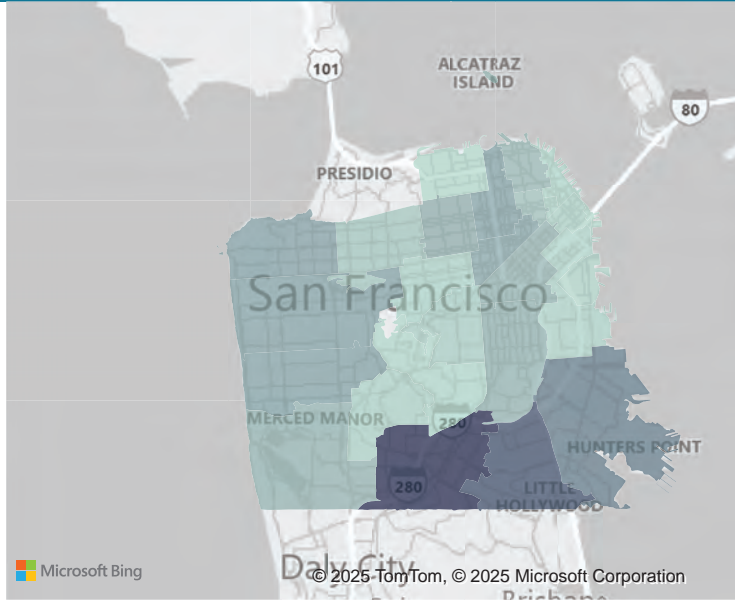
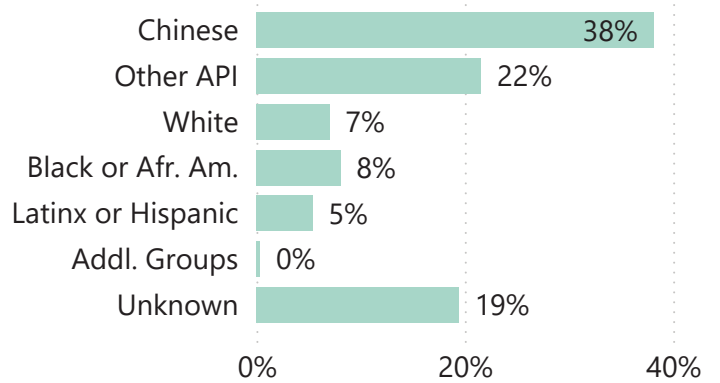# Family Caregiver Support Program
Client Profile

Service Levels

Unduplicated Clients	556
Enrollments	1,520

Analysis based on unduplicated clients

Zip Code of Residence

Race/Ethnicity

Chinese	38%
Other API	22%
White	7%
Black or Afr. Am.	8%
Latinx or Hispanic	5%
Addl. Groups	0%
Unknown	19%

Primary Language

Chinese	19%
English	28%
Spanish	2%
Filipino	1%
Russian	0%
Addl. Groups	9%
Unknown	41%
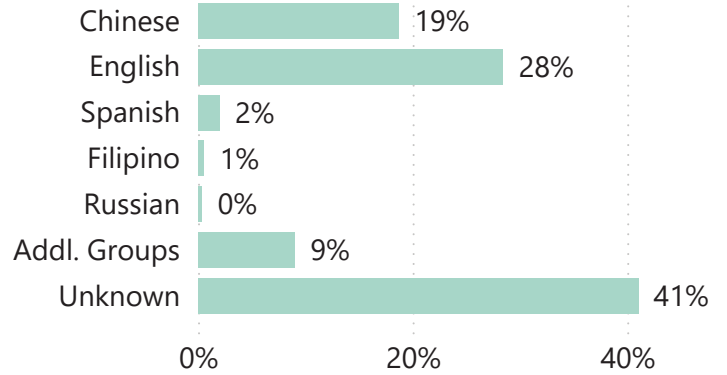
Gender Identity

	#	%
Female	384	69%
Male	104	19%
Trans Female	1	0%
Trans Male	0	0%
Addl. Groups	0	0%
Unknown	67	12%
Total	**556**	**100%**

Sexual Orientation

	#	%
Straight/Heterosexual	407	73%
Gay/Lesbian/Same-Gender Loving	4	1%
Bisexual	2	0%
Addl. Groups	0	0%
Unknown	143	26%
Total	**556**	**100%**

Age

● 18-34 ● 35-49 ● 50-59 ● 60-64 ● 65-74 ● 75-84 ● 85+ ● Unknown

12%	20%	20%	22%	10%	6%	10%

Case Management & Care Navigation

Case Management & Care Navigation services facilitate service connections and support individuals with complex needs to navigate available resources that promote stability in the community.

CASE MANAGEMENT & CARE NAVIGATION SERVICES
- Case Management
- Community Living Fund (CLF)
- LGBTQ+ Care Navigation (including Pet Support)
- Money Management
- Veterans Justice Court Case Management

PRIMARY OUTCOME MEASUREMENT THEMES
- **Service Connection:** Clients are connected to resources that address their needs and support them to live safely and engage in their community.
- **Stability in the Community:** Clients maintain stability living in the community

FY 2023-24 HIGHLIGHTS
- We served 1,670 clients* with a total of about 1,980 enrollments across all Case Management & Care Navigation services. In total, DAS allocated $12 million for services in this area.
- We provided Case Management services to approximately 1,050 clients, helping them to navigate and access the services they need to live safely in the community.
- We provided 11,680 care navigation hours to 1,680 LGBTQ+ Care Navigation clients, including social isolation prevention and pet support. About 90% of Pet Support clients indicated they felt less isolated through their engagement in care navigation, peer support, and other supportive services offered through the program.
- We launched our Veteran's Justice Court Case Management program to support the unique needs of veterans facing criminal charges in San Francico's Veteran's Justice Court. Of clients who completed the program, 80% were connected to support services such as mental health services, employment supports, and legal assistance.

DIGNITY FUND FY 2023-24: CASE MANAGEMENT & CARE NAVIGATION SERVICES

Total Enrollments	Total Unduplicated Clients*	Total Funding
1,979	1,670	$12,084,071

Does not include services for which client-level data is not captured in DAS GetCare (Community Living Fund and Veterans Justice Court Case Management)

Case Management

Case Management services help navigate and coordinate 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.
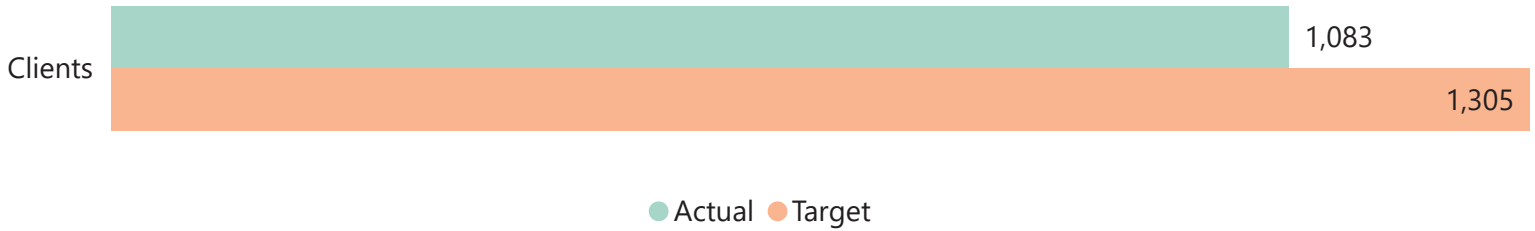
Funding
$4,157,062

Providers
10

Service Objectives

Clients
- Actual: 1,083
- Target: 1,305

● Actual ● Target

Outcome Objectives

Service	Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Case Management	Service Connection*	Clients are connected with needed resources (based on Service Plan completion)	0		70%
Case Management	Stability in the Community*	Clients report improved wellbeing due to program participation	420	91%	85%
Case Management: Clinical Collaborative	Provider Training & Professional Development	Case Management supervisors and directors report Clinical Collaborative improved their case managers skill level and performance	0		85%
Case Management: Clinical Collaborative	Provider Training & Professional Development	Case managers report that Clinical Collaborative helped improve their skill level and performance	0		85%

*Key Measurement Theme for Service Area

Note: Some data for this service was unavailable due to tracking issues in the DAS GetCare database. Additionally, some Outcome Objectives were not included in client surveys.
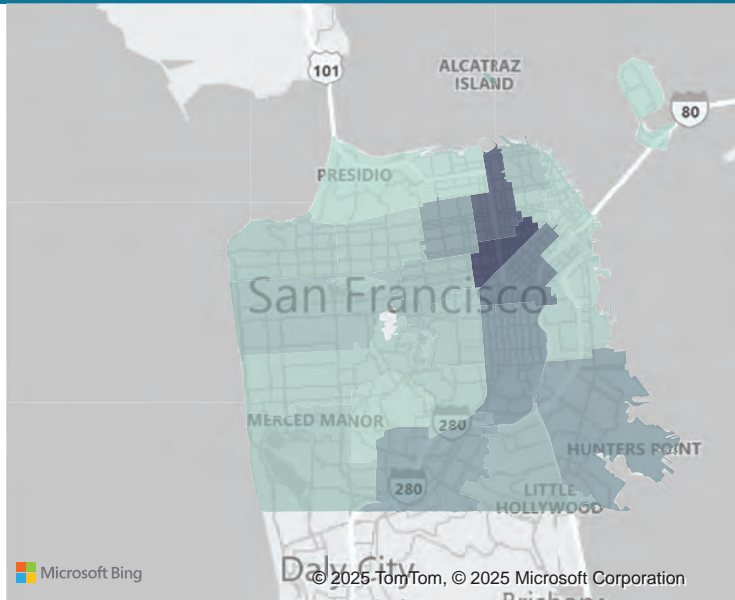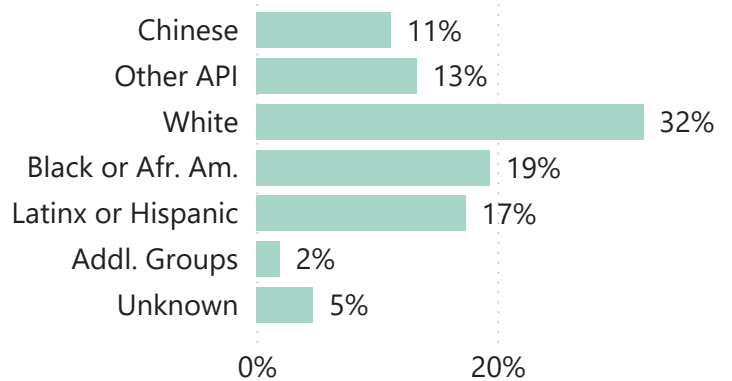
Case Management
Client Profile

Service Levels

Unduplicated Clients	1,083
Enrollments	1,104

Analysis based on unduplicated clients

Zip Code of Residence

Race/Ethnicity

Chinese	11%
Other API	13%
White	32%
Black or Afr. Am.	19%
Latinx or Hispanic	17%
Addl. Groups	2%
Unknown	5%

Primary Language

Chinese	8%
English	62%
Spanish	13%
Filipino	3%
Russian	2%
Addl. Groups	8%
Unknown	5%
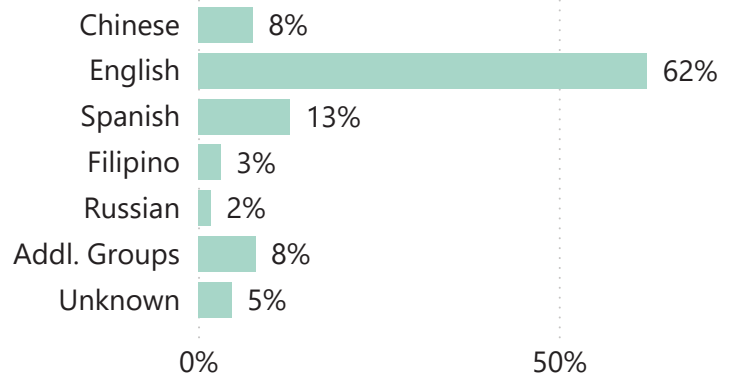
Gender Identity

	#	%
Female	539	50%
Male	527	49%
Trans Female	6	1%
Trans Male	2	0%
Addl. Groups	6	1%
Unknown	3	0%
Total	**1,083**	**100%**

Sexual Orientation

	#	%
Straight/Heterosexual	837	77%
Gay/Lesbian/Same-Gender Loving	94	9%
Bisexual	82	8%
Addl. Groups	3	0%
Unknown	67	6%
Total	**1,083**	**100%**

Age

● 18-34　● 35-49　● 50-59　● 60-64　● 65-74　● 75-84　● 85+　● Unknown

7%	9%	12%	33%	26%	14%
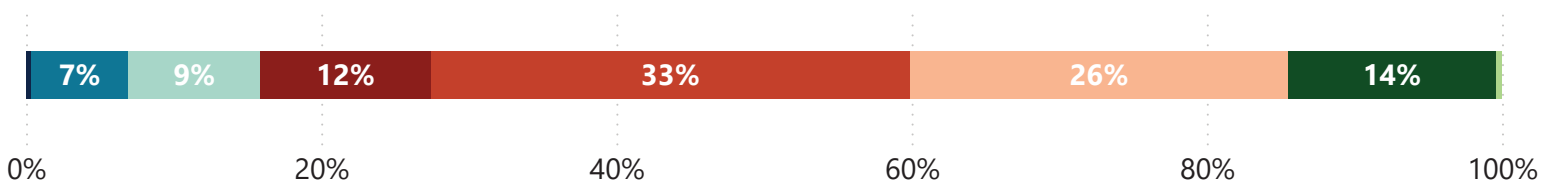
Community Living Fund (CLF)

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.
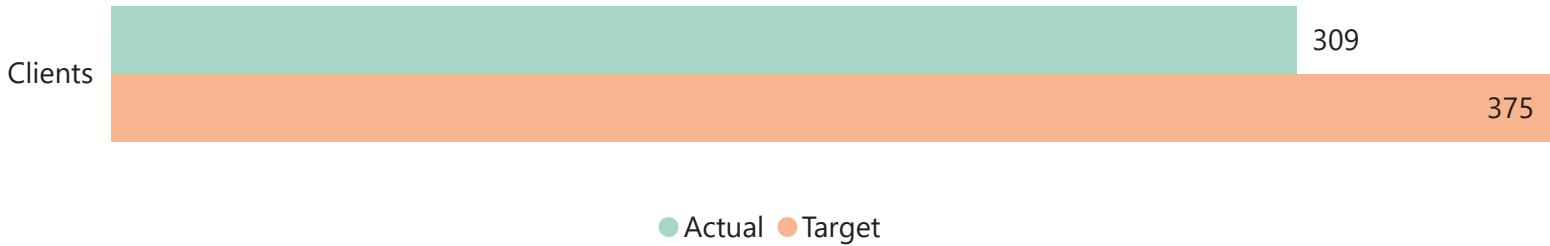
Funding
$4,981,251

Providers
1

Service Objectives

Clients

309 (Actual)	
375 (Target)	

● Actual ● Target

Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Service Connection*	Clients are connected with needed resources (average rate of Service Plan item completion)	0		70%

*Key Measurement Theme for Service Area

Note: Data was not reported for this program due to the launch the new Cal-AIM Enhanced Care Management (ECM) service component and related database transition.
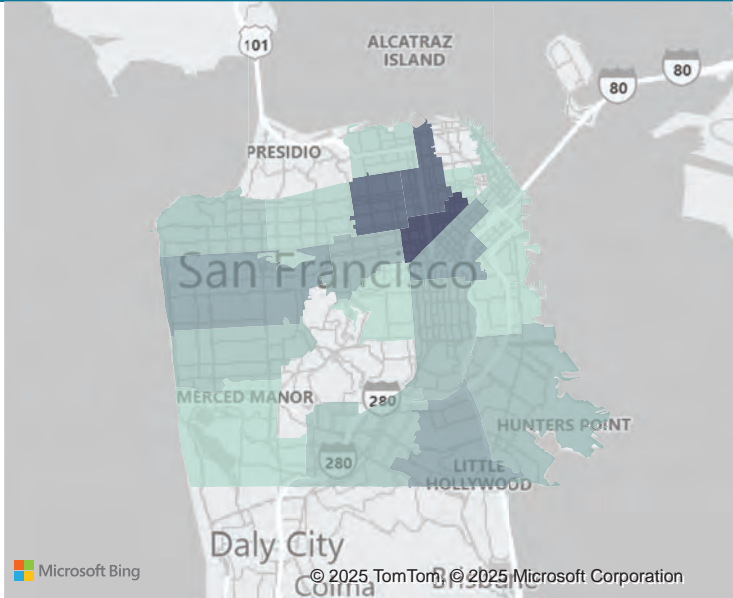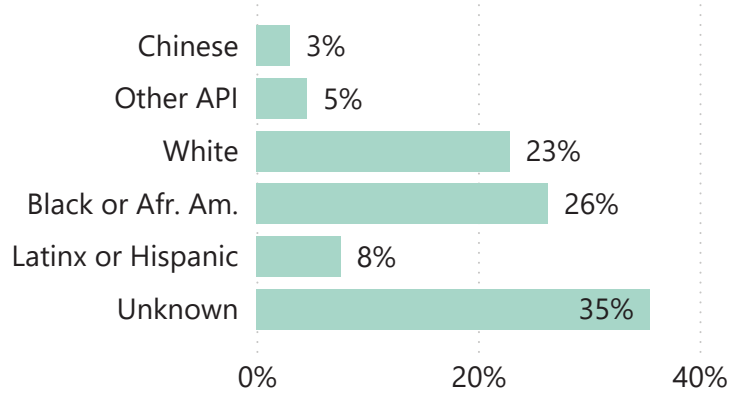
Community Living Fund
Client Profile

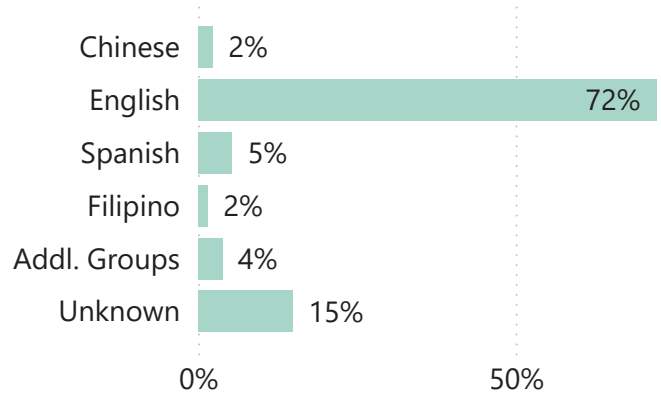## Service Levels

Unduplicated Clients	262
Enrollments	262

Zip Code of Residence

Microsoft Bing
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Race/Ethnicity

Chinese	3%
Other API	5%
White	23%
Black or Afr. Am.	26%
Latinx or Hispanic	8%
Unknown	35%

Primary Language

Chinese	2%
English	72%
Spanish	5%
Filipino	2%
Addl. Groups	4%
Unknown	15%

Gender Identity

	#	%
Female	66	25%
Male	82	31%
Trans Female	0	0%
Trans Male	0	0%
Addl. Groups	0	0%
Unknown	114	44%
Total	**262**	**100%**

Sexual Orientation

	#	%
Straight/Heterosexual	117	45%
Gay/Lesbian/Same-Gender Loving	14	5%
Bisexual	5	2%
Addl. Groups	1	0%
Unknown	125	48%
Total	**262**	**100%**

Age

● 18-34 ● 35-49 ● 50-59 ● 60-64 ● 65-74 ● 75-84 ● 85+

18-34	50-59	60-64	65-74	75-84	85+
7%	12%	14%	40%	19%	7%
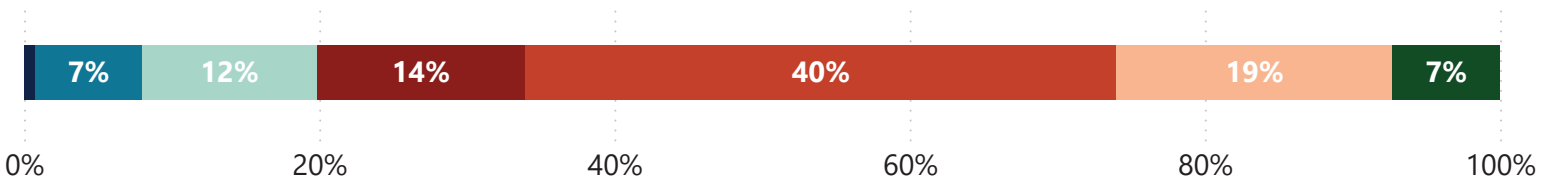
LGBTQ+ Care Navigation

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.
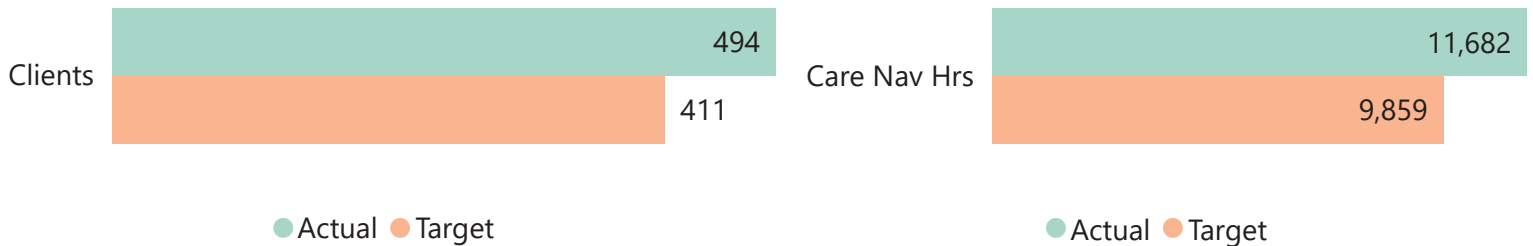
Funding

$2,388,384

Providers

1

Service Objectives

Clients
- 494 (Actual)
- 411 (Target)

Care Nav Hrs
- 11,682 (Actual)
- 9,859 (Target)

● Actual ● Target   ● Actual ● Target

Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Service Connection*	Clients are better able to navigate the service system due to their participation in care navigation and peer support services	0		75%
Reduced Social Isolation	Clients feel less isolated through their engagement in care navigation, volunteer peer support activities, and supportive programming	0		70%
Reduced Social Isolation	Clients receiving animal support services feel less isolated through their engagement in care navigation, volunteer peer support activities, and supportive programming	148	92%	70%
Quality of Life	Clients receiving animal support services are able to keep their pet	148	93%	70%
Service Quality	Peer support volunteers report their training was comprehensive and helpful to their role in program	8	92%	73%

*Key Measurement Theme for Service Area

Note: The provider experienced staffing shortages beginning in March 2024, and was therefore unable to complete survey administration for all programs.
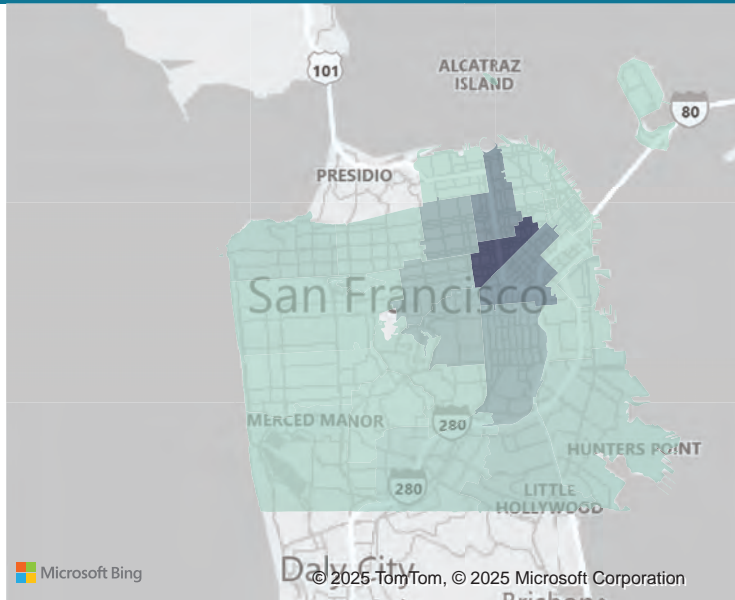
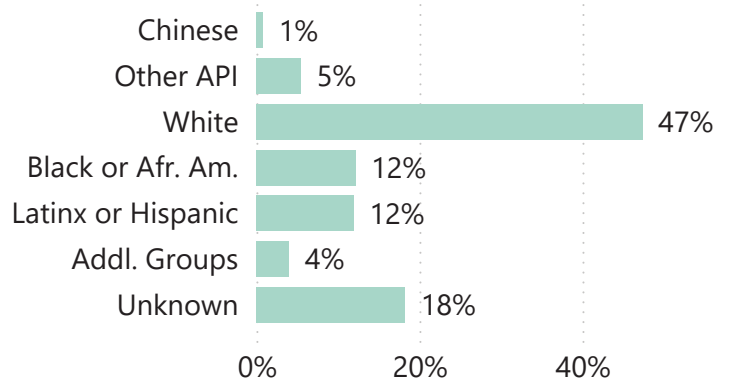# LGBTQ+ Care Navigation
Client Profile

Service Levels

Unduplicated Clients	494
Enrollments	513

Analysis based on unduplicated clients

Zip Code of Residence

Microsoft Bing
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Race/Ethnicity

Chinese	1%
Other API	5%
White	47%
Black or Afr. Am.	12%
Latinx or Hispanic	12%
Addl. Groups	4%
Unknown	18%

Primary Language

Chinese	1%
English	72%
Spanish	3%
Filipino	
Russian	0%
Addl. Groups	1%
Unknown	21%
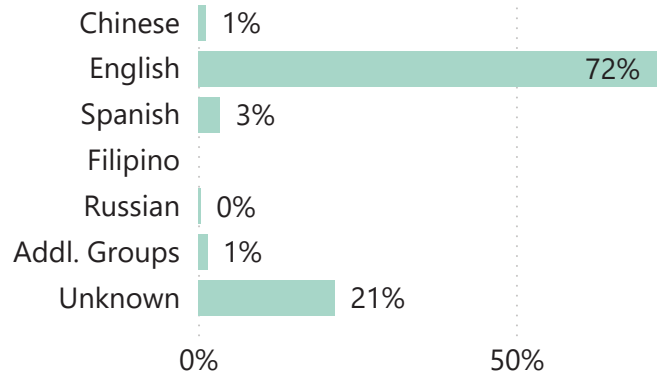
Gender Identity

	#	%
Female	121	24%
Male	268	54%
Trans Female	32	6%
Trans Male	10	2%
Addl. Groups	7	1%
Unknown	56	11%
Total	**494**	**100%**

Sexual Orientation

	#	%
Straight/Heterosexual	120	24%
Gay/Lesbian/Same-Gender Loving	226	46%
Bisexual	36	7%
Addl. Groups	2	0%
Unknown	110	22%
Total	**494**	**100%**

Age

● 18-34 ● 35-49 ● 50-59 ● 60-64 ● 65-74 ● 75-84 ● 85+ ● Unknown

5%	16%	17%	35%	15%		8%

Money Management

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
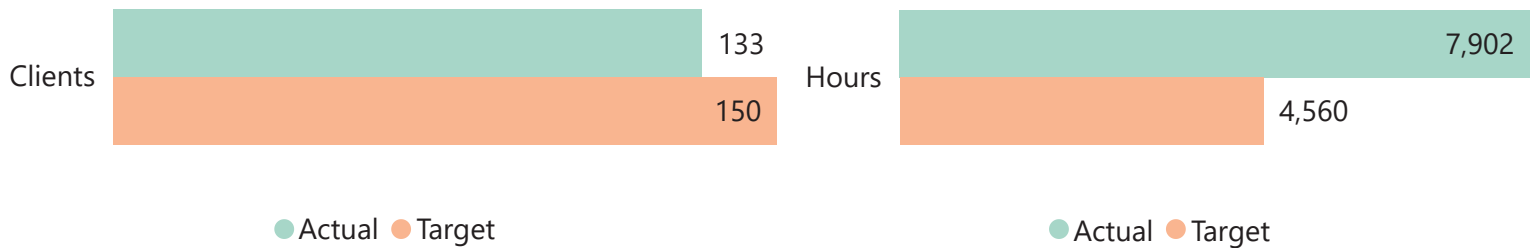
Funding
$307,374

Providers
2

Service Objectives

Clients
- Actual: 133
- Target: 150

Hours
- Actual: 7,902
- Target: 4,560

● Actual ● Target

Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Stability in the Community*	Clients maintain stable housing (housing retention rate)	148	99%	85%
Service Quality	Clients report receiving the services they need from the agency	172	95%	85%

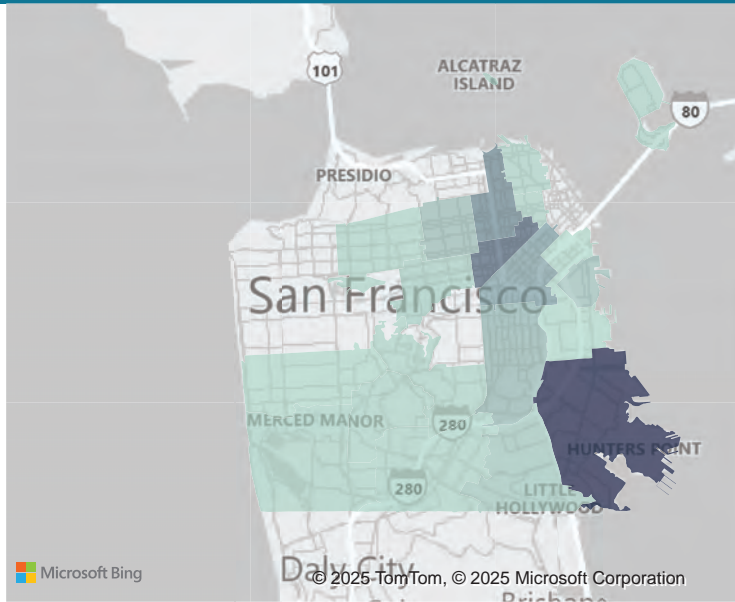*Key Measurement Theme for Service Area
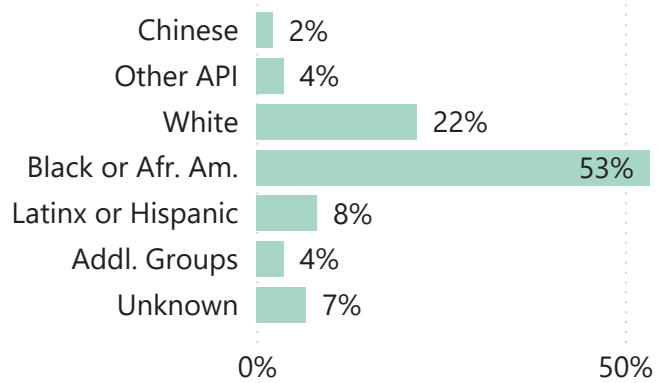
Money Management
Client Profile

Service Levels

Unduplicated Clients	133
Enrollments	133

Analysis based on unduplicated clients

Zip Code of Residence

Race/Ethnicity

Chinese	2%
Other API	4%
White	22%
Black or Afr. Am.	53%
Latinx or Hispanic	8%
Addl. Groups	4%
Unknown	7%

Primary Language

Chinese	2%
English	80%
Spanish	5%
Filipino	
Russian	
Addl. Groups	
Unknown	14%
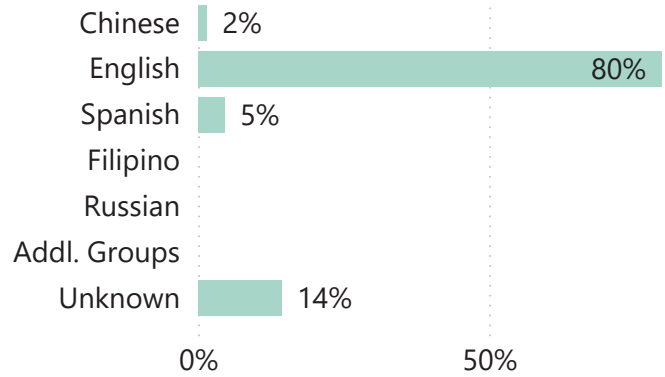
Gender Identity

	#	%
Female	40	30%
Male	86	65%
Trans Female	1	1%
Trans Male	1	1%
Addl. Groups	0	0%
Unknown	5	4%
Total	**133**	**100%**

Sexual Orientation

	#	%
Straight/Heterosexual	112	84%
Gay/Lesbian/Same-Gender Loving	3	2%
Bisexual	6	5%
Addl. Groups	0	0%
Unknown	12	9%
Total	**133**	**100%**

Age

● 18-34 ● 35-49 ● 50-59 ● 60-64 ● 65-74 ● 75-84 ● 85+

18-34	50-59	60-64	65-74	75-84	85+
	9%	12%	44%	26%	6%
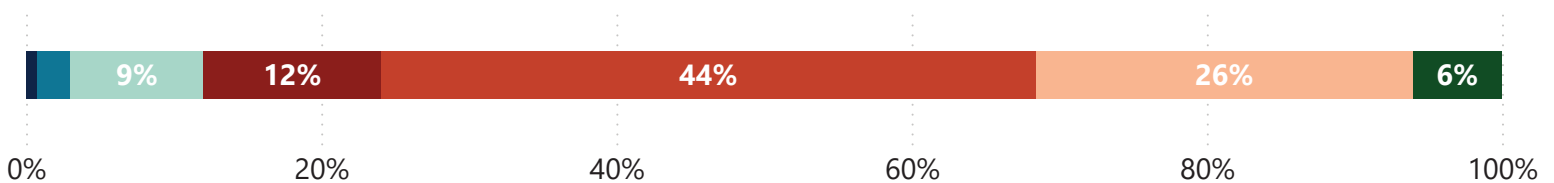
Veterans Justice Court Case Management

Veteran-focused case management to support the specialized needs of veterans facing criminal charges in San Francisco's Veterans Justic Court by providing the social service, education and support they need to lead productive and independent lives
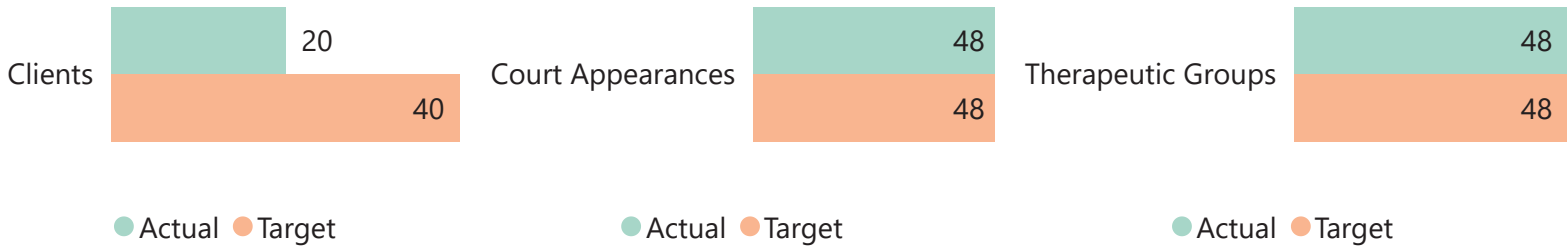
Service Objectives

	Actual	Target
Clients	20	40
Court Appearances	48	48
Therapeutic Groups	48	48

● Actual ● Target

Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Service Connection*	Clients are connected to support services such as medical or mental health services, employment supports, legal assistance, etc.	5	80%	100%
Stability in the Community*	Clients will complete the VJC program	20	35%	75%

*Key Measurement Theme for Service Area

Note: The timeline for completion of Outcome Objectives exceeds the fiscal year (15-18 months). Additionally, clients for this program are mandated to participate by court order, but not all are compliant with treatment plan, which impacts service connection success rates.

Community Connection & Engagement

Community Connection & Engagement services provide opportunities for older people and adults with disabilities to socialize, build community, and participate in their community.

COMMUNITY CONNECTION & ENGAGEMENT SERVICES

- Adult Day Health Centers (ADHCs)
- Community Connector
- Community Service Centers
- Creative Arts for Older Adults and Adults with Disabilities
- Employment Support
- Intergenerational Programs
- LGBTQ+ Community Services in ADHCs
- LGBTQ+ Mental Health Connections
- Neighborhood-Based Programs
- Senior Companion
- Senior Ex-Offender Program
- SF Connected
- Technology at Home
- Transgender and Gender Non-Conforming (TGNC) Supports
- Veterans Drop-In Center
- Village Programs
- Volunteer Visitors

PRIMARY OUTCOME MEASUREMENT THEMES

- **Education & Awareness of Services:** Clients develop new knowledge of aging and disability services that address their needs.
- **Empowerment:** Clients develop enhanced agency and use new skills to support social connection and increased engagement with their communities of choice.
- **Engagement and Socialization:** Clients have increased opportunities to connect meaningfully with others, build new relationships, and/or participate in community.
- **Reduced Social Isolation:** Client have reduced feelings of loneliness and/or isolation.
- **Service Connection:** Clients are connected to resources that address their needs and support them to live safely and engage in their community.

FY 2023-24 HIGHLIGHTS

- We served nearly 30,000 clients* across nearly 41,690 enrollments in Community Connection & Engagement services. DAS allocated about $22.9 million in this area.
- We upgraded internet service quality at 29 SF Connected Tech Labs throughout the city to ensure more reliable and efficient internet connectivity for the community. These upgrades have helped support better access to essential online resources, digital literacy programs, virtual services, and foster digital inclusion.
- Our Creative Arts for Older Adults and Adults with Disabilities program expanded beyond its Neighborhood Choir and Creative Minds - Community Arts for Brain Health (formerly part of our Neighborhood-Based Services) offerings to include visual art classes administered by several providers across the city. Providers came together to showcase participant artwork in an exhibit honoring artists from aging and disability communities.

- We supported positive outcomes with respect to engagement and socialization: 95% of surveyed clients across Community Connection & Engagement services reported positive social outcomes such as having increased opportunities for socialization, friendships, and feeling a greater sense of social connection and community.
- We connected veterans with services and socially supportive activities, serving about 440 clients through our Veteran's Drop-In Center. Nearly 95% reported feeling more connected to their community and developing new knowledge of available resources due to participation in the program.

Total Enrollments	Total Unduplicated Clients*	Total Funding
41,690	29,894	$22,898,477

Does not include services for which client-level data is not captured in DAS GetCare (Adult Day Health Centers and Senior Companion)

Adult Day Health Centers (ADHCs)

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.
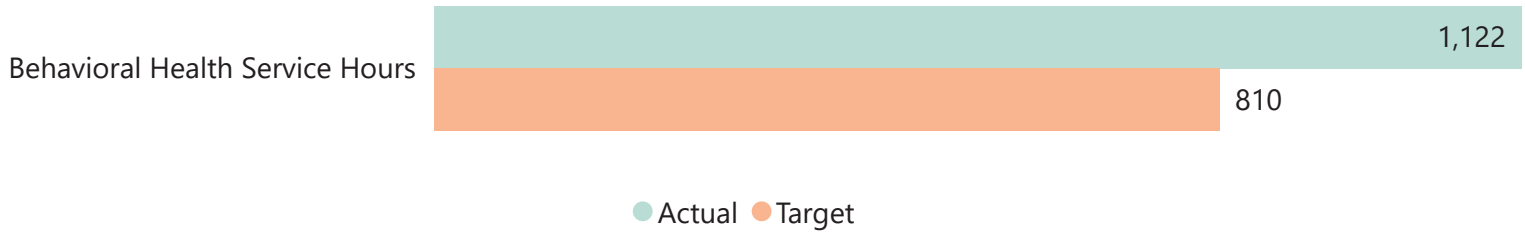
Funding
$709,609

Providers
1

Service Objectives

Behavioral Health Service Hours
- Actual: 1,122
- Target: 810

● Actual ● Target

Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Service Connection*	Clients receiving clinical support services achieve at least half of their care plan goals	322	89%	75%
Engagement & Socialization*	DAH residents demonstrate meaningful community and resource engagement, such as participation in community activities and events	38	94%	70%

*Key Measurement Theme for Service Area

Community Connector

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.
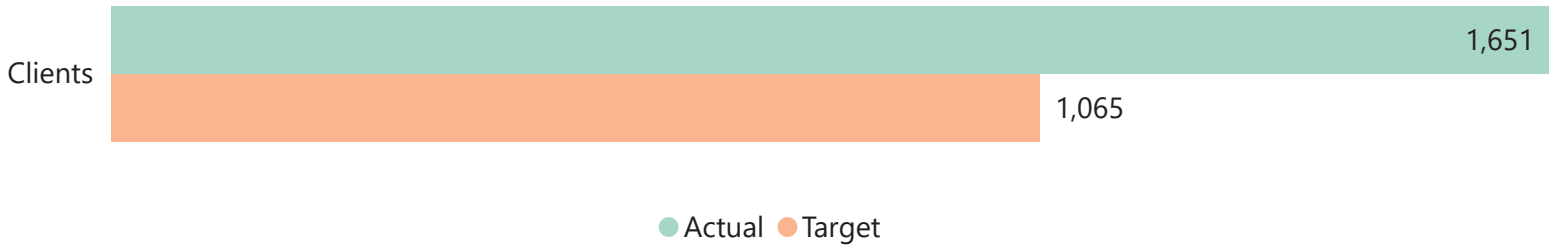
Funding
$765,986

Providers
1

Service Objectives

Clients
- Actual: 1,651
- Target: 1,065

● Actual ● Target

Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Engagement & Socialization*	Clients feel more connected to their community	265	99%	75%
Stability in the Community	Clients report that services helped improve or maintain their independence and ability to live at home	265	87%	75%
Physical Fitness & Health	Clients report that services helped improve or maintain their health	265	100%	75%
Service Quality	Clients rate the quality of services as excellent or good	265	99%	85%

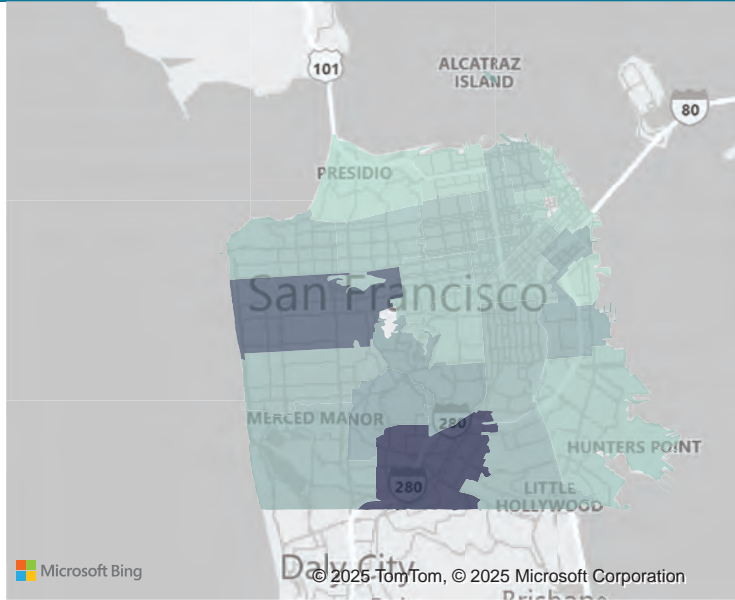*Key Measurement Theme for Service Area

Community Connector
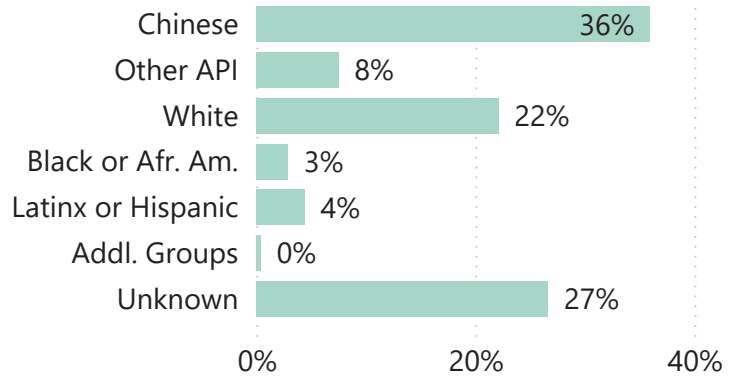## Client Profile

Service Levels

Unduplicated Clients	1,651
Enrollments	1,763

Analysis based on unduplicated clients

Zip Code of Residence

Race/Ethnicity

Chinese	36%
Other API	8%
White	22%
Black or Afr. Am.	3%
Latinx or Hispanic	4%
Addl. Groups	0%
Unknown	27%

Primary Language

Chinese	30%
English	35%
Spanish	1%
Filipino	1%
Russian	0%
Addl. Groups	1%
Unknown	31%
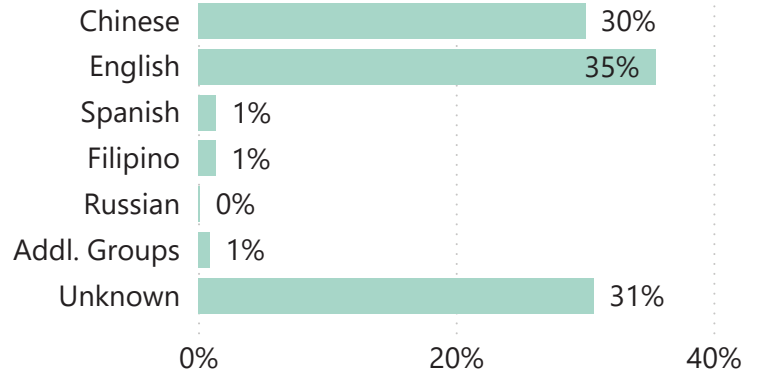
Gender Identity

	#	%
Female	1,210	73%
Male	318	19%
Trans Female	0	0%
Trans Male	0	0%
Addl. Groups	1	0%
Unknown	122	7%
Total	**1,651**	**100%**

Sexual Orientation

	#	%
Straight/Heterosexual	1,072	65%
Gay/Lesbian/Same-Gender Loving	40	2%
Bisexual	27	2%
Addl. Groups	1	0%
Unknown	511	31%
Total	**1,651**	**100%**

Age

● 18-34 ● 35-49 ● 50-59 ● 60-64 ● 65-74 ● 75-84 ● 85+ ○ Unknown

5%	40%	39%	13%

Community Service Centers

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.
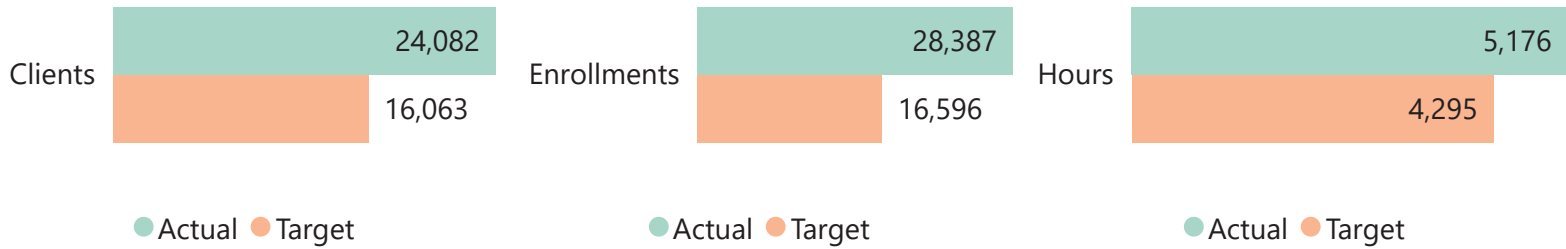
Funding
$12,838,541

Providers
22

Service Objectives

	Actual	Target
Clients	24,082	16,063
Enrollments	28,387	16,596
Hours	5,176	4,295

● Actual ● Target

Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Engagement & Socialization*	Clients report that services provide increased opportunities for socialization and interacting with others	6,007	98%	80%
Service Connection*	Clients report that they received the support they need (e.g., services, activities)	6,344	99%	80%
Physical Fitness & Health	Clients participating in physical activity programming report positive health impacts	5,950	98%	80%
Quality of Life	Clients who participate in social services, receive translation assistance, or participate in education program report that services help to improve their lives	6,067	98%	80%

*Key Measurement Theme for Service Area
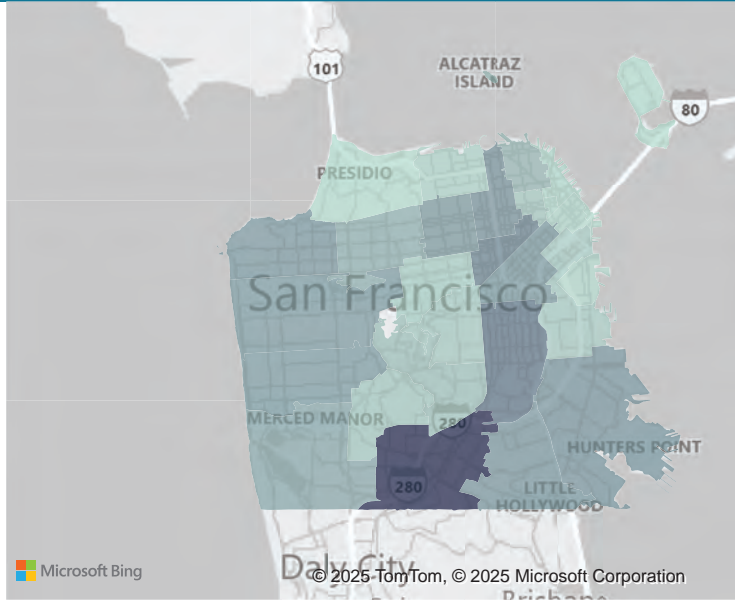
Community Service Centers
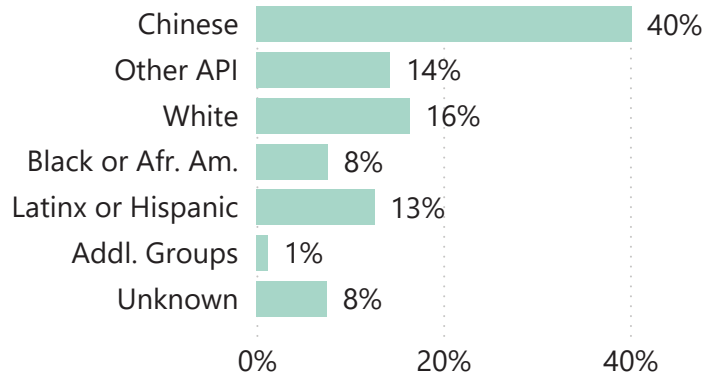## Client Profile

Service Levels

Unduplicated Clients	24,082
Enrollments	28,387

Analysis based on unduplicated clients

Zip Code of Residence

Race/Ethnicity

Chinese	40%
Other API	14%
White	16%
Black or Afr. Am.	8%
Latinx or Hispanic	13%
Addl. Groups	1%
Unknown	8%

Primary Language

Chinese	33%
English	32%
Spanish	9%
Filipino	4%
Russian	3%
Addl. Groups	6%
Unknown	12%
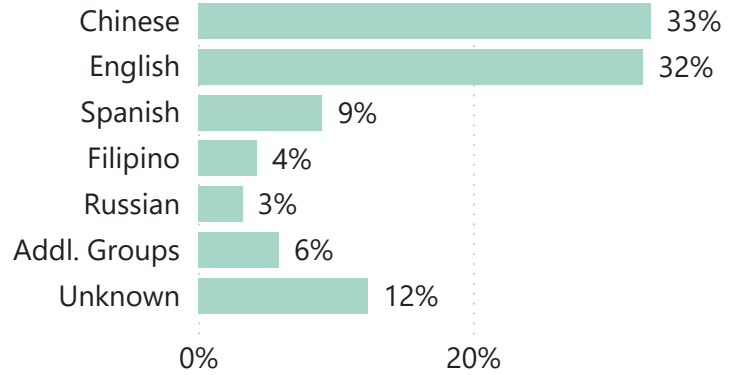
Gender Identity

	#	%
Female	14,845	62%
Male	8,615	36%
Trans Female	68	0%
Trans Male	20	0%
Addl. Groups	31	0%
Unknown	503	2%
Total	**24,082**	**100%**

Sexual Orientation

	#	%
Straight/Heterosexual	20,650	86%
Gay/Lesbian/Same-Gender Loving	794	3%
Bisexual	511	2%
Addl. Groups	27	0%
Unknown	2,100	9%
Total	**24,082**	**100%**

Age

● 18-34 ● 35-49 ● 50-59 ● 60-64 ● 65-74 ● 75-84 ● 85+ ● Unknown

4%	10%	40%	30%	13%	

Creative Arts for Older Adults and Adults with Disabilities

Creative arts programs designed to create opportunities for social connection, expression and exploration of ideas, and a sense of belonging.
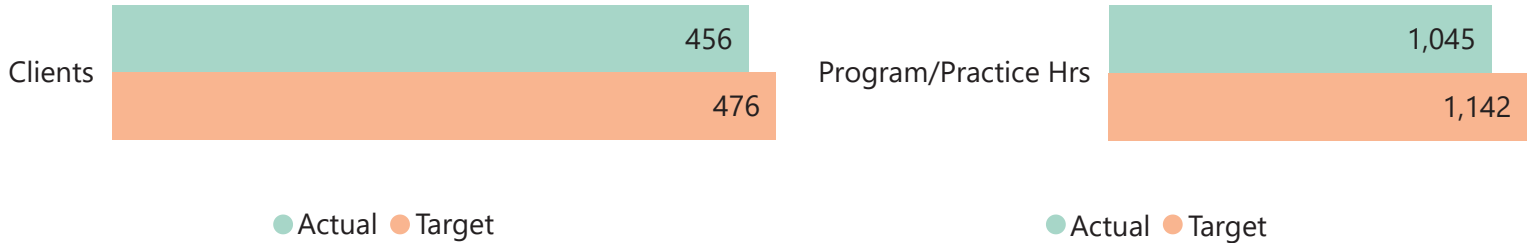
Funding
$495,919

Providers
3

Service Objectives

Clients		Program/Practice Hrs	
Actual	456	Actual	1,045
Target	476	Target	1,142

●Actual ●Target   ●Actual ●Target

Outcome Objectives

Service	Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Creative Arts for Older Adults and Adults with Disabilities	Engagement & Socialization*	Clients feel more connected to their community due to participation in the program	0		85%
Neighborhood Choirs	Education & Awareness of Services*	Clients develop new knowledge of services available to older people and adults with disabilities	189	56%	20%
Neighborhood Choirs	Engagement & Socialization*	Clients feel more connected to their community due to participation in the program	189	96%	90%
Neighborhood Choirs	Engagement & Socialization*	Clients report increased opportunities for socialization and interaction due to participation in program	189	94%	90%
Neighborhood Choirs	Quality of Life	Clients feel balanced and peaceful due to participation in the program	189	98%	90%

*Key Measurement Theme for Service Area

Note: Creative Arts programing launched in January 2024, only operating for half of the fiscal year. The provider did not have an opportunity to measure outcomes for FY 23-24.

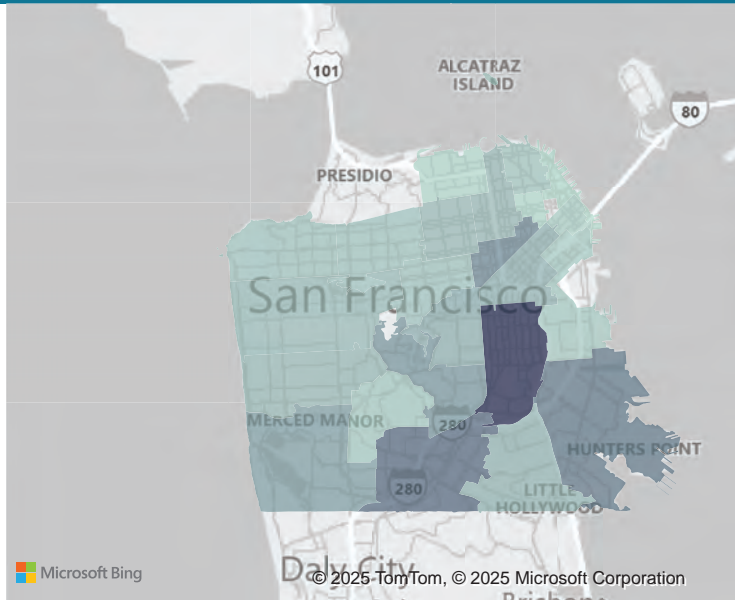# Creative Arts for Older Adults and Adults with Disabilities
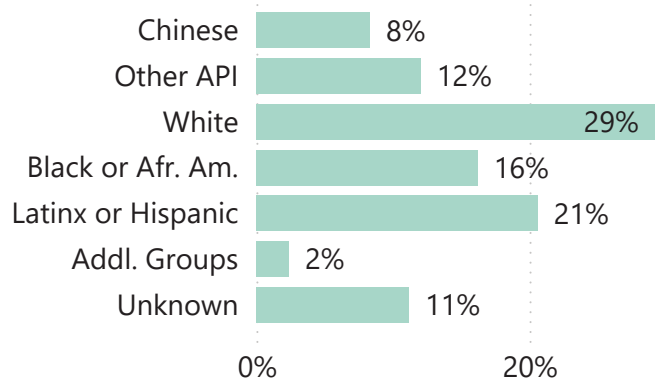**Client Profile**

Service Levels

Unduplicated Clients	456
Enrollments	523

Analysis based on unduplicated clients

Zip Code of Residence

Race/Ethnicity

Chinese	8%
Other API	12%
White	29%
Black or Afr. Am.	16%
Latinx or Hispanic	21%
Addl. Groups	2%
Unknown	11%

Primary Language

Chinese	4%
English	59%
Spanish	16%
Filipino	7%
Russian	0%
Addl. Groups	2%
Unknown	12%
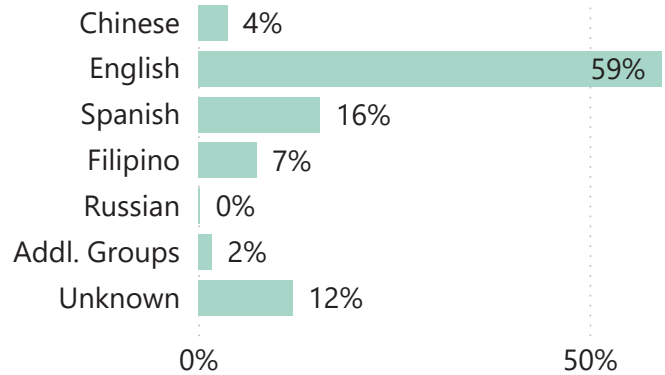
Gender Identity

	#	%
Female	342	75%
Male	88	19%
Trans Female	1	0%
Trans Male	1	0%
Addl. Groups	2	0%
Unknown	22	5%
Total	**456**	**100%**

Sexual Orientation

	#	%
Straight/Heterosexual	339	74%
Gay/Lesbian/Same-Gender Loving	31	7%
Bisexual	10	2%
Addl. Groups	0	0%
Unknown	76	17%
Total	**456**	**100%**

Age

● 18-34 ● 35-49 ● 50-59 ● 60-64 ● 65-74 ● 75-84 ● 85+ ● Unknown

4%	39%	37%	11%	4%

Employment Support

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.
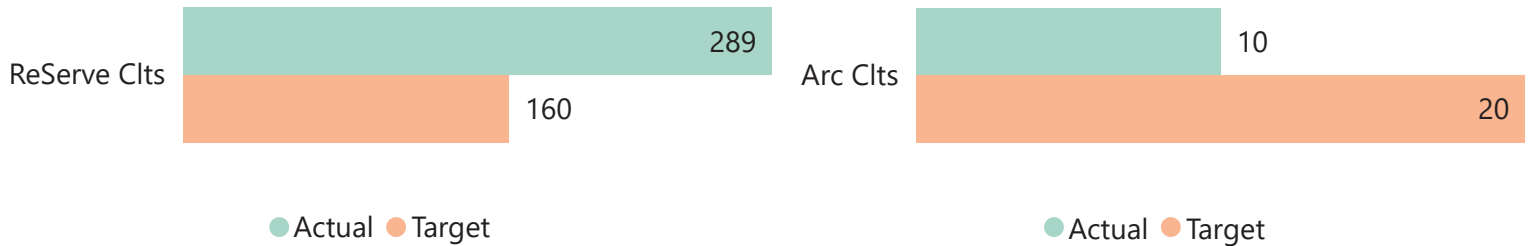
Funding
$1,080,297

Providers
2

Service Objectives

ReServe Clts
- Actual: 289
- Target: 160

Arc Clts
- Actual: 10
- Target: 20

● Actual ● Target   ● Actual ● Target

Outcome Objectives

Service	Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
ReServe	Empowerment*	Clients placed in employment setting report that this experience helped them meet their goals for enrolling in the program	31	96%	80%
ReServe	Empowerment*	Clients report services help mitigate or remove barriers to employment	31	93%	80%
ReServe	Empowerment*	ReServe employers indicate they would consider hiring more older people and adults with disabilities based on experience with this program	14	100%	50%
Employment Support	Empowerment*	Clients maintain continued employment for at least eight months	0		80%

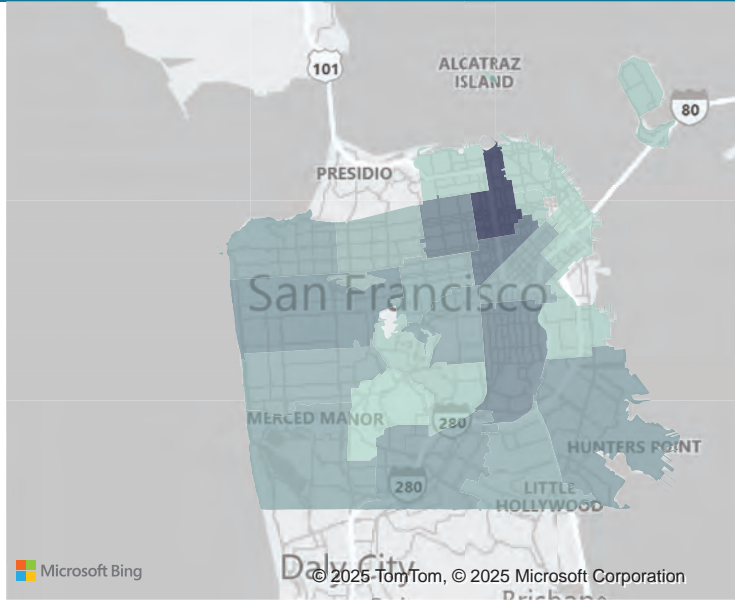*Key Measurement Theme for Service Area

Employment Support
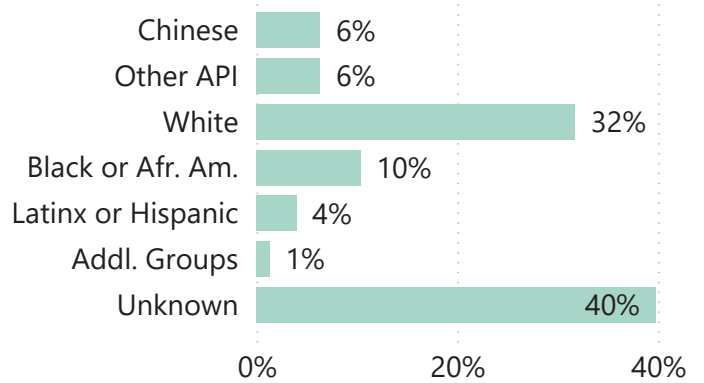## Client Profile

Service Levels

Unduplicated Clients	299
Enrollments	299

Analysis based on unduplicated clients

Zip Code of Residence

Race/Ethnicity

Chinese	6%
Other API	6%
White	32%
Black or Afr. Am.	10%
Latinx or Hispanic	4%
Addl. Groups	1%
Unknown	40%

Primary Language

Chinese	3%
English	62%
Spanish	
Filipino	1%
Russian	
Addl. Groups	1%
Unknown	33%
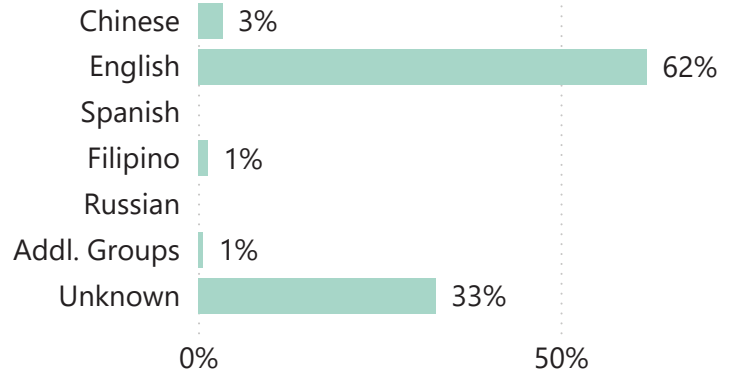
Gender Identity

	#	%
Female	126	42%
Male	102	34%
Trans Female	0	0%
Trans Male	1	0%
Addl. Groups	0	0%
Unknown	70	23%
Total	**299**	**100%**

Sexual Orientation

	#	%
Straight/Heterosexual	140	47%
Gay/Lesbian/Same-Gender Loving	23	8%
Bisexual	8	3%
Addl. Groups	2	1%
Unknown	126	42%
Total	**299**	**100%**

Age

● 18-34 ● 35-49 ● 50-59 ● 60-64 ● 65-74 ● 75-84 ● 85+ ● Unknown

5%	7%	11%	13%	34%	17%		12%
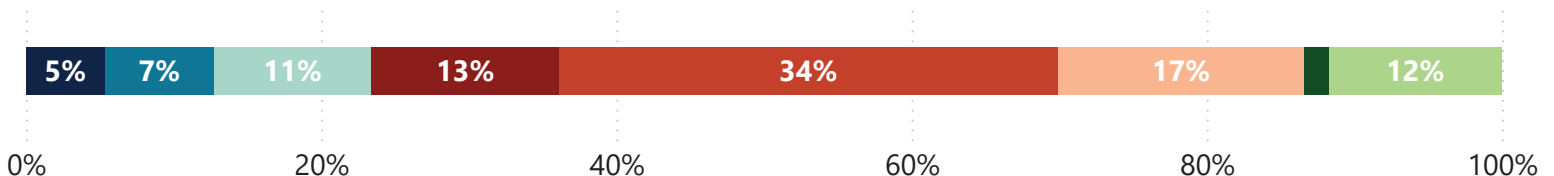
Intergenerational Programs

Intergenerational programs facilitate social engagement and exchange between older adults or adults with disabilities and individuals belonging to other generations.
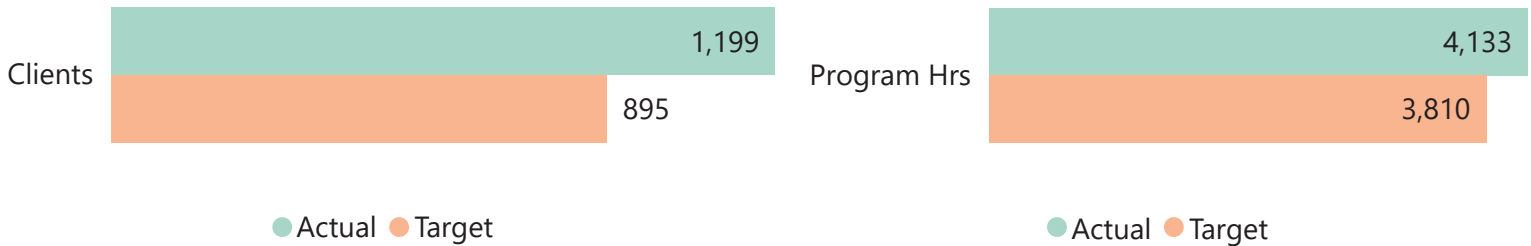
Funding

$931,972

Providers

7

Service Objectives

Clients
- Actual: 1,199
- Target: 895

Program Hrs
- Actual: 4,133
- Target: 3,810

● Actual ● Target   ● Actual ● Target

Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Engagement & Socialization*	Clients develop new relationships or friendships	658	97%	80%
Engagement & Socialization*	Clients feel a greater sense of social connection	664	97%	80%
Engagement & Socialization*	Clients feel like valued community members due to opportunity to share their knowledge, skills, stories, etc., through this program	665	97%	80%
Service Quality	Clients rate the quality of services as excellent or good	677	99%	80%

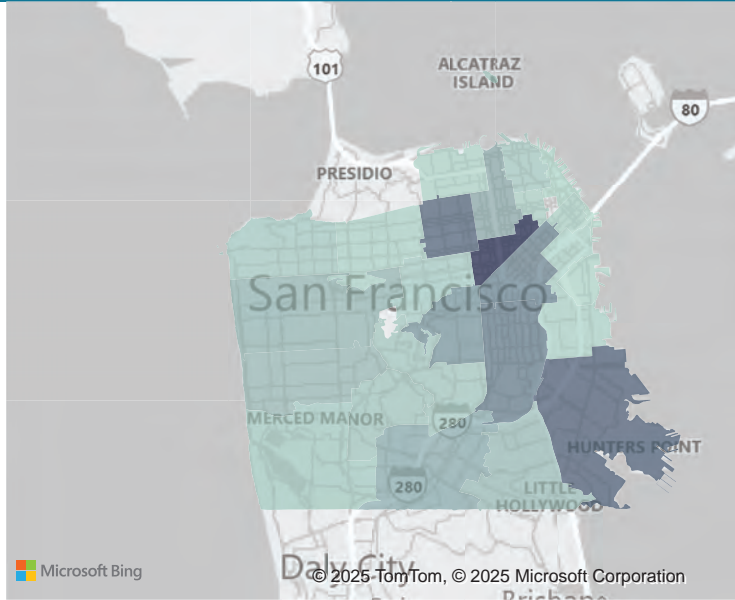*Key Measurement Theme for Service Area

Intergenerational Programs
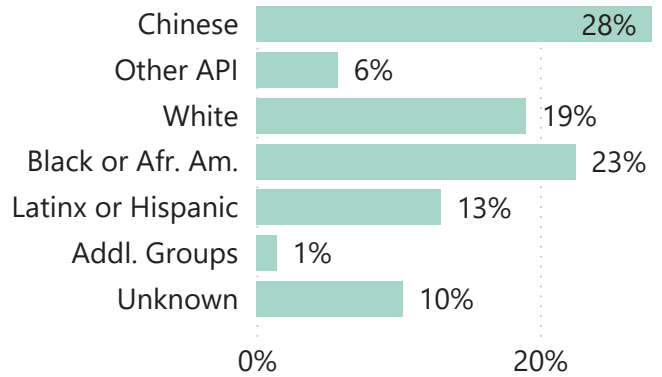## Client Profile

Service Levels

Unduplicated Clients	1,199
Enrollments	1,226

Analysis based on unduplicated clients

Zip Code of Residence

Microsoft Bing
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Race/Ethnicity

- Chinese: 28%
- Other API: 6%
- White: 19%
- Black or Afr. Am.: 23%
- Latinx or Hispanic: 13%
- Addl. Groups: 1%
- Unknown: 10%

Primary Language

- Chinese: 24%
- English: 46%
- Spanish: 10%
- Filipino: 1%
- Russian: 1%
- Addl. Groups: 2%
- Unknown: 17%
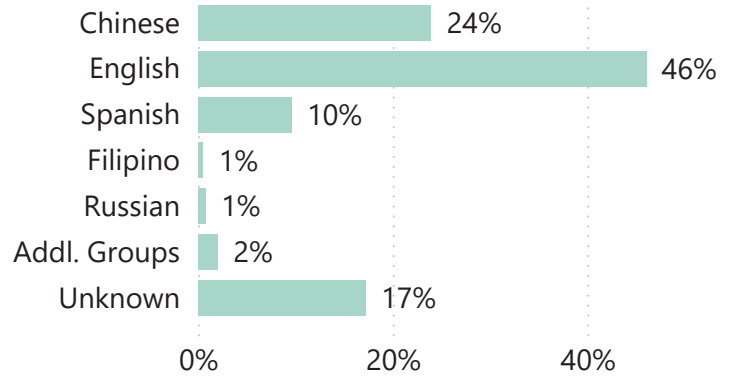
Gender Identity

	#	%
Female	735	61%
Male	419	35%
Trans Female	8	1%
Trans Male	1	0%
Addl. Groups	3	0%
Unknown	33	3%
Total	**1,199**	**100%**

Sexual Orientation

	#	%
Straight/Heterosexual	865	72%
Gay/Lesbian/Same-Gender Loving	119	10%
Bisexual	30	3%
Addl. Groups	3	0%
Unknown	182	15%
Total	**1,199**	**100%**

Age

● 18-34 ● 35-49 ● 50-59 ● 60-64 ● 65-74 ● 75-84 ● 85+ ○ Unknown

4%	8%	35%	33%	12%	5%
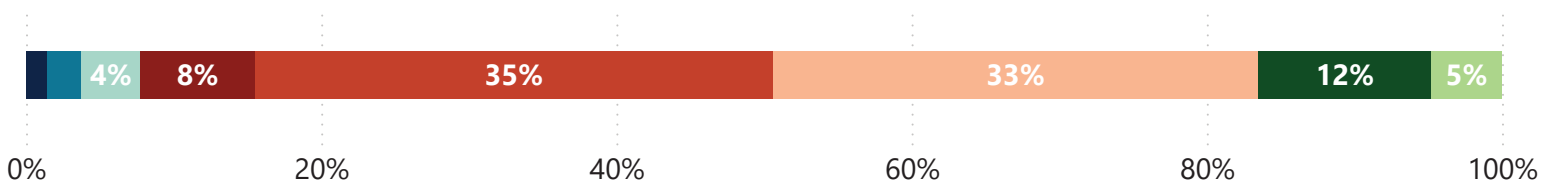
LGBTQ+ Mental Health Connections

The LGBTQ+ Mental Health (MH) Connections program connects older adults and adults with disabilities to culturally competent mental health 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.
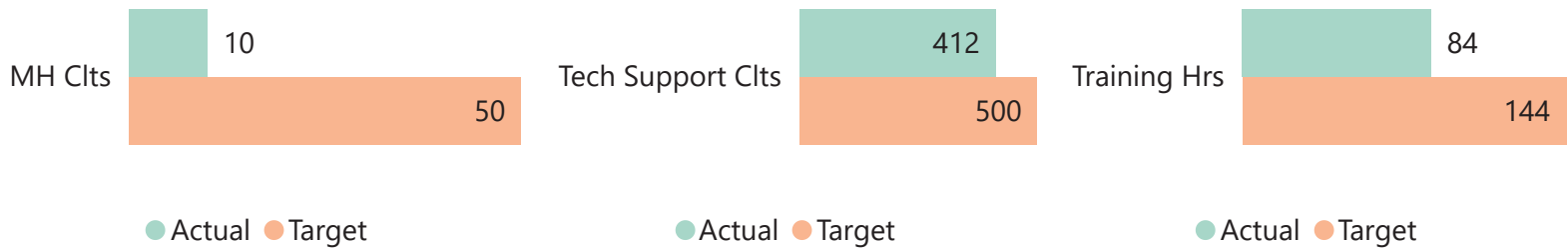
Funding

$647,400

Providers

1

Service Objectives

	Actual	Target
MH Clts	10	50
Tech Support Clts	412	500
Training Hrs	84	144

● Actual ● Target

Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Service Connection*	Clients were connected to mental health services via centralized referral	0		75%
Service Connection*	Clients report receiving the support they need through the program	0		80%
Quality of Life	Clients report improved mental health due to participation in group/individual therapy	0		80%
Service Quality	Clients rate the quality of digital literacy training as excellent or good	0		80%
Provider Training & Professional Development	Providers report increased skill in serving the LGBTQ+ community due to the training they received	0		75%

*Key Measurement Theme for Service Area

Note: Although this program provided Tech Support to clients in FY 23-24, it did not successfully launch its Mental Health Counseling component due to a staffing shortage. This shortage also impacted client survey administration and data collection and reporting, resulting in misalignment between the number of unduplicated clients reported by the provider and captured in the DAS GetCare database.
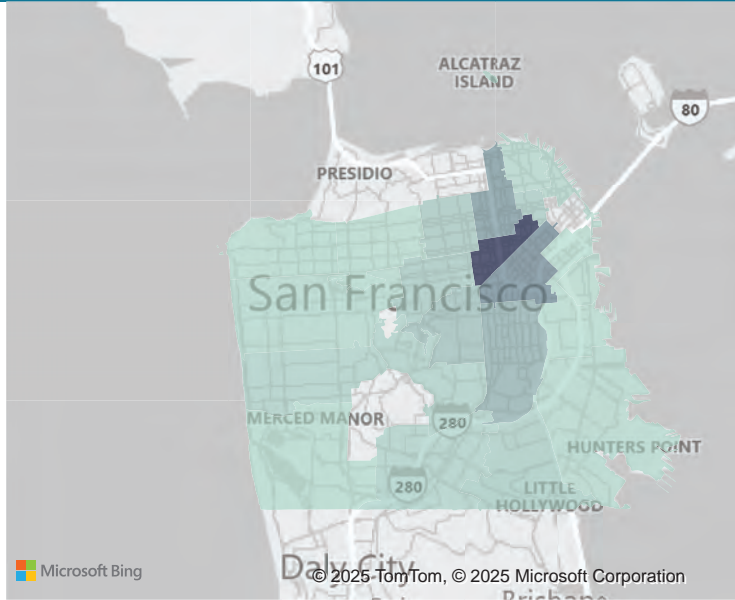
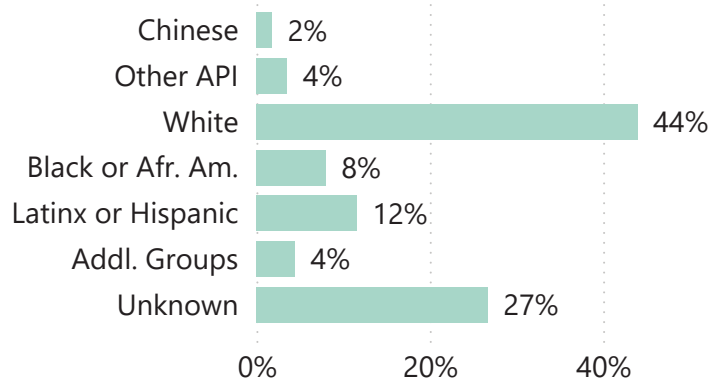# LGBTQ+ Mental Health Connections
Client Profile

Service Levels

Unduplicated Clients	225
Enrollments	225

Analysis based on unduplicated clients

Zip Code of Residence

Race/Ethnicity

Chinese	2%
Other API	4%
White	44%
Black or Afr. Am.	8%
Latinx or Hispanic	12%
Addl. Groups	4%
Unknown	27%

Primary Language

Chinese	0%
English	64%
Spanish	5%
Filipino	0%
Russian	
Addl. Groups	1%
Unknown	29%
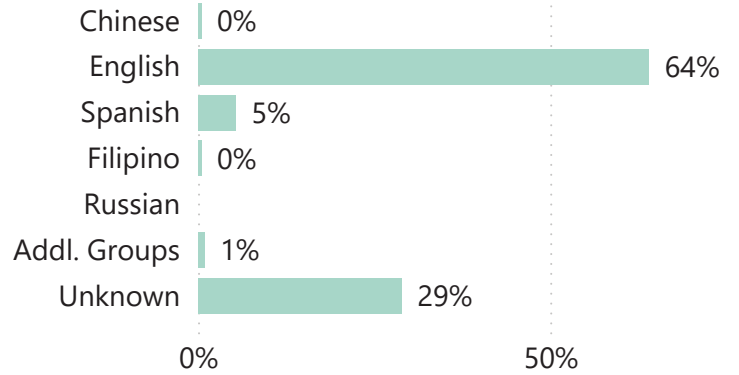
Gender Identity

	#	%
Female	43	19%
Male	111	49%
Trans Female	15	7%
Trans Male	0	0%
Addl. Groups	4	2%
Unknown	52	23%
Total	**225**	**100%**

Sexual Orientation

	#	%
Straight/Heterosexual	29	13%
Gay/Lesbian/Same-Gender Loving	108	48%
Bisexual	20	9%
Addl. Groups	2	1%
Unknown	66	29%
Total	**225**	**100%**

Age

● 18-34 ● 35-49 ● 50-59 ● 60-64 ● 65-74 ● 75-84 ● 85+ ● Unknown

5%	7%	32%	24%	4%	26%
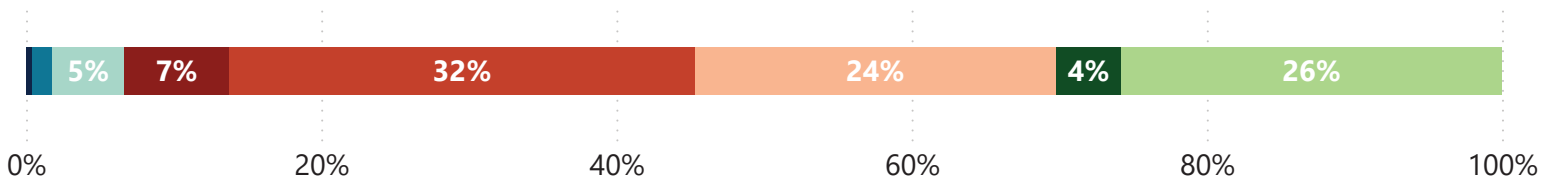
Neighborhood-Based Programs

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.
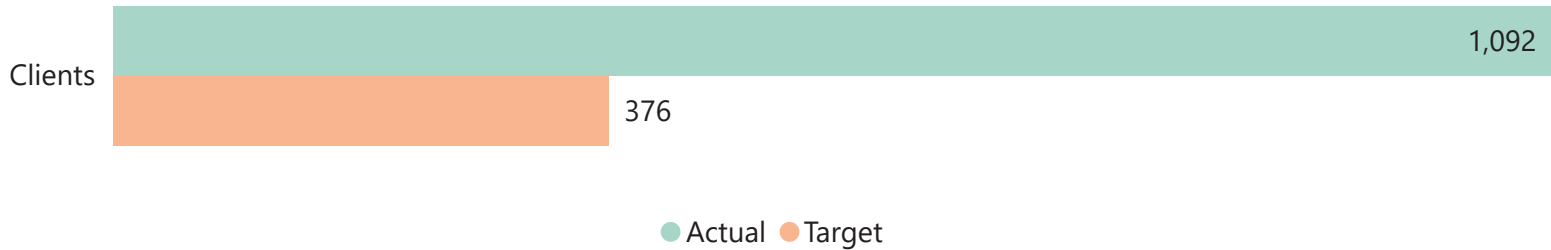
Funding

$584,440

Providers

4

Service Objectives

Clients
- Actual: 1,092
- Target: 376

● Actual ● Target

Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actuals	Target
Education & Awareness of Services*	Clients develop new knowledge of services available to older people and adults with disabilities	91	98%	81%
Engagement & Socialization*	Clients feel more socially engaged in their neighborhood and/or community due to participation in the program	94	98%	80%
Engagement & Socialization*	Clients feel they have more opportunities to contribute meaningfully to their neighborhood and/or community	90	98%	81%
Physical Fitness & Health	Clients feel healthier due to their participation in physical activities available through the program	75	98%	80%
Service Quality	Clients rate the quality of services as excellent or good	94	100%	80%

*Key Measurement Theme for Service Area
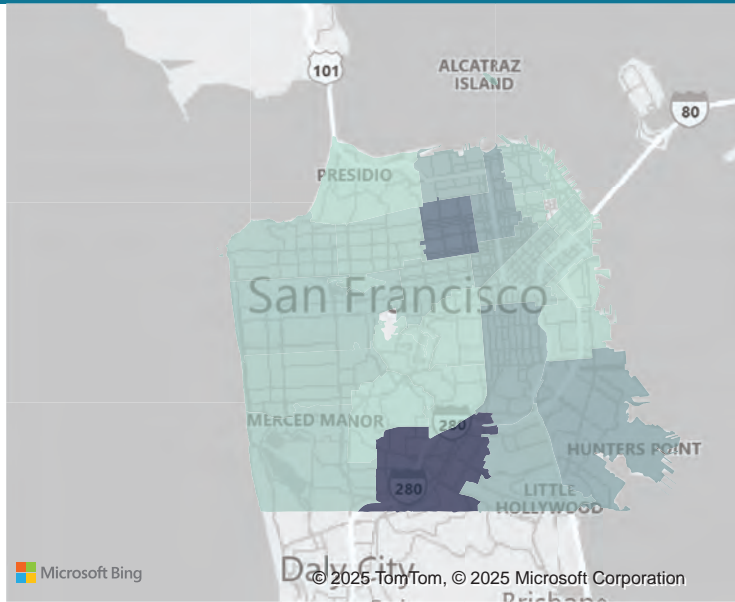
Neighborhood-Based Programs
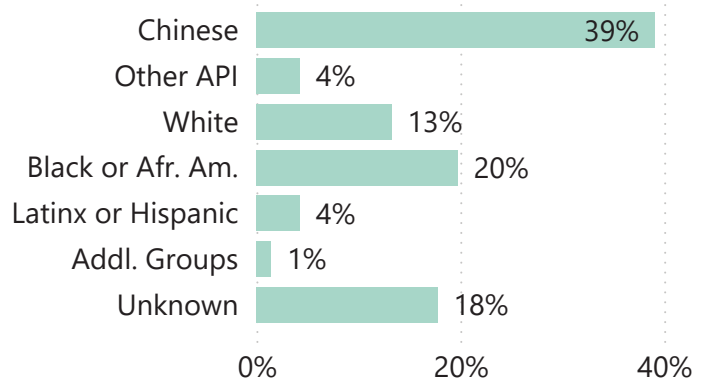**Client Profile**

Service Levels

Unduplicated Clients	1,092
Enrollments	1,098

Analysis based on unduplicated clients

Zip Code of Residence

Microsoft Bing
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Race/Ethnicity

Chinese	39%
Other API	4%
White	13%
Black or Afr. Am.	20%
Latinx or Hispanic	4%
Addl. Groups	1%
Unknown	18%

Primary Language

Chinese	35%
English	32%
Spanish	2%
Filipino	0%
Russian	0%
Addl. Groups	2%
Unknown	28%
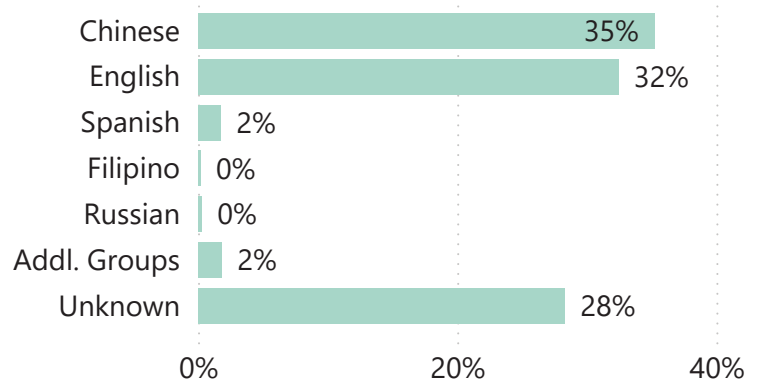
Gender Identity

	#	%
Female	705	65%
Male	233	21%
Trans Female	2	0%
Trans Male	1	0%
Addl. Groups	1	0%
Unknown	150	14%
Total	**1,092**	**100%**

Sexual Orientation

	#	%
Straight/Heterosexual	801	73%
Gay/Lesbian/Same-Gender Loving	24	2%
Bisexual	23	2%
Addl. Groups	1	0%
Unknown	243	22%
Total	**1,092**	**100%**

Age

● 18-34 ● 35-49 ● 50-59 ● 60-64 ● 65-74 ● 75-84 ● 85+ ○ Unknown

8%	38%	34%	9%	9%

Senior Companion

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.
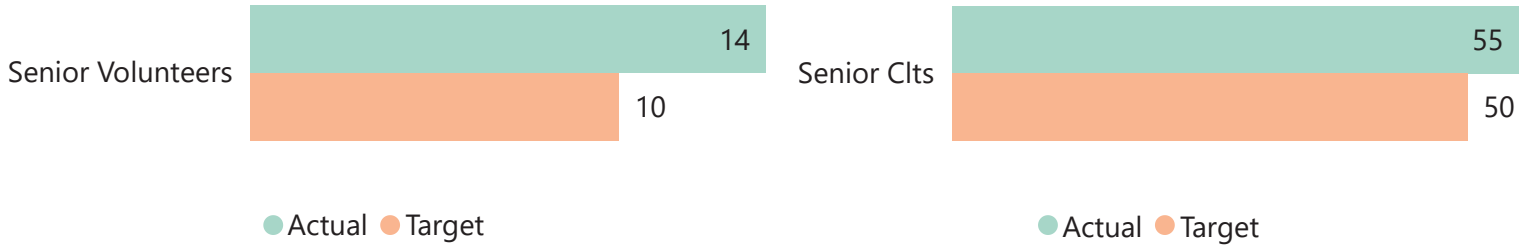
Funding
$102,933

Providers
1

Service Objectives

Senior Volunteers
- Actual: 14
- Target: 10

Senior Clts
- Actual: 55
- Target: 50

● Actual ● Target

Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Engagement & Socialization*	Senior Volunteers feel they are providing a meaningful service to the community	9	100%	75%
Service Quality	Senior Volunteers feel engaged in their volunteer assignment	9	100%	75%

*Key Measurement Theme for Service Area

SF Connected

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.
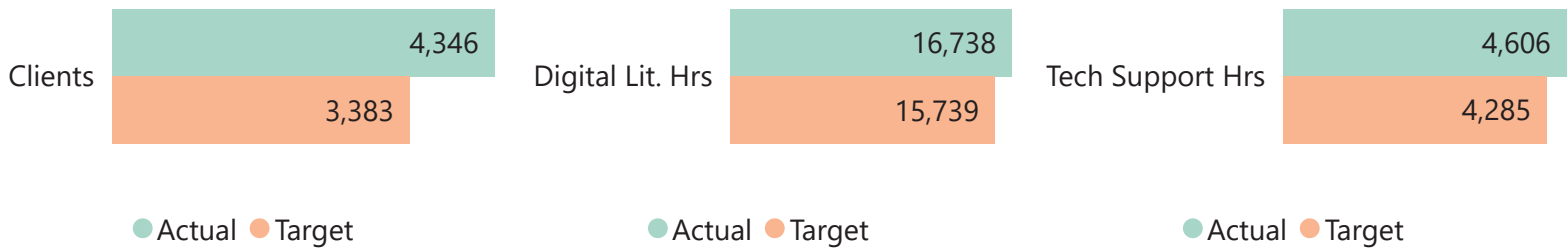
Funding
$2,773,363

Providers
6

Service Objectives

	Actual	Target
Clients	4,346	3,383
Digital Lit. Hrs	16,738	15,739
Tech Support Hrs	4,606	4,285

Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Engagement & Socialization*	Clients connect with relatives and friends through email and social media using skills learned from program	1,444	97%	75%
Empowerment*	Participants improve their self-sufficiency by accessing digital services they learned through the program (e.g., housing, online maps, banking, and shopping)	1,451	96%	75%
Empowerment*	Clients keep up to date with changing technology through the program	1,451	98%	75%
Physical Fitness & Health	Clients enhance their health and wellbeing by using learned skills to search online for programs and services	1,449	98%	75%

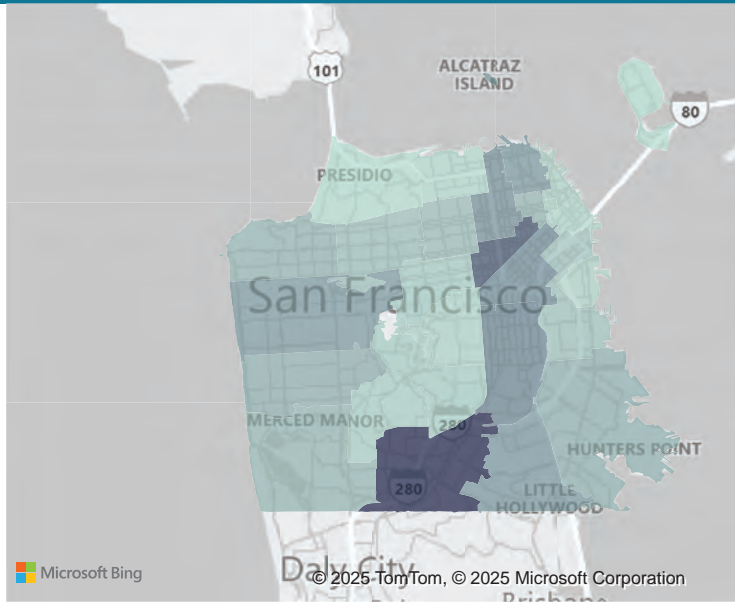*Key Measurement Theme for Service Area
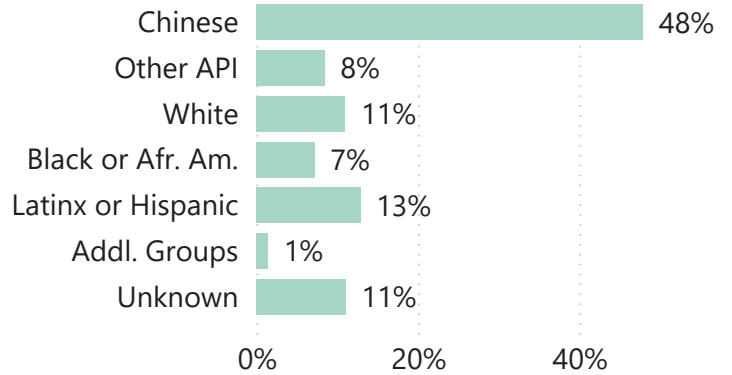
SF Connected
Client Profile

Service Levels

Unduplicated Clients	4,346
Enrollments	5,833

Analysis based on unduplicated clients

Zip Code of Residence

Race/Ethnicity

Chinese	48%
Other API	8%
White	11%
Black or Afr. Am.	7%
Latinx or Hispanic	13%
Addl. Groups	1%
Unknown	11%

Primary Language

Chinese	43%
English	27%
Spanish	9%
Filipino	2%
Russian	0%
Addl. Groups	2%
Unknown	17%
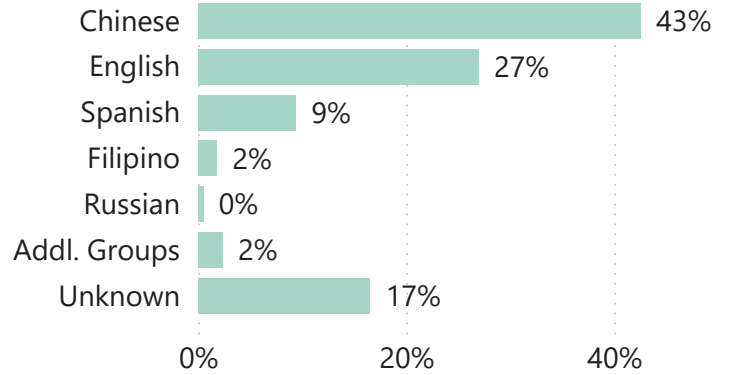
Gender Identity

	#	%
Female	2,688	62%
Male	1,384	32%
Trans Female	20	0%
Trans Male	5	0%
Addl. Groups	5	0%
Unknown	244	6%
Total	**4,346**	**100%**

Sexual Orientation

	#	%
Straight/Heterosexual	3,400	78%
Gay/Lesbian/Same-Gender Loving	140	3%
Bisexual	107	2%
Addl. Groups	5	0%
Unknown	694	16%
Total	**4,346**	**100%**

Age

● 18-34 ● 35-49 ● 50-59 ● 60-64 ● 65-74 ● 75-84 ● 85+ ● Unknown

18-34	35-49	50-59	60-64	65-74	75-84	85+
4%	5%	8%		41%	30%	9%

Transportation

DAS-funded transportation services are designed to increase accessibility to services that support older adults and adults with disabilities. This includes group van services to community service centers and grocery stores, taxi vouchers for trips to vital services such as medical appointments, and assistance accessing reduced cost paratransit and taxi services.
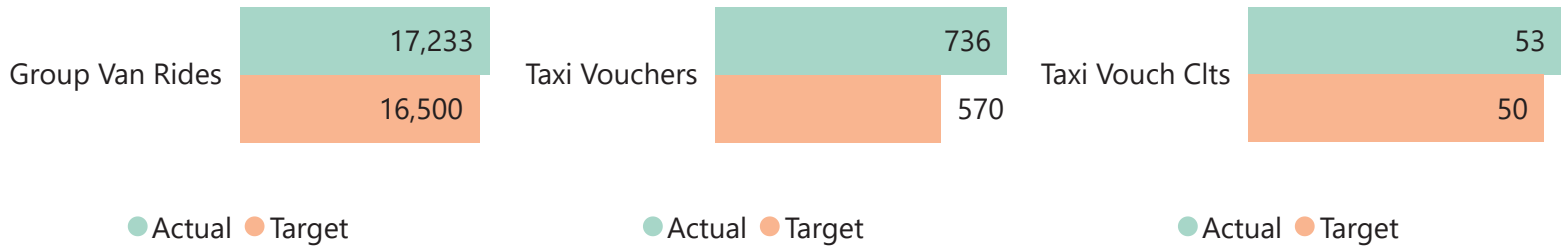
Funding

$110,566

Providers

3

Service Objectives

Group Van Rides	
Actual	17,233
Target	16,500

● Actual ● Target

Taxi Vouchers	
Actual	736
Target	570

● Actual ● Target

Taxi Vouch Clts	
Actual	53
Target	50

● Actual ● Target

Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Empowerment*	Clients report that the program helped them to live more independently	163	82%	80%
Service Connection*	Clients report that the program helped them access services that improved their health or quality of life	163	97%	80%

*Key Measurement Theme for Service Area
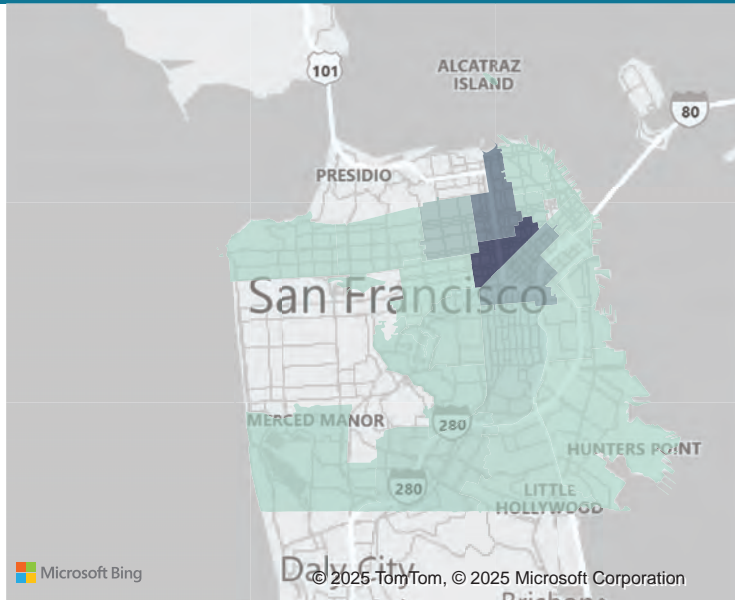
Technology at Home
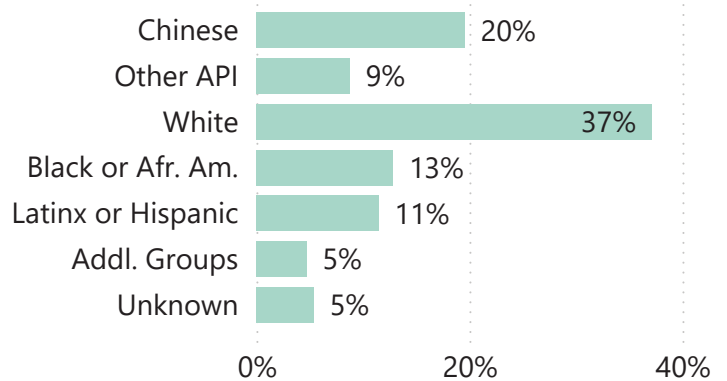## Client Profile

Service Levels

Unduplicated Clients	148
Enrollments	148

Analysis based on unduplicated clients

Zip Code of Residence

Microsoft Bing
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Race/Ethnicity

Chinese	20%
Other API	9%
White	37%
Black or Afr. Am.	13%
Latinx or Hispanic	11%
Addl. Groups	5%
Unknown	5%

Primary Language

Chinese	19%
English	56%
Spanish	9%
Filipino	2%
Russian	6%
Addl. Groups	3%
Unknown	5%
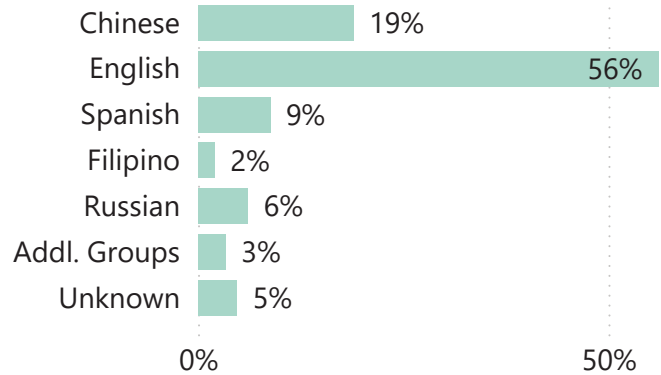
Gender Identity

	#	%
Female	78	53%
Male	65	44%
Trans Female	1	1%
Trans Male	0	0%
Addl. Groups	0	0%
Unknown	4	3%
Total	**148**	**100%**

Sexual Orientation

	#	%
Straight/Heterosexual	113	76%
Gay/Lesbian/Same-Gender Loving	22	15%
Bisexual	7	5%
Unknown	6	4%
Total	**148**	**100%**

Age

● 35-49 ● 50-59 ● 60-64 ● 65-74 ● 75-84 ● 85+ ● Unknown

8%	38%	34%	14%	5%

Transgender and Gender Non-Conforming (TGNC) Supports

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.
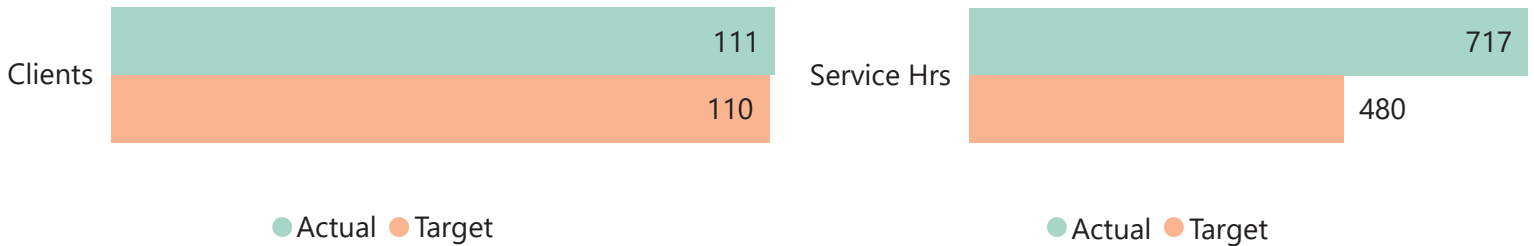
Funding

$336,414

Providers

2

Service Objectives

Clients
- Actual: 111
- Target: 110

Service Hrs
- Actual: 717
- Target: 480

● Actual ● Target

Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Education & Awareness of Services*	Clients develop new knowledge of services available to older people and adults with disabilities and/or TGNC-specific services	15	93%	75%
Engagement & Socialization*	Clients report increased opportunities for positive social interaction due to participation in program	0		75%
Reduced Social Isolation*	Clients report a decrease in loneliness (of those identified as "lonely" using an evidence-based screening tool)	0		50%
Service Quality	Clients feel safe and welcomed by program staff	15	100%	75%

*Key Measurement Theme for Service Area

Note: One provider did not administer a survey, preventing reporting on two of the Outcome Objectives unique to that provider's contract.

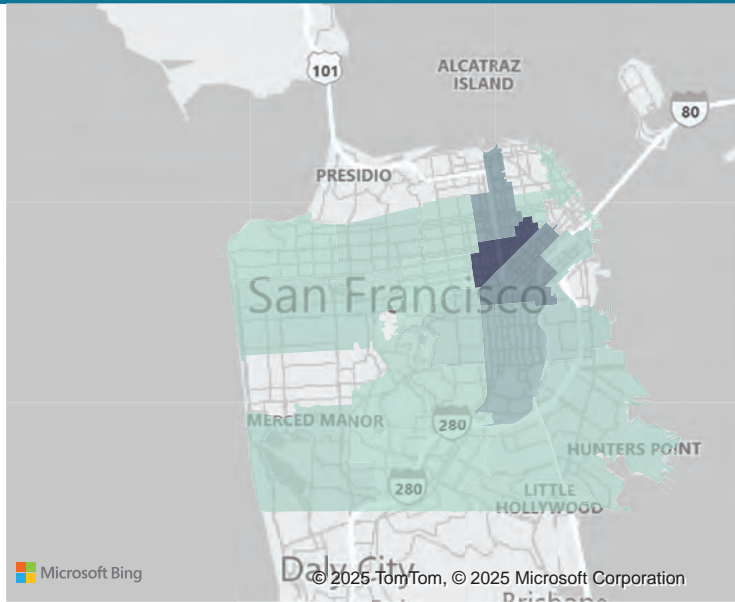# Transgender and Gender Non-Conforming (TGNC) Supports
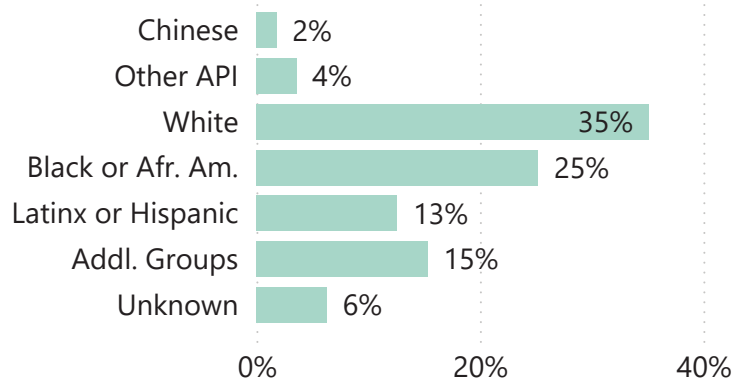**Client Profile**

Service Levels

Unduplicated Clients	111
Enrollments	128

Analysis based on unduplicated clients

Zip Code of Residence

Microsoft Bing
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Race/Ethnicity

Chinese	2%
Other API	4%
White	35%
Black or Afr. Am.	25%
Latinx or Hispanic	13%
Addl. Groups	15%
Unknown	6%

Primary Language

Chinese	2%
English	85%
Spanish	6%
Filipino	
Russian	
Addl. Groups	2%
Unknown	5%
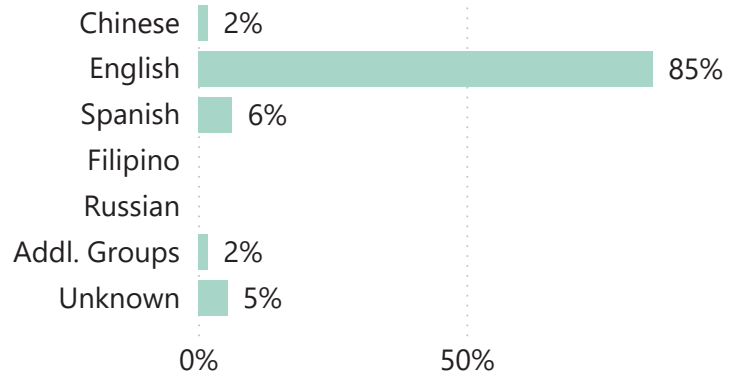
Gender Identity

	#	%
Female	19	17%
Male	13	12%
Trans Female	61	55%
Trans Male	7	6%
Addl. Groups	9	8%
Unknown	2	2%
Total	**111**	**100%**

Sexual Orientation

	#	%
Straight/Heterosexual	39	35%
Gay/Lesbian/Same-Gender Loving	37	33%
Bisexual	19	17%
Addl. Groups	1	1%
Unknown	15	14%
Total	**111**	**100%**

Age

● 18-34 ● 35-49 ● 50-59 ● 60-64 ● 65-74 ● 75-84 ● 85+ ● Unknown

18-34	35-49	50-59	60-64	65-74	75-84
	12%	23%	16%	30%	11%
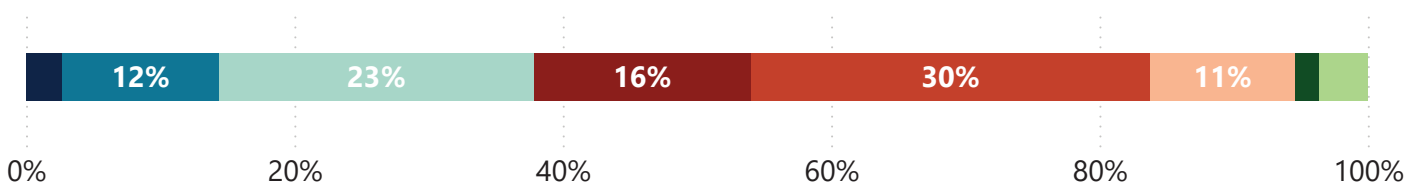
Veterans Drop-In Center

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.
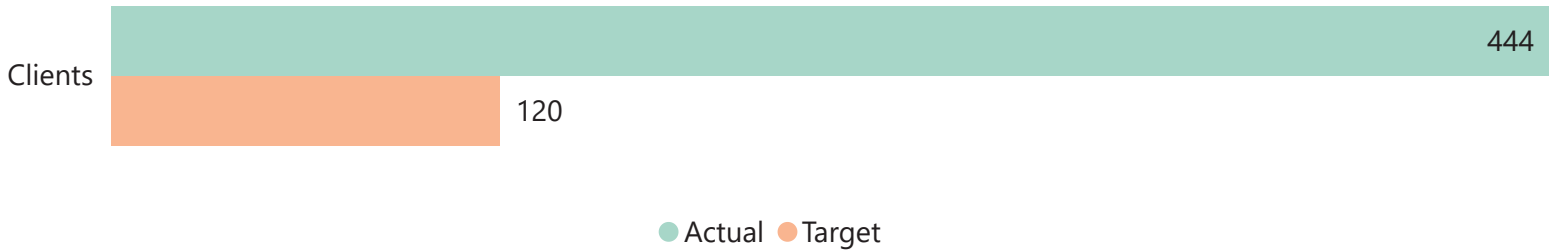
Funding
$121,442

Providers
1

Service Objectives

Clients
- Actual: 444
- Target: 120

● Actual ● Target

Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actuals	Target
Engagement & Socialization*	Clients feel more connected to their community due to participation in the program	40	95%	80%
Education & Awareness of Services*	Clients develop new knowledge of available resources and services	38	95%	80%
Service Quality	Clients rate the quality of services as excellent or good	39	100%	80%

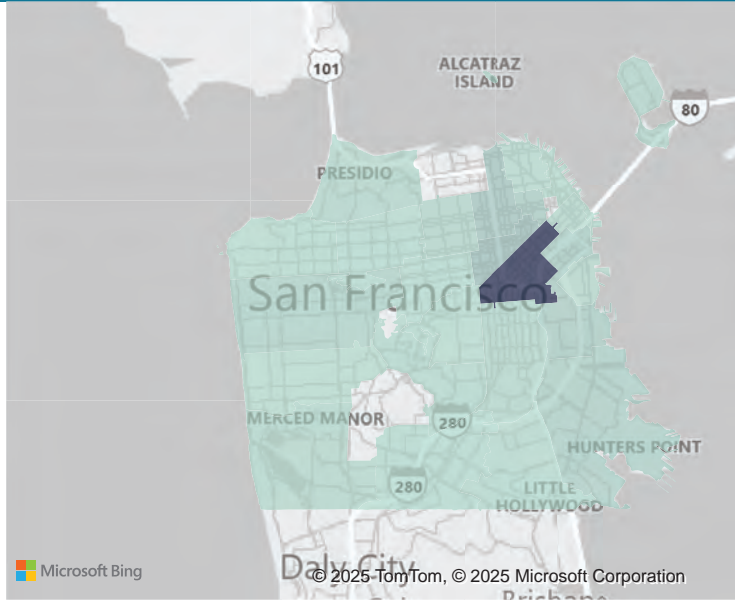*Key Measurement Theme for Service Area

Veterans Drop-In Center
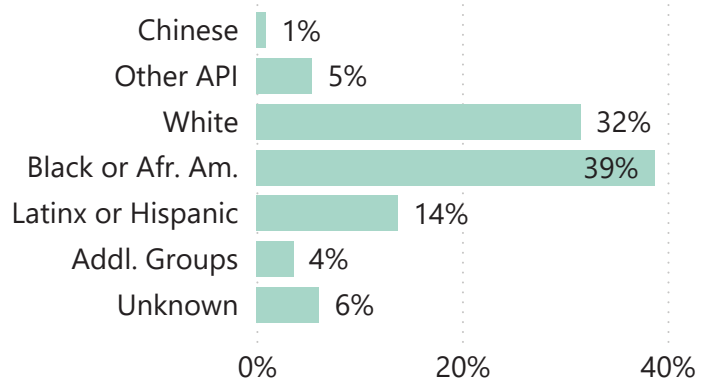## Client Profile

Service Levels

Unduplicated Clients	444
Enrollments	444

Analysis based on unduplicated clients

Zip Code of Residence

Race/Ethnicity

Chinese	1%
Other API	5%
White	32%
Black or Afr. Am.	39%
Latinx or Hispanic	14%
Addl. Groups	4%
Unknown	6%

Primary Language

Chinese	0%
English	84%
Spanish	0%
Filipino	
Russian	
Addl. Groups	0%
Unknown	15%
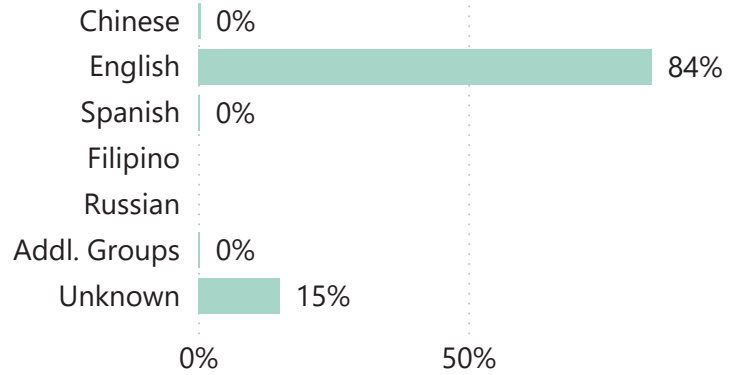
Gender Identity

	#	%
Female	38	9%
Male	392	88%
Trans Female	11	2%
Trans Male	1	0%
Addl. Groups	2	0%
Unknown	0	0%
Total	**444**	**100%**

Sexual Orientation

	#	%
Straight/Heterosexual	352	79%
Gay/Lesbian/Same-Gender Loving	42	9%
Bisexual	15	3%
Addl. Groups	4	1%
Unknown	31	7%
Total	**444**	**100%**

Age

● 18-34 ● 35-49 ● 50-59 ● 60-64 ● 65-74 ● 75-84 ● 85+ ● Unknown

18-34	35-49	50-59	60-64	65-74	75-84
14%	25%	19%	15%	23%	5%
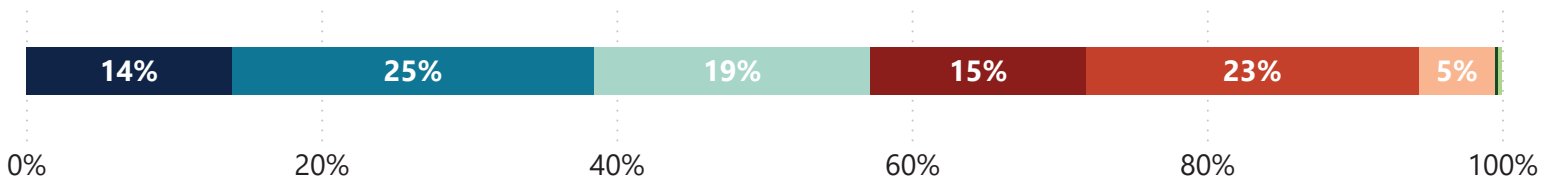
Village Programs

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.
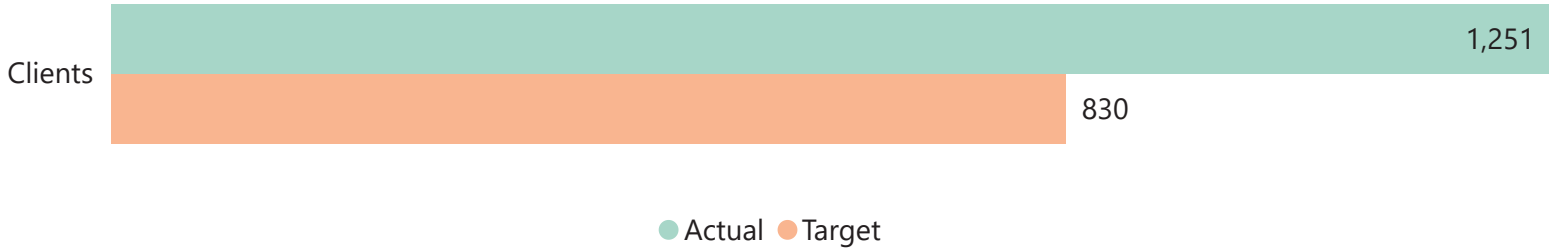
Funding
$831,387

Providers
3

Service Objectives

Clients	Actual: 1,251
	Target: 830

● Actual ● Target

Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actuals	Target
Engagement & Socialization*	Clients feel more socially engaged in their neighborhood and/or community due to participation in the program	398	96%	75%
Education & Awareness of Services*	Clients develop new knowledge of services available to older people and adults with disabilities	338	92%	75%
Stability in the Community	Clients are able to maintain/increase their independence and ability to live at home	489	95%	75%
Service Quality	Clients rate the quality of services as excellent or good	152	99%	75%

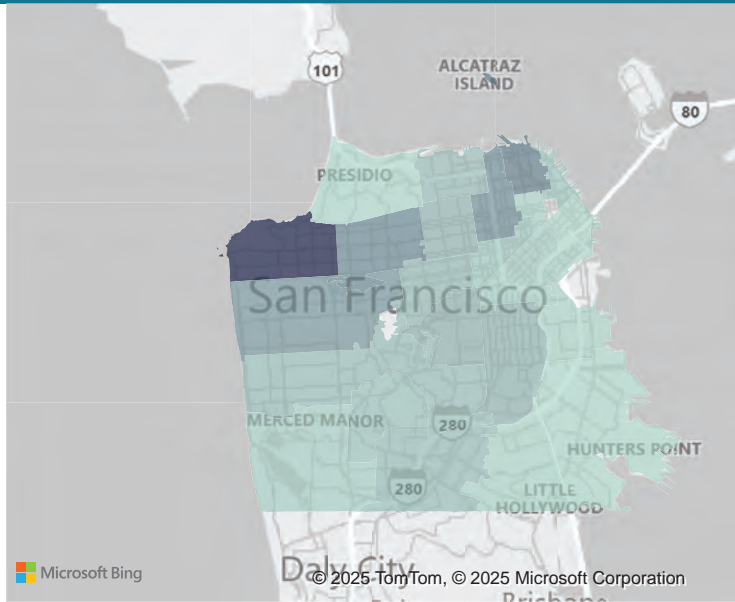*Key Measurement Theme for Service Area
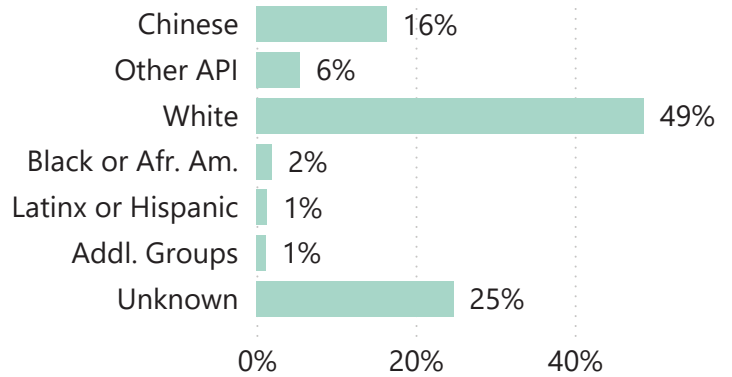
Village Programs
Client Profile

Service Levels

Unduplicated Clients	1,251
Enrollments	1,273

Analysis based on unduplicated clients

Zip Code of Residence

Race/Ethnicity

- Chinese: 16%
- Other API: 6%
- White: 49%
- Black or Afr. Am.: 2%
- Latinx or Hispanic: 1%
- Addl. Groups: 1%
- Unknown: 25%

Primary Language

- Chinese: 9%
- English: 47%
- Spanish: 0%
- Filipino: 0%
- Russian: 0%
- Addl. Groups: 1%
- Unknown: 43%
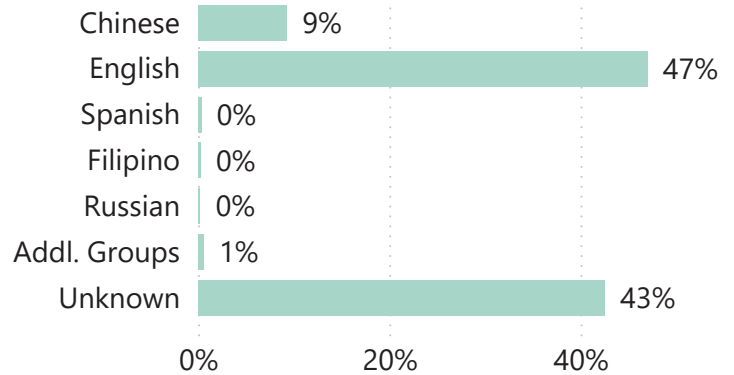
Gender Identity

	#	%
Female	804	64%
Male	229	18%
Trans Female	1	0%
Trans Male	0	0%
Addl. Groups	1	0%
Unknown	216	17%
Total	**1,251**	**100%**

Sexual Orientation

	#	%
Straight/Heterosexual	784	63%
Gay/Lesbian/Same-Gender Loving	59	5%
Bisexual	21	2%
Addl. Groups	0	0%
Unknown	387	31%
Total	**1,251**	**100%**

Age

● 35-49 ● 50-59 ● 60-64 ● 65-74 ● 75-84 ● 85+ ● Unknown

| 27% | 46% | 20% | 5% |
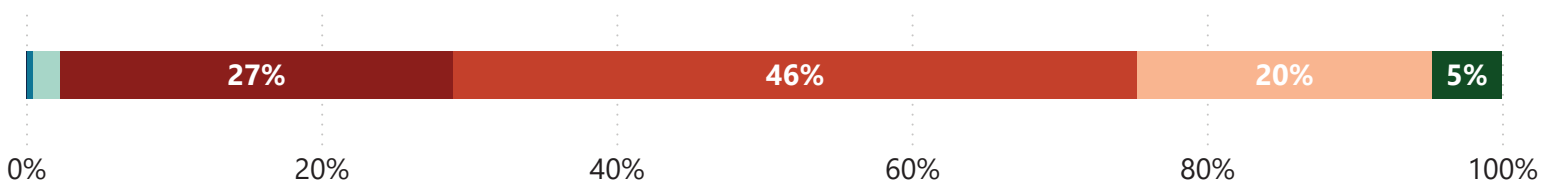
Volunteer Visitors

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.
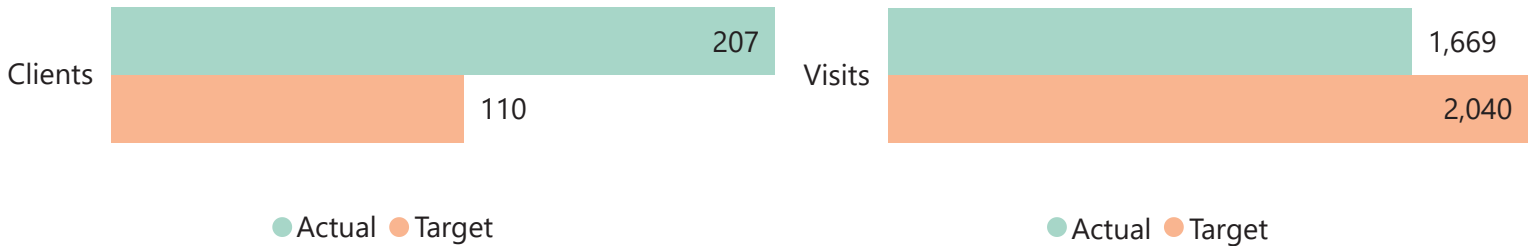
Funding
$100,924

Providers
2

Service Objectives

Clients
- Actual: 207
- Target: 110

Visits
- Actual: 1,669
- Target: 2,040

● Actual ● Target

Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Engagement & Socialization*	Clients develop new relationships or friendships	65	90%	75%
Engagement & Socialization*	Clients report enhanced feelings of social connection	65	91%	75%
Reduced Social Isolation*	Clients report a decrease in loneliness	65	77%	75%

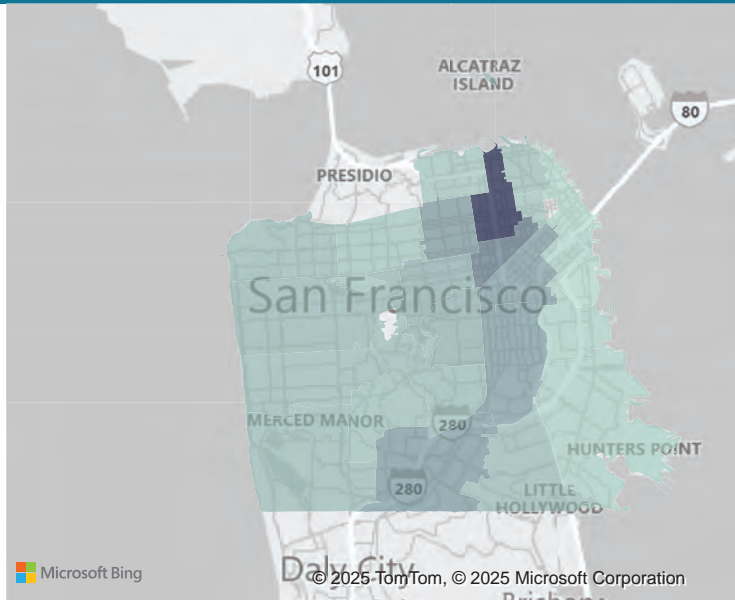*Key Measurement Theme for Service Area

Volunteer Visitors
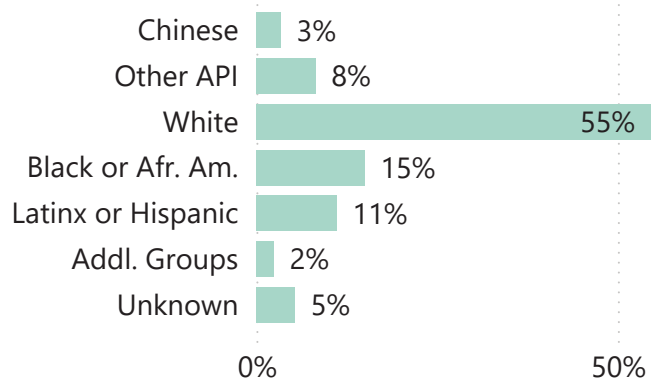## Client Profile

Service Levels

Unduplicated Clients	207
Enrollments	216

Analysis based on unduplicated clients

Zip Code of Residence

Microsoft Bing
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Race/Ethnicity

Chinese	3%
Other API	8%
White	55%
Black or Afr. Am.	15%
Latinx or Hispanic	11%
Addl. Groups	2%
Unknown	5%

Primary Language

Chinese	2%
English	81%
Spanish	2%
Filipino	3%
Russian	1%
Addl. Groups	2%
Unknown	9%
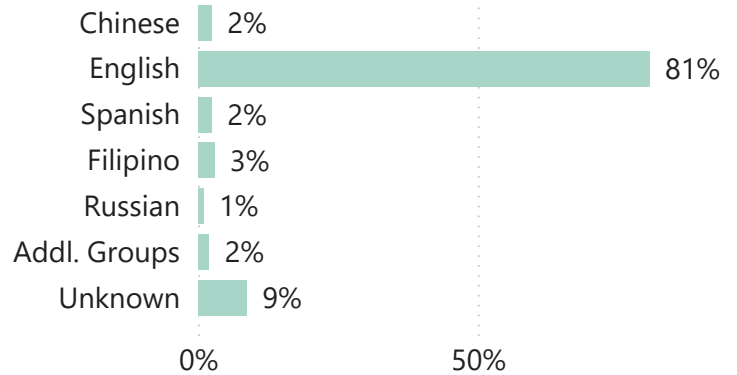
Gender Identity

	#	%
Female	123	59%
Male	80	39%
Trans Female	0	0%
Trans Male	0	0%
Addl. Groups	1	0%
Unknown	3	1%
Total	**207**	**100%**

Sexual Orientation

	#	%
Straight/Heterosexual	159	77%
Gay/Lesbian/Same-Gender Loving	22	11%
Bisexual	9	4%
Addl. Groups	1	0%
Unknown	16	8%
Total	**207**	**100%**

Age

● 35-49 ● 50-59 ● 60-64 ● 65-74 ● 75-84 ● 85+ ● Unknown

	4%	23%	37%	31%	
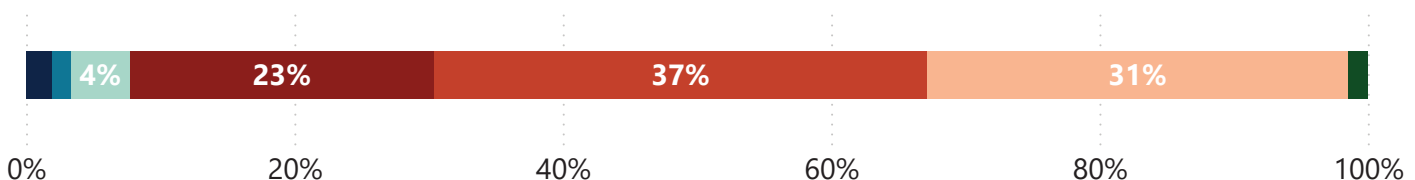
Housing Support

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

HOUSING SUPPORT SERVICES
- *Assisted Living Facilities (ALF) Support*
- Housing Subsidies
- Rental Assistance Demonstration
- Scattered Site Housing
- Veterans Services Connect

PRIMARY OUTCOME MEASUREMENT THEMES
- **Housing Stability:** Clients are supported to maintain access to appropriate housing.
- **Service Connection:** Clients are connected to resources that address their needs and support them to live safely and engage in their community.
- **Engagement and Socialization:** Clients have increased opportunities to connect meaningfully with others, build new relationships, and/or participate in community.

FY 2023-24 HIGHLIGHTS
- We served 831 clients* with a total of approximately 2,931 enrollments across all Housing Support services. In total, DAS allocated $10 million for services in this area.
- We provided rental subsidies to prevent eviction and stabilize housing for 445 Housing Subsidies clients. Across our providers, 98% of these individuals remained stably housed twelve months after entering the program.
- We served 351 unduplicated Veterans Services Connect clients residing in veterans housing developments. This program provides outreach and engagement to build community within veterans housing sites and connects residents with supportive services.
- A total of 100% of Rental Assistance Demonstration clients obtained or maintained stable housing, and 87% of clients reported better access to services that improve their health and well-being.

DIGNITY FUND FY 2023-24: HOUSING SUPPORT SERVICES

Total Enrollments	Total Unduplicated Clients*	Total Funding
2,931	831	$10,066,873

* Does not include services for which client-level data is not captured in DAS GetCare (Rental Assistance Demonstration)

Housing Subsidies

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.
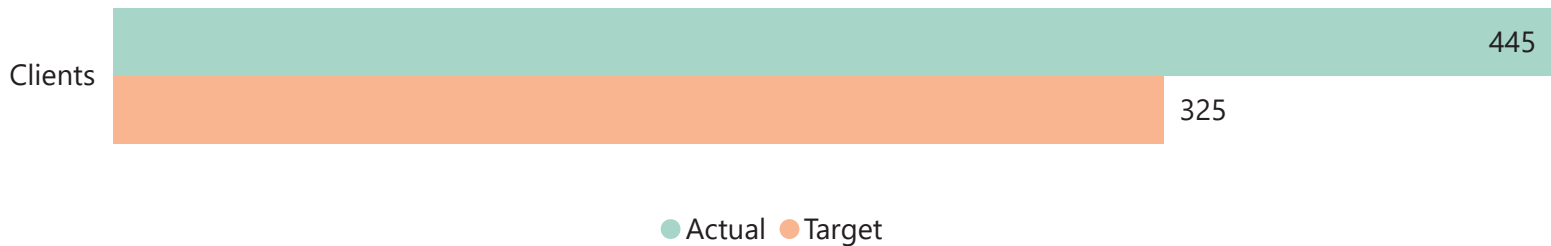
Funding

$4,315,024

Providers

3

Service Objectives

Clients: Actual 445, Target 325

● Actual ● Target

Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Housing Stability*	Clients remain stably housed six months after entering the program	447	99%	85%
Housing Stability*	Clients remain stably housed twelve months after entering the program	447	98%	75%
Housing Stability*	Clients report that the housing subsidy supported their housing stability	377	97%	75%
Service Quality	Clients rate the quality of services as excellent or good	377	96%	75%

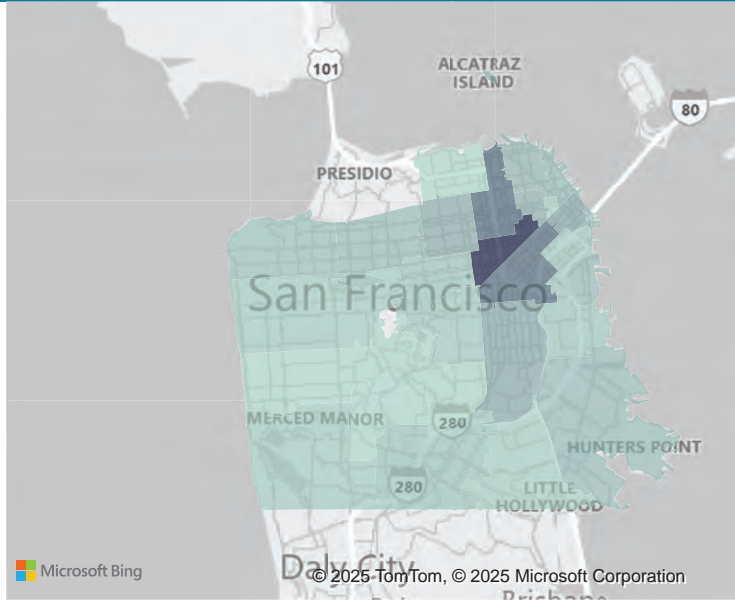*Key Measurement Theme for Service Area
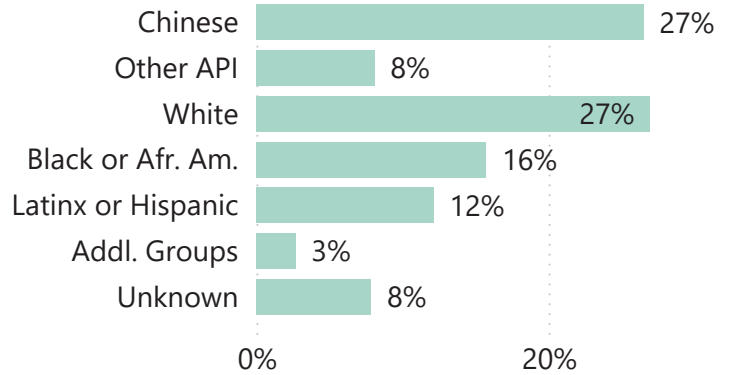
Housing Subsidies
Client Profile

Service Levels

Unduplicated Clients	445
Enrollments	445

Analysis based on unduplicated clients

Zip Code of Residence

Microsoft Bing
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Race/Ethnicity

- Chinese: 27%
- Other API: 8%
- White: 27%
- Black or Afr. Am.: 16%
- Latinx or Hispanic: 12%
- Addl. Groups: 3%
- Unknown: 8%

Primary Language

- Chinese: 22%
- English: 54%
- Spanish: 7%
- Filipino: 0%
- Russian: 1%
- Addl. Groups: 6%
- Unknown: 10%
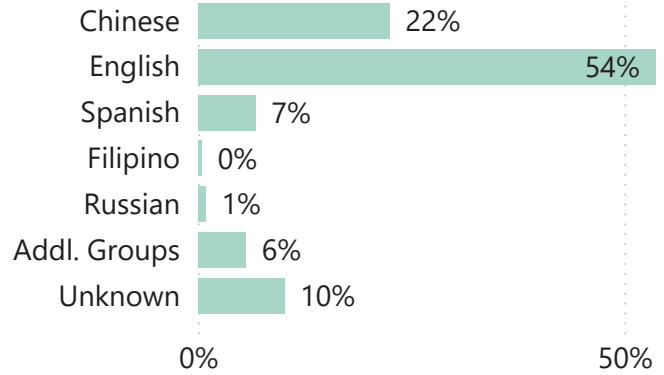
Gender Identity

	#	%
Female	241	54%
Male	189	42%
Trans Female	4	1%
Trans Male	2	0%
Addl. Groups	2	0%
Unknown	7	2%
Total	**445**	**100%**

Sexual Orientation

	#	%
Straight/Heterosexual	345	78%
Gay/Lesbian/Same-Gender Loving	40	9%
Bisexual	18	4%
Addl. Groups	2	0%
Unknown	40	9%
Total	**445**	**100%**

Age

● 18-34 ● 35-49 ● 50-59 ● 60-64 ● 65-74 ● 75-84 ● 85+ ● Unknown

5%	12%	10%	44%	19%	7%
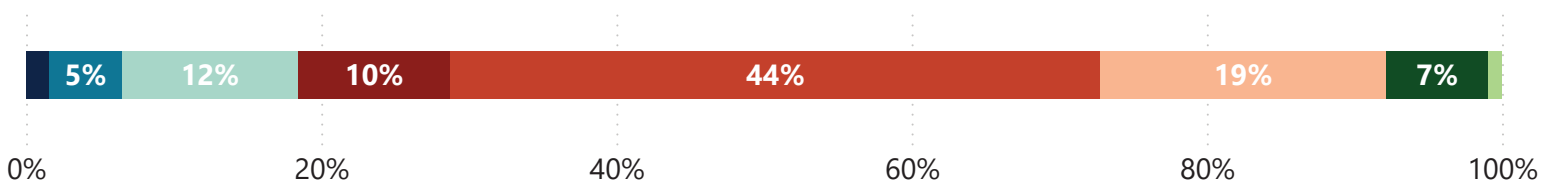
Rental Assistance Demonstration

Rental Assistance Demonstration 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.
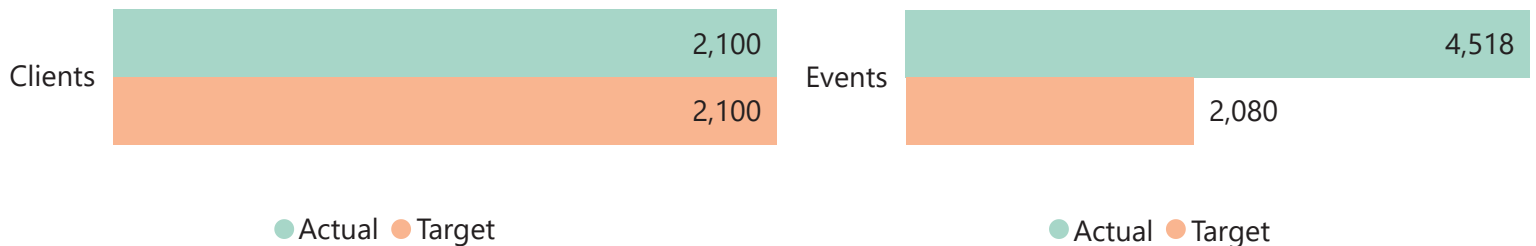
Funding
$1,922,073

Providers
7

Service Objectives

	Actual	Target
Clients	2,100	2,100
Events	4,518	2,080

● Actual ● Target

Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Housing Stability*	Clients obtain and/or maintain stable housing	1,865	100%	95%
Service Connection*	Clients report better access to services that improve their health and wellness	793	87%	50%
Engagement & Socialization*	Clients feel connected to and involved in their tenant/resident community	795	84%	50%

*Key Measurement Theme for Service Area

Scattered Site Housing

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.
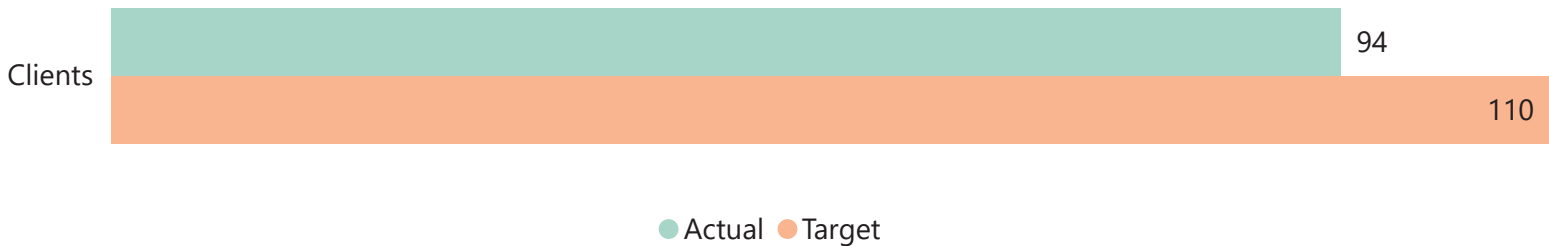
Funding
$3,438,758

Providers
1

Service Objectives

Clients
- Actual: 94
- Target: 110

● Actual ● Target

Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Housing Stability*	Clients maintain their independent living in the community	17	100%	95%
Housing Stability*	Clients who are exiting this program are connected to alternative housing that is appropriate to their needs (e.g., higher level of care, unsubsidized housing)	17	100%	75%
Housing Stability*	Participants retain their housing for more than one year	17	100%	90%
Service Quality	Clients are satisfied with their housing	17	100%	95%

*Key Measurement Theme for Service Area
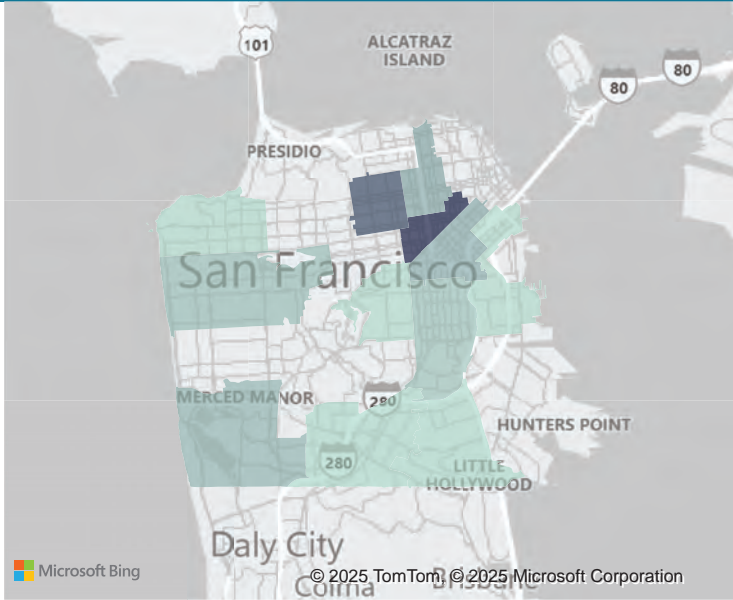
Scattered Site Housing
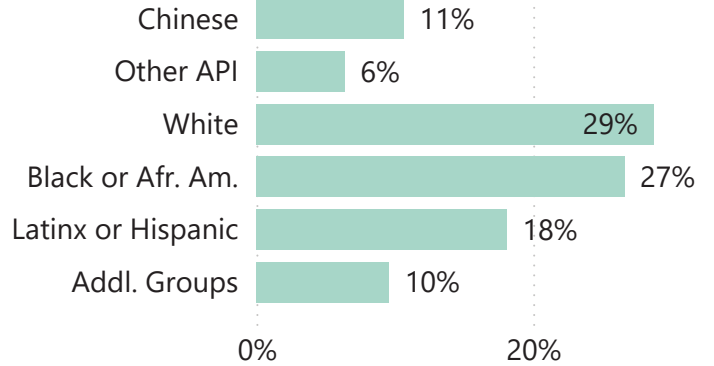## Client Profile

Service Levels

Unduplicated Clients	94
Enrollments	94

Analysis based on unduplicated clients

Zip Code of Residence

Race/Ethnicity

Chinese	11%
Other API	6%
White	29%
Black or Afr. Am.	27%
Latinx or Hispanic	18%
Addl. Groups	10%

Primary Language

Chinese	5%
English	68%
Spanish	11%
Filipino	1%
Addl. Groups	3%
Unknown	12%
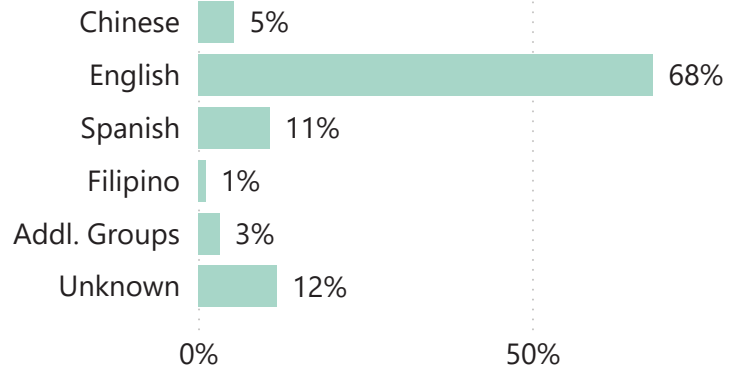
Gender Identity

	#	%
Female	30	32%
Male	59	63%
Trans Female	0	0%
Trans Male	0	0%
Addl. Groups	0	0%
Unknown	5	5%
Total	**94**	**100%**

Sexual Orientation

	#	%
Straight/Heterosexual	55	59%
Gay/Lesbian/Same-Gender Loving	16	17%
Bisexual	3	3%
Addl. Groups	0	0%
Unknown	20	21%
Total	**94**	**100%**

Age

● 18-34 ● 35-49 ● 50-59 ● 60-64 ● 65-74 ● 75-84 ● 85+ ● Unknown

18%	24%	12%	31%	5%	5%
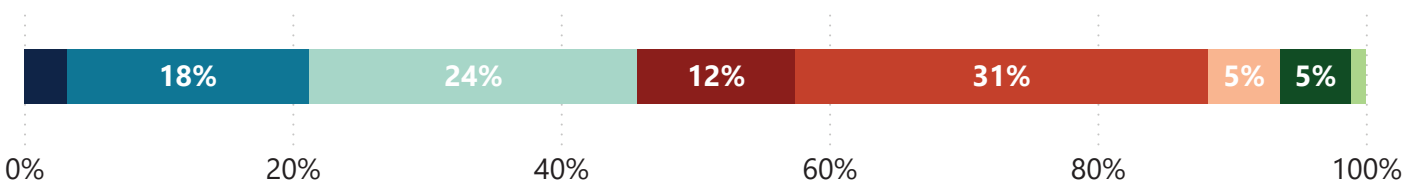
Veterans Services Connect

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.

Funding
$391,018

Providers
1

Service Objectives

Clients	
351	Actual
350	Target
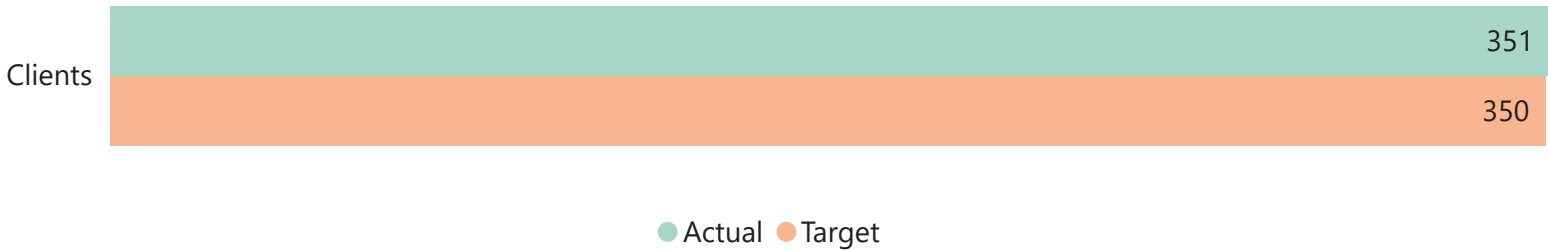
● Actual ● Target

Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actuals	Target
Housing Stability*	Clients maintain their access to housing (in veterans housing or another appropriate placement)	217	99%	90%
Engagement & Socialization*	Clients feel a greater sense of connection to their residential community	168	96%	85%
Education & Awareness of Services*	Clients develop new knowledge of available resources and services	180	89%	85%
Education & Awareness of Services*	Clients develop new knowledge of services that support their independent living	173	95%	85%
Service Quality	Clients report that program has helped maintain or improve their well-being	183	97%	80%
Service Quality	Clients rate the quality of services as good or excellent	186	91%	85%

*Key Measurement Theme for Service Area

Veterans Services Connect
Client Profile

Service Levels

Unduplicated Clients	351
Enrollments	351

Analysis based on unduplicated clients
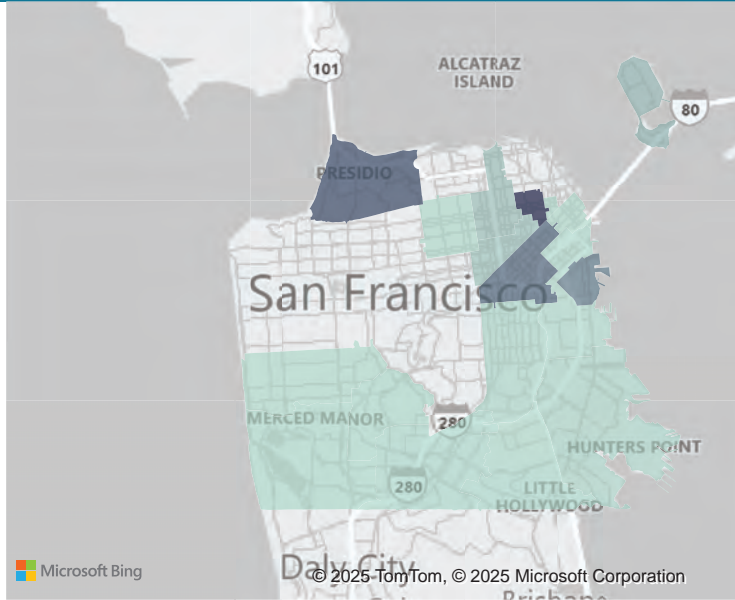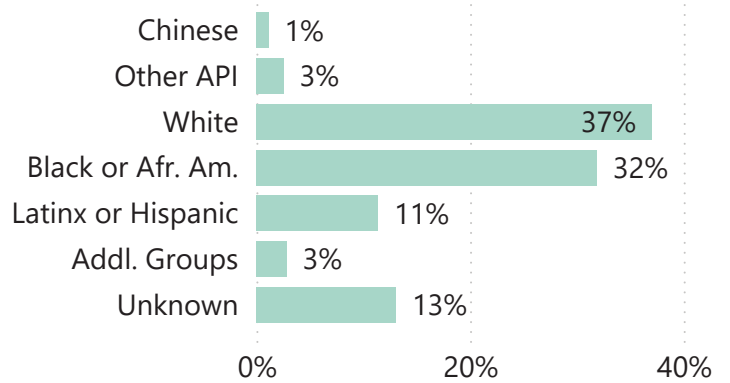
Zip Code of Residence

Race/Ethnicity

Chinese	1%
Other API	3%
White	37%
Black or Afr. Am.	32%
Latinx or Hispanic	11%
Addl. Groups	3%
Unknown	13%

Primary Language

Chinese	1%
English	93%
Spanish	1%
Filipino	1%
Russian	
Addl. Groups	0%
Unknown	4%
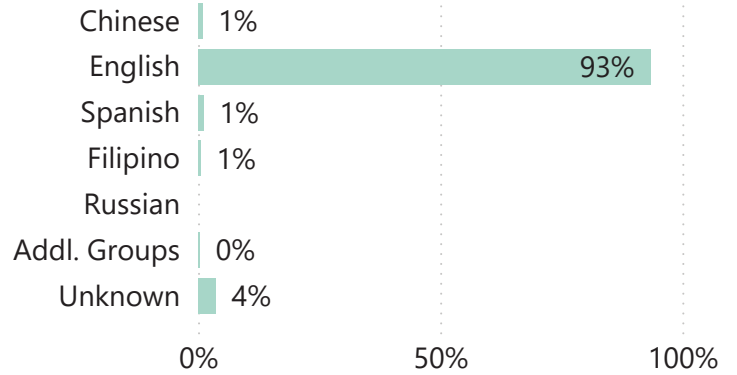
Gender Identity

	#	%
Female	20	6%
Male	318	91%
Trans Female	2	1%
Trans Male	3	1%
Addl. Groups	3	1%
Unknown	5	1%
Total	**351**	**100%**

Sexual Orientation

	#	%
Straight/Heterosexual	247	70%
Gay/Lesbian/Same-Gender Loving	26	7%
Bisexual	14	4%
Addl. Groups	2	1%
Unknown	62	18%
Total	**351**	**100%**

Age

● 18-34 ● 35-49 ● 50-59 ● 60-64 ● 65-74 ● 75-84 ● 85+ ○ Unknown

13%	17%	19%	36%	13%	

Nutrition & Wellness

Nutrition & Wellness services promote physical health and wellbeing for older adults and adults with disabilities by providing nutritious foods and supporting healthy lifestyles.

NUTRITION & WELLNESS SERVICES
- CalFresh Healthy Living
- Chronic Disease Management Programs
- Congregate Meals
- Culturally Responsive Nutrition Services
- Food Pantry
- Health Promotion – Physical Fitness
- Home-Delivered Groceries
- Home-Delivered Meals
- Nutrition as Health
- Nutrition Education

PRIMARY OUTCOME MEASUREMENT THEMES
- **Community Stability and Independence:** Clients are able to live stably and independently in the community.
- **Healthy Nutrition Habits:** Clients enhance their understanding of nutrition and make healthy dietary choices.
- **Increased Food Security:** Clients have increased access to healthy and nutritious food that meets their dietary needs.

FY 2023-24 HIGHLIGHTS
- We served about 35,000 clients* with a total of nearly 64,200 enrollments across all Nutrition & Wellness services. In total, DAS allocated $37.8 million for services in this area.
- DAS community-based nutrition partners provided a range of culturally responsive services including more than 4.5 million meals and/or food bags to 34,991 unduplicated clients.
- One of our largest Nutrition & Wellness providers opened a new community center in District 4. While a range of support services are available, Congregate Meals are a core service offered at this new location.
- DAS funded physical fitness programs to support older adults to exercise and maintain their health as they age. A total of 100% of surveyed clients reported improved health and fitness due to participation in the group exercise classes.

DIGNITY FUND FY 2023-24: NUTRITION & WELLNESS SERVICES

Total Enrollments	Total Unduplicated Clients*	Total Funding
64,199	34,991	$37,772,442

* Does not include services for which client-level data is not captured in DAS GetCare (CalFresh Healthy Living and Chronic Disease Management Programs)

CalFresh Healthy Living

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.

Funding

$526,932

Providers

1

Service Objectives
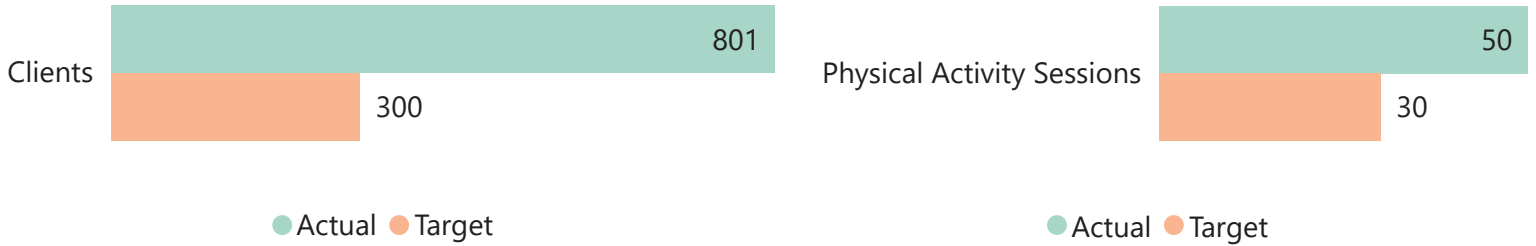
Clients
- Actual: 801
- Target: 300

Physical Activity Sessions
- Actual: 50
- Target: 30

● Actual ● Target

Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Service Quality	Clients feel safe and welcomed by program staff	343	100%	85%
Service Quality	Clients rate the quality of services as excellent or good	343	100%	85%

*Key Measurement Theme for Service Area

Chronic Disease Management Programs

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.
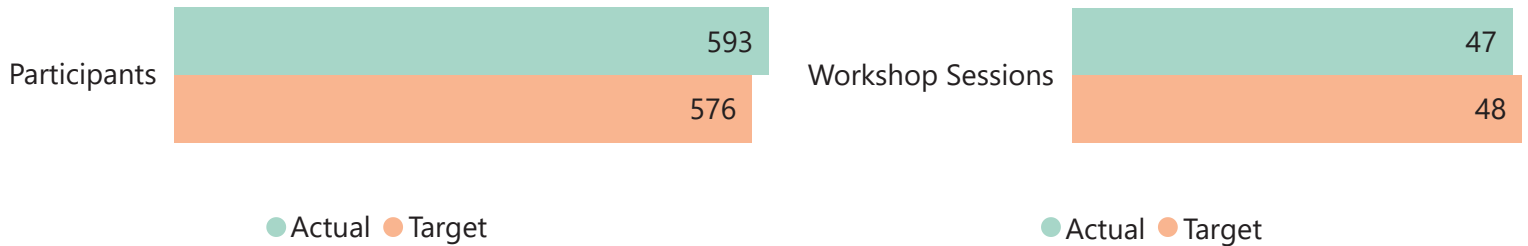
Funding
$248,040

Providers
1

Service Objectives

Participants
- Actual: 593
- Target: 576

Workshop Sessions
- Actual: 47
- Target: 48

● Actual ● Target

Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Physical Fitness & Health*	Clients demonstrate greater understanding of diabetes and how to prevent or better manage it	205	100%	75%
Physical Fitness & Health*	Clients have more confidence managing their chronic health conditions	186	98%	75%
Service Quality	Clients feel safe and welcomed by workshop trainers/leaders	388	100%	85%
Service Quality	Clients rate the quality of workshop(s) as excellent or good	400	96%	85%

*Key Measurement Theme for Service Area

Congregate Meals

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.
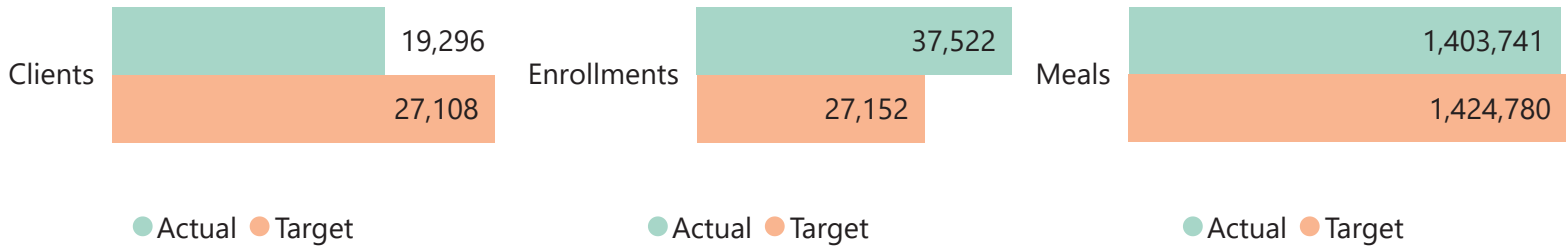
Funding

$14,188,606

Providers

10

Service Objectives

Clients
- Actual: 19,296
- Target: 27,108

Enrollments
- Actual: 37,522
- Target: 27,152

Meals
- Actual: 1,403,741
- Target: 1,424,780

● Actual ● Target

Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Healthy Nutrition Habits*	Clients report increased consumption of fruits, vegetables, and/or whole grains	1,652	96%	75%
Increased Food Security*	Clients are less worried about getting enough food	1,648	95%	85%
Engagement & Socialization	Clients feel a greater sense of connection to their community	1,651	96%	85%
Service Quality	Clients rate the quality of meals as excellent or good	1,652	92%	85%

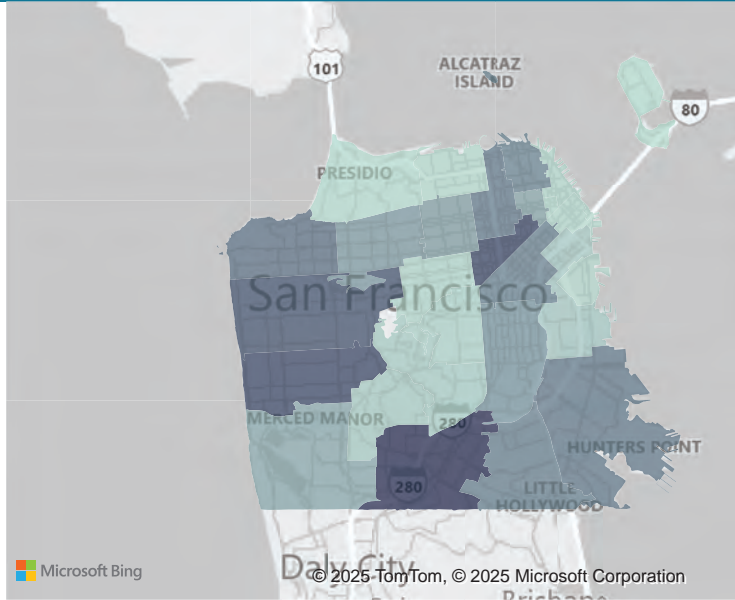*Key Measurement Theme for Service Area
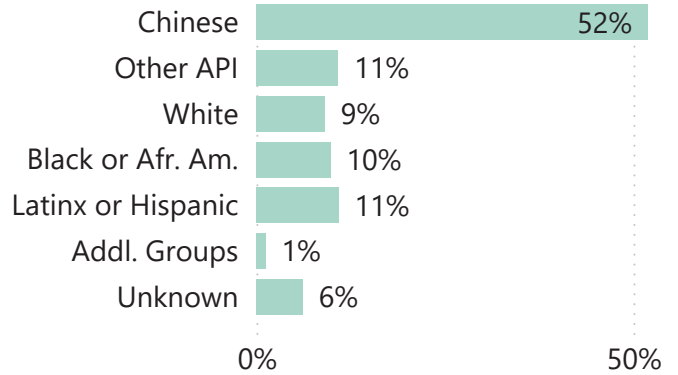
Congregate Meals
Client Profile

Service Levels

Unduplicated Clients	19,296
Enrollments	38,331

Analysis based on unduplicated clients

Zip Code of Residence

Race/Ethnicity

Chinese	52%
Other API	11%
White	9%
Black or Afr. Am.	10%
Latinx or Hispanic	11%
Addl. Groups	1%
Unknown	6%

Primary Language

Chinese	45%
English	27%
Spanish	8%
Filipino	2%
Russian	1%
Addl. Groups	3%
Unknown	14%
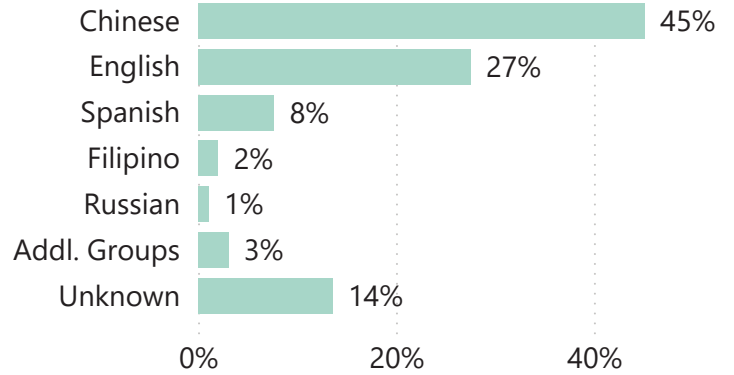
Gender Identity

	#	%
Female	10,632	55%
Male	8,145	42%
Trans Female	32	0%
Trans Male	23	0%
Addl. Groups	18	0%
Unknown	446	2%
Total	**19,296**	**100%**

Sexual Orientation

	#	%
Straight/Heterosexual	16,585	86%
Gay/Lesbian/Same-Gender Loving	340	2%
Bisexual	783	4%
Addl. Groups	26	0%
Unknown	1,562	8%
Total	**19,296**	**100%**

Age

● 18-34 ● 35-49 ● 50-59 ● 60-64 ● 65-74 ● 75-84 ● 85+ ○ Unknown

5%	10%	41%	27%	11%	

Culturally Responsive Nutrition Services

Provides culturally responsive meals to older adults and adults with disabilities. Empowers paticipants to maintain cultural integrity and choice while accessing nutrition services that support their independence and wellbeing.

Funding
$537,647

Providers
3

Service Objectives

Clients
Actual: 825
Target: 650

Meals
Actual: 11,776
Target: 17,669

Food Bags
Actual: 8,089
Target: 11,700

●Actual ●Target

Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Increased Food Security*	Clients are less worried about getting enough food	106	98%	85%
Service Quality	Clients feel the food they received was culturally appropriate	101	100%	85%
Service Quality	Clients feel safe and welcomed by program staff	101	100%	85%
Service Quality	Clients rate the quality of food as excellent or good	101	100%	85%

*Key Measurement Theme for Service Area

Note: This service includes core Bayview Culturally Responsive Nutrition Services, Bayview Groceries, Centro Latino Groceries, and Southwest Community Corporation Food Support for Targeted Neighborhoods. Service Objectives targets were not met laregly due to challenges recruiting enough volunteers to deliver meals. This program design was developed during the COVID-19 pandemic when volunteers were more available. Agencies are reconsidering the program structure.

Culturally Responsive Nutrition Services
Client Profile

Service Levels

Unduplicated Clients	825
Enrollments	831

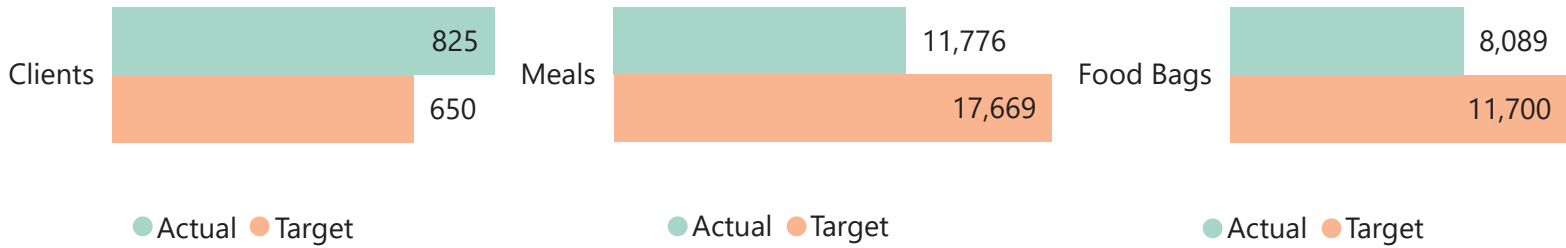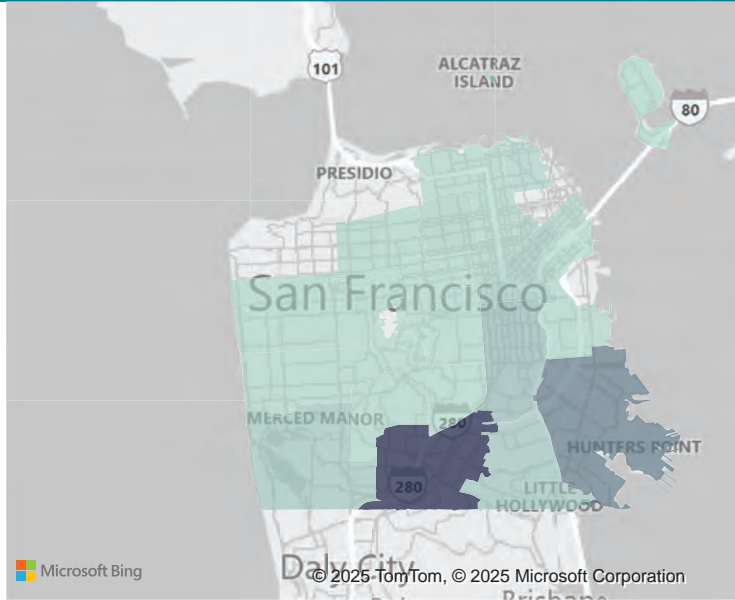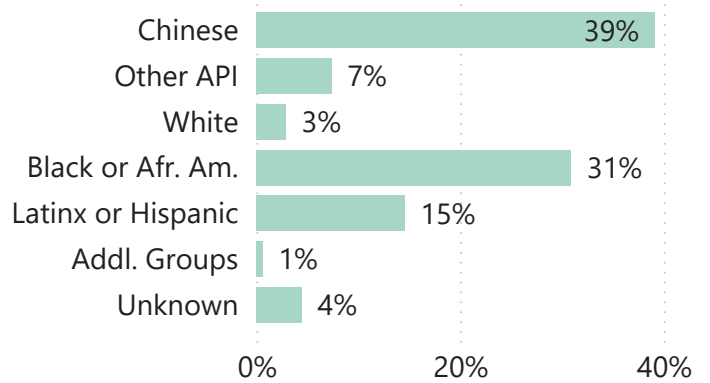*Analysis based on unduplicated clients*

Zip Code of Residence

Race/Ethnicity

Chinese	39%
Other API	7%
White	3%
Black or Afr. Am.	31%
Latinx or Hispanic	15%
Addl. Groups	1%
Unknown	4%

Primary Language

Chinese	29%
English	36%
Spanish	12%
Filipino	0%
Russian	
Addl. Groups	3%
Unknown	20%
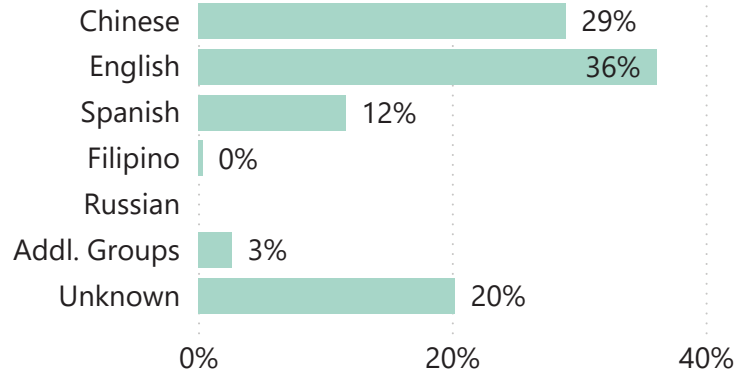
Gender Identity

	#	%
Female	550	67%
Male	258	31%
Trans Female	0	0%
Trans Male	0	0%
Addl. Groups	0	0%
Unknown	17	2%
Total	**825**	**100%**

Sexual Orientation

	#	%
Straight/Heterosexual	744	90%
Gay/Lesbian/Same-Gender Loving	5	1%
Bisexual	23	3%
Addl. Groups	2	0%
Unknown	51	6%
Total	**825**	**100%**

Age

● 18-34 ● 35-49 ● 50-59 ● 60-64 ● 65-74 ● 75-84 ● 85+ ○ Unknown

18-34	5%	8%	45%	26%	8%	

Food Pantry

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.
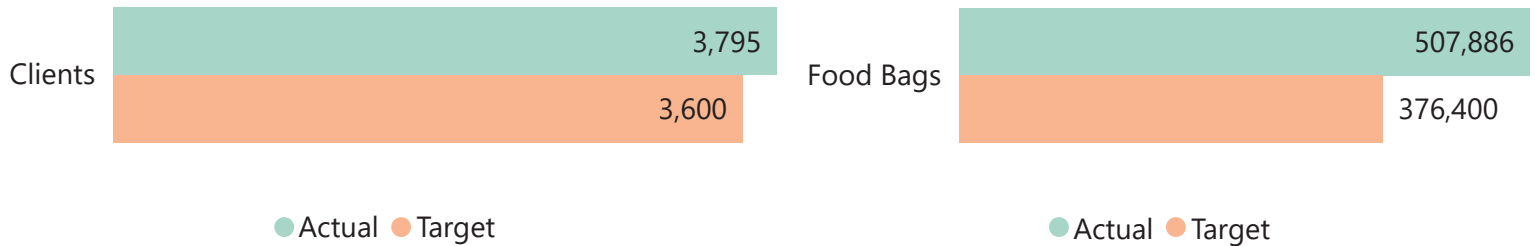
Funding
$2,799,144

Providers
1

Service Objectives

Clients
- Actual: 3,795
- Target: 3,600

Food Bags
- Actual: 507,886
- Target: 376,400

● Actual ● Target

Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Healthy Nutrition Habits*	Clients report increased consumption of fruits, vegetables, and/or whole grains	349	98%	75%
Increased Food Security*	Clients are less worried about getting enough food	349	94%	85%
Service Quality	Clients feel safe and welcomed by program staff	349	99%	75%
Service Quality	Clients rate the quality of food as excellent or good	349	77%	85%

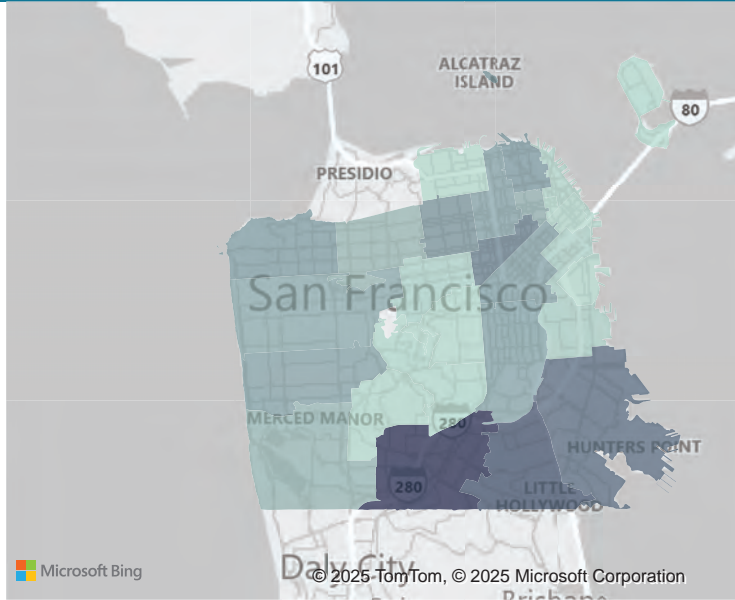*Key Measurement Theme for Service Area
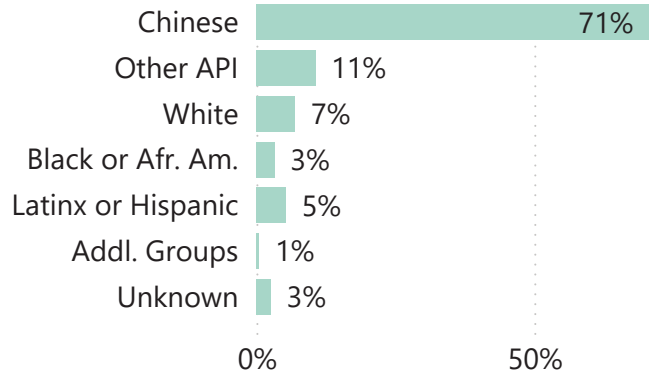
Food Pantry
Client Profile

Service Levels

Unduplicated Clients	3,795
Enrollments	3,799

Analysis based on unduplicated clients

Zip Code of Residence

Microsoft Bing
© 2025 TomTom, © 2025 Microsoft Corporation

Race/Ethnicity

Chinese	71%
Other API	11%
White	7%
Black or Afr. Am.	3%
Latinx or Hispanic	5%
Addl. Groups	1%
Unknown	3%

Primary Language

Chinese	63%
English	9%
Spanish	4%
Filipino	2%
Russian	5%
Addl. Groups	4%
Unknown	12%
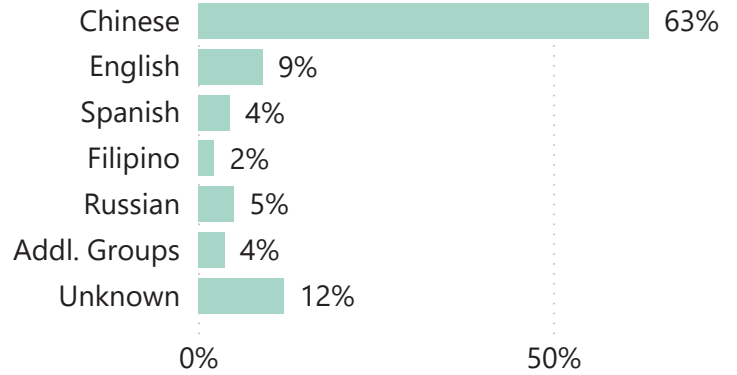
Gender Identity

	#	%
Female	2,637	69%
Male	1,134	30%
Trans Female	2	0%
Trans Male	4	0%
Addl. Groups	0	0%
Unknown	18	0%
Total	**3,795**	**100%**

Sexual Orientation

	#	%
Straight/Heterosexual	3,309	87%
Gay/Lesbian/Same-Gender Loving	14	0%
Bisexual	177	5%
Addl. Groups	2	0%
Unknown	293	8%
Total	**3,795**	**100%**

Age

● 18-34 ● 35-49 ● 50-59 ● 60-64 ● 65-74 ● 75-84 ● 85+ ○ Unknown

38%	39%	19%

Health Promotion - Physical Fitness

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.
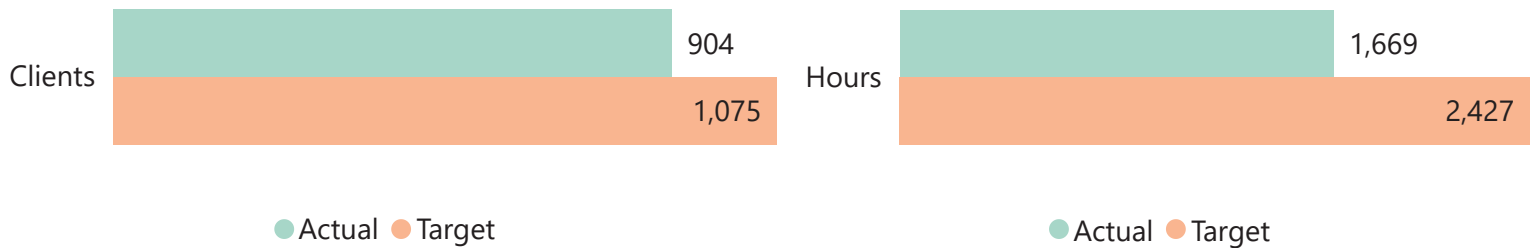
Funding
$428,527

Providers
1

Service Objectives

Clients
- Actual: 904
- Target: 1,075

Hours
- Actual: 1,669
- Target: 2,427

● Actual ● Target   ● Actual ● Target

Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Physical Fitness & Health*	Clients in group exercise classes demonstrate better functional fitness levels than the average older adult nationwide (based on standardized assessment tools)	75	35%	70%
Physical Fitness & Health*	Clients in the Fall Prevention course maintain or improve their functional fitness levels (based on standardized assessment tools)	36	100%	70%
Physical Fitness & Health*	Clients report improved health and/or fitness due to participation in group exercise classes	302	100%	85%

*Key Measurement Theme for Service Area
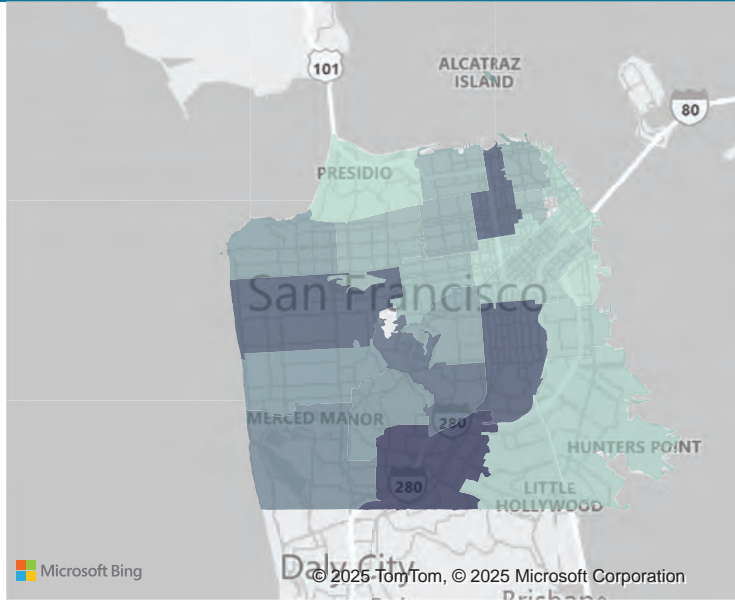
Health Promotion - Physical Fitness
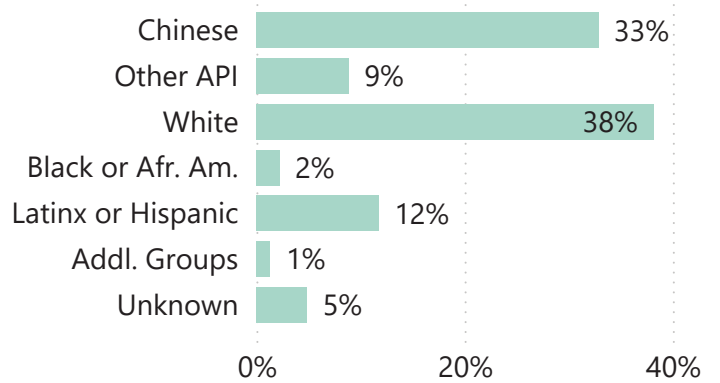**Client Profile**

Service Levels

Unduplicated Clients	904
Enrollments	1,068

Analysis based on unduplicated clients

Zip Code of Residence

Microsoft Bing
© 2025 TomTom, © 2025 Microsoft Corporation

Race/Ethnicity

Chinese	33%
Other API	9%
White	38%
Black or Afr. Am.	2%
Latinx or Hispanic	12%
Addl. Groups	1%
Unknown	5%

Primary Language

Chinese	22%
English	62%
Spanish	7%
Filipino	1%
Russian	0%
Addl. Groups	3%
Unknown	5%
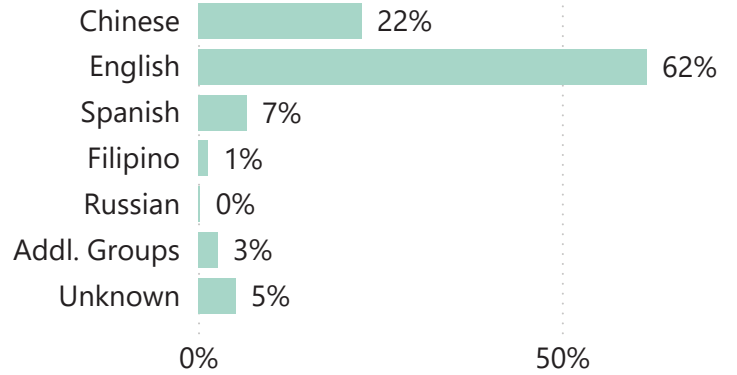
Gender Identity

	#	%
Female	752	83%
Male	151	17%
Trans Female	0	0%
Trans Male	0	0%
Addl. Groups	0	0%
Unknown	1	0%
Total	**904**	**100%**

Sexual Orientation

	#	%
Straight/Heterosexual	794	88%
Gay/Lesbian/Same-Gender Loving	47	5%
Bisexual	15	2%
Unknown	48	5%
Total	**904**	**100%**

Age

● 18-34 ● 35-49 ● 50-59 ● 60-64 ● 65-74 ● 75-84 ● 85+ ○ Unknown

36%	45%	14%

Home-Delivered Groceries

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.
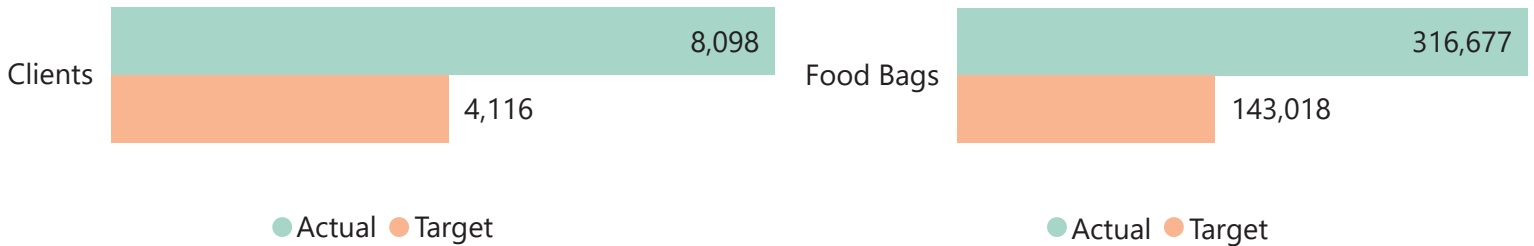
Funding
$1,524,682

Providers
5

Service Objectives

Clients
- Actual: 8,098
- Target: 4,116

Food Bags
- Actual: 316,677
- Target: 143,018

● Actual ● Target

Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Healthy Nutrition Habits*	Clients report increased consumption of fruits, vegetables, and/or whole grains	858	95%	75%
Increased Food Security*	Clients are less worried about getting enough food	858	93%	85%
Physical Fitness & Health*	Clients indicate they feel healthier as a result of participating in the program	858	91%	85%
Service Quality	Clients rate the quality of services as excellent or good	858	94%	81%

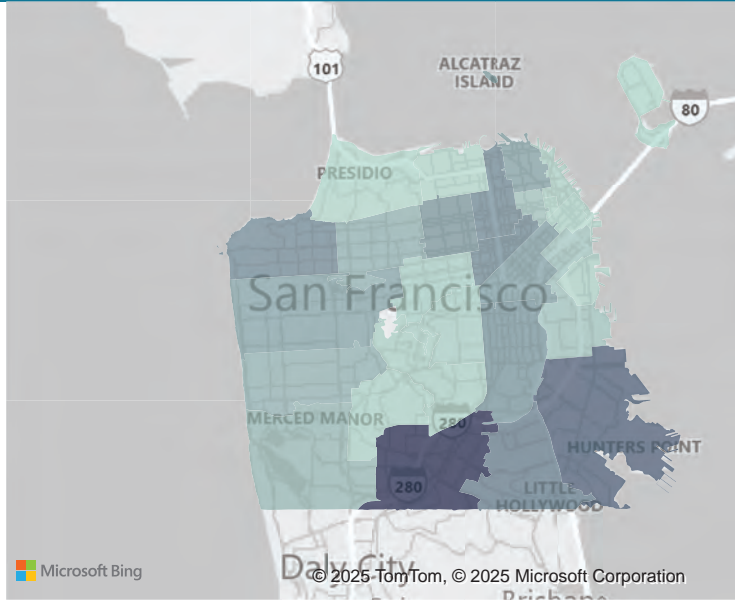*Key Measurement Theme for Service Area

Home-Delivered Groceries
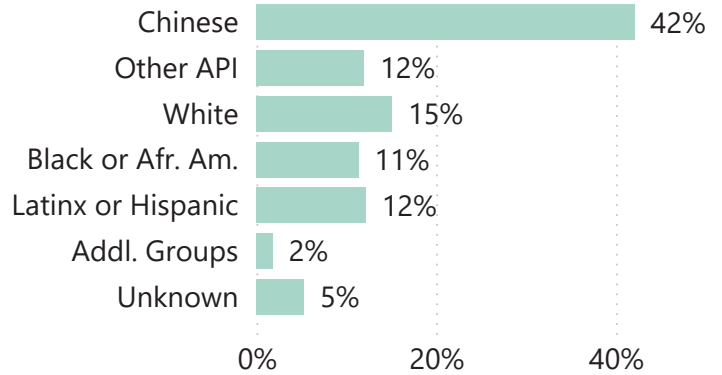## Client Profile

Service Levels

Unduplicated Clients	8,098
Enrollments	8,521

Analysis based on unduplicated clients

Zip Code of Residence

Race/Ethnicity

Chinese	42%
Other API	12%
White	15%
Black or Afr. Am.	11%
Latinx or Hispanic	12%
Addl. Groups	2%
Unknown	5%

Primary Language

Chinese	34%
English	28%
Spanish	9%
Filipino	3%
Russian	8%
Addl. Groups	5%
Unknown	12%
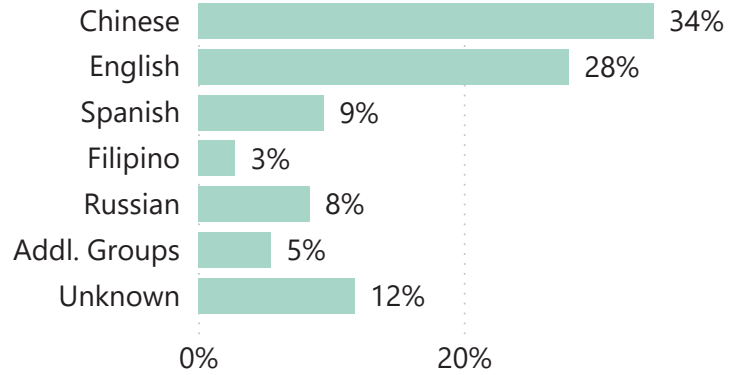
Gender Identity

	#	%
Female	5,410	67%
Male	2,541	31%
Trans Female	27	0%
Trans Male	13	0%
Addl. Groups	15	0%
Unknown	92	1%
Total	**8,098**	**100%**

Sexual Orientation

	#	%
Straight/Heterosexual	7,238	89%
Gay/Lesbian/Same-Gender Loving	184	2%
Bisexual	200	2%
Addl. Groups	6	0%
Unknown	470	6%
Total	**8,098**	**100%**

Age

● 18-34 ● 35-49 ● 50-59 ● 60-64 ● 65-74 ● 75-84 ● 85+ ○ Unknown

4%	6%	6%	26%	30%	28%	
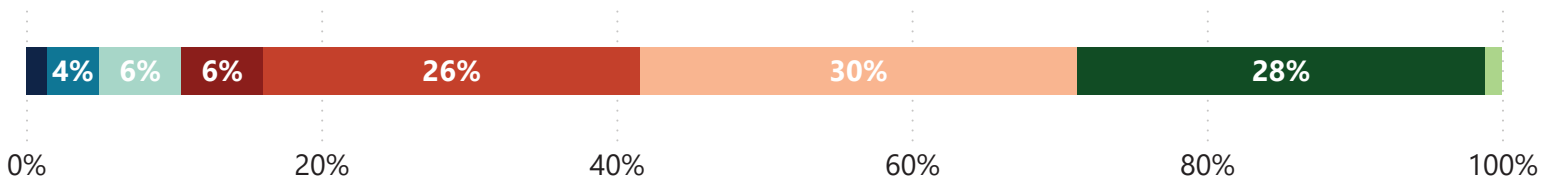
Home-Delivered Meals

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.
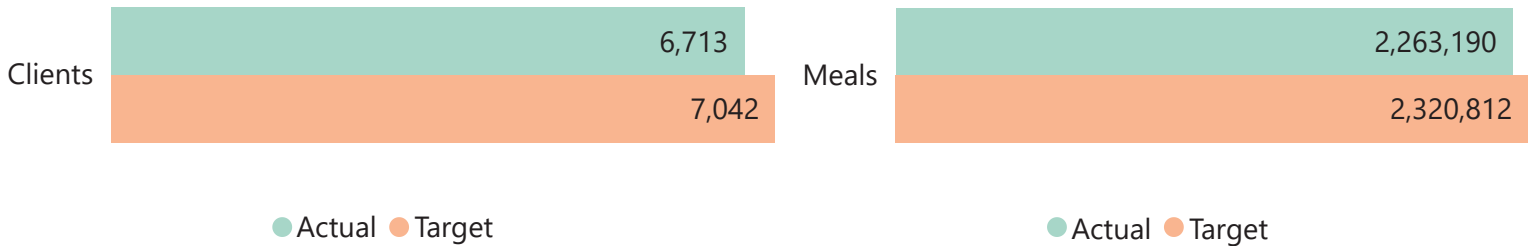
Funding

$16,761,561

Providers

9

Service Objectives

Clients	
Actual	6,713
Target	7,042

Meals	
Actual	2,263,190
Target	2,320,812

● Actual ● Target   ● Actual ● Target

Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Healthy Nutrition Habits*	Clients report increased consumption of fruits, vegetables, and/or whole grains	1,178	93%	75%
Increased Food Security*	Clients are less worried about getting enough food	1,078	93%	85%
Service Quality	Clients rate the quality of meals as excellent or good	1,081	85%	85%

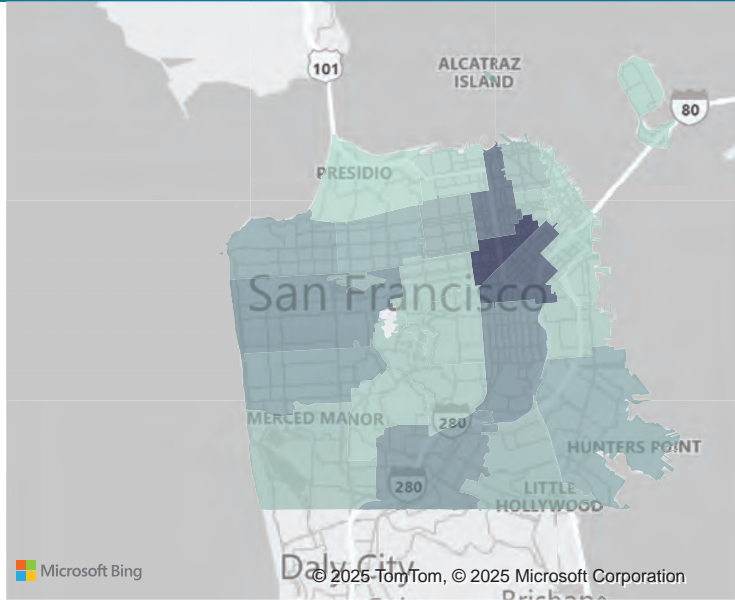*Key Measurement Theme for Service Area

Home-Delivered Meals
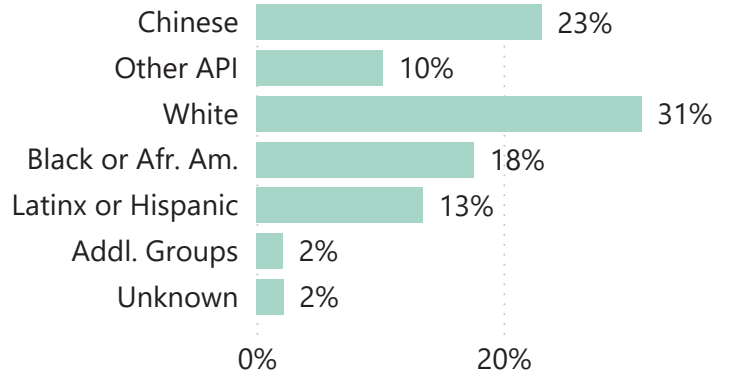**Client Profile**

Service Levels

Unduplicated Clients	6,713
Enrollments	7,919

Analysis based on unduplicated clients

Zip Code of Residence

Microsoft Bing
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Race/Ethnicity

Chinese	23%
Other API	10%
White	31%
Black or Afr. Am.	18%
Latinx or Hispanic	13%
Addl. Groups	2%
Unknown	2%

Primary Language

Chinese	19%
English	61%
Spanish	8%
Filipino	2%
Russian	3%
Addl. Groups	4%
Unknown	3%
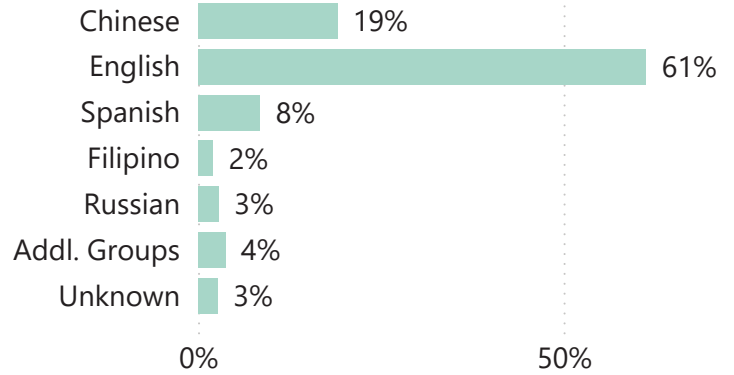
Gender Identity

	#	%
Female	3,142	47%
Male	3,507	52%
Trans Female	42	1%
Trans Male	7	0%
Addl. Groups	11	0%
Unknown	4	0%
Total	**6,713**	**100%**

Sexual Orientation

	#	%
Straight/Heterosexual	5,751	86%
Gay/Lesbian/Same-Gender Loving	383	6%
Bisexual	195	3%
Addl. Groups	20	0%
Unknown	364	5%
Total	**6,713**	**100%**

Age

● 18-34 ● 35-49 ● 50-59 ● 60-64 ● 65-74 ● 75-84 ● 85+ ● Unknown

3%	7%	10%	28%	27%	24%

Nutrition as Health

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). Additional, these meals are supplemented with supportive services such as one-on-one nutrition counseling, nutrition education classes, and cooking demonstrations to support client outcomes.
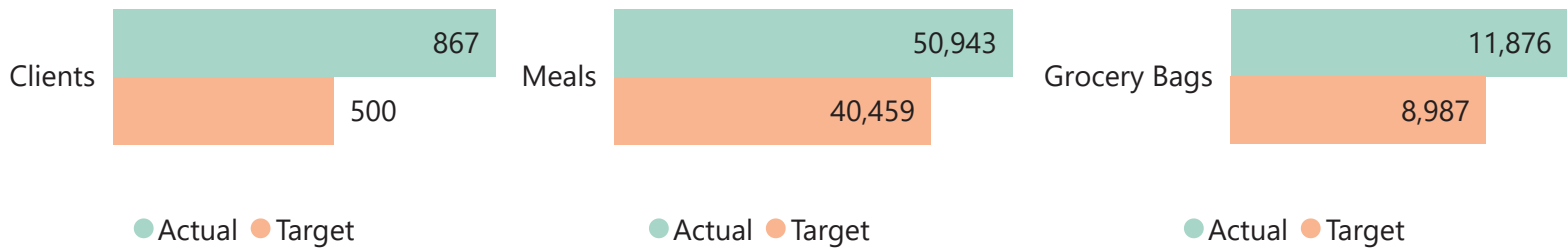
Funding
$589,526

Providers
1

Service Objectives

Clients
- Actual: 867
- Target: 500

Meals
- Actual: 50,943
- Target: 40,459

Grocery Bags
- Actual: 11,876
- Target: 8,987

● Actual ● Target

Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Physical Fitness & Health*	Clients demonstrate reduced risks to health due to participation in the program (e.g., weight loss/control, increased or maintain medication adherence, reduced hospitalizations)	137	95%	65%
Physical Fitness & Health*	Clients report improved or maintained overall health due to participation in the program	44	100%	75%
Physical Fitness & Health*	Clients with diabetes experience positive outcome related to disease management (e.g., reduced HbA1c, weight loss/control, increased medication adherence)	55	66%	65%
Physical Fitness & Health*	Clients have more confidence managing their chronic health conditions	0		75%
Healthy Nutrition Habits*	Clients report that the program has helped them adhere to their medical team's dietary recommendations	46	97%	75%
Service Quality	Clients rate the quality of food as excellent or good	65	94%	85%

*Key Measurement Theme for Service Area

Note: The provider administered surveys, but did not measure all Outcome Objectives.
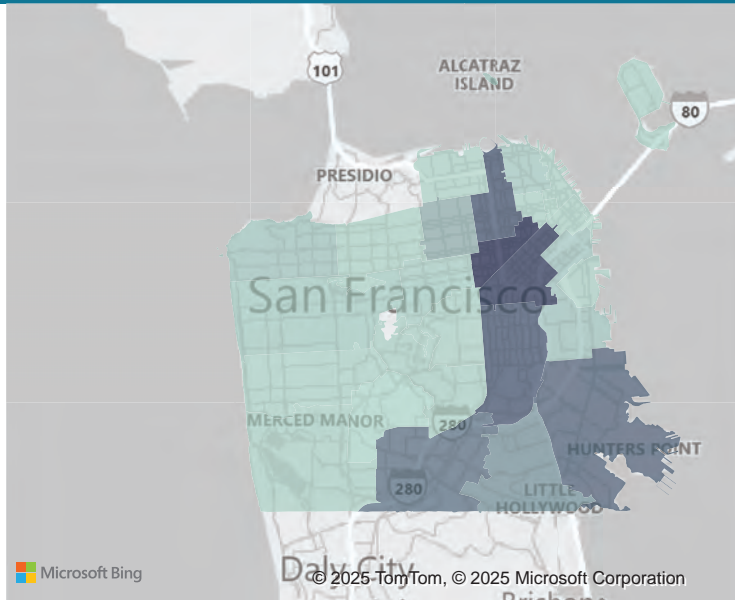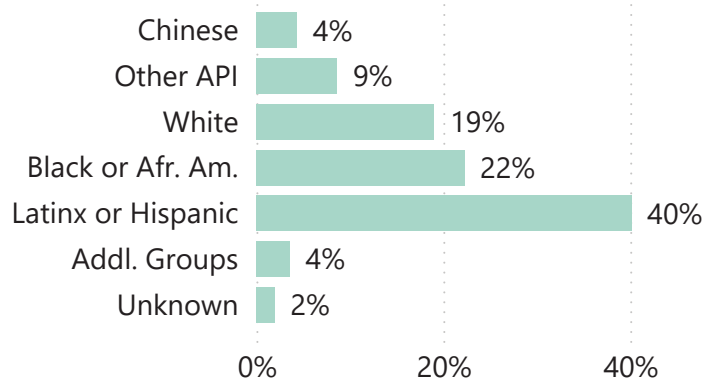
Nutrition as Health
Client Profile

Service Levels

Unduplicated Clients	867
Enrollments	1,928

Analysis based on unduplicated clients

Zip Code of Residence

Microsoft Bing
© 2025 TomTom, © 2025 Microsoft Corporation

Race/Ethnicity

Chinese	4%
Other API	9%
White	19%
Black or Afr. Am.	22%
Latinx or Hispanic	40%
Addl. Groups	4%
Unknown	2%

Primary Language

Chinese	3%
English	38%
Spanish	8%
Filipino	1%
Russian	0%
Addl. Groups	3%
Unknown	48%
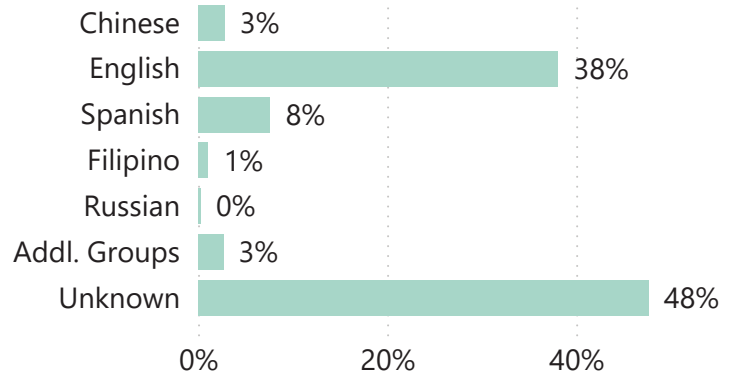
Gender Identity

	#	%
Female	380	44%
Male	471	54%
Trans Female	11	1%
Trans Male	1	0%
Addl. Groups	2	0%
Unknown	2	0%
Total	**867**	**100%**

Sexual Orientation

	#	%
Straight/Heterosexual	762	88%
Gay/Lesbian/Same-Gender Loving	50	6%
Bisexual	17	2%
Addl. Groups	2	0%
Unknown	36	4%
Total	**867**	**100%**

Age

● 18-34 ● 35-49 ● 50-59 ● 60-64 ● 65-74 ● 75-84 ● 85+ ○ Unknown

17%	24%	13%	26%	12%	5%	
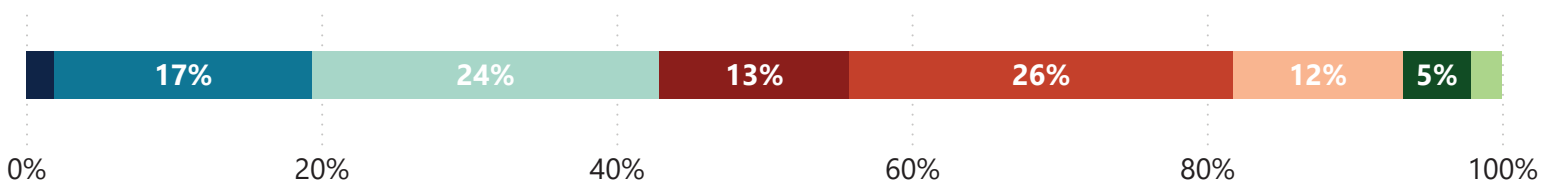
Nutrition Education

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.
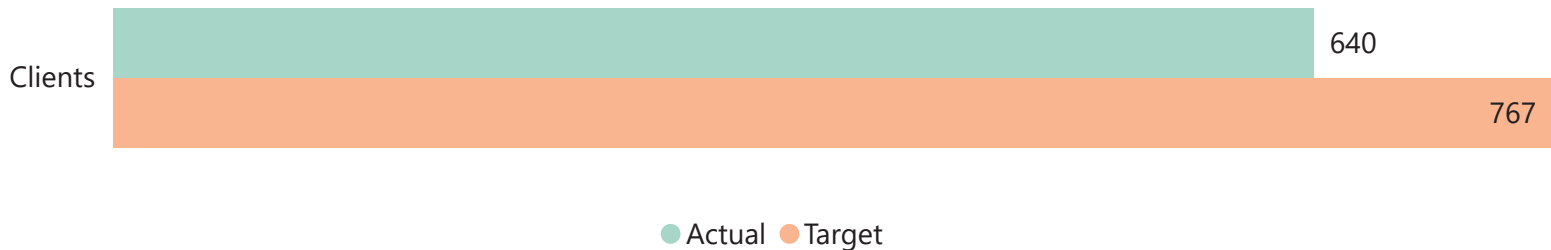
Funding
$167,777

Providers
1

Service Objectives

Clients
- Actual: 640
- Target: 767

● Actual ● Target

Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actuals	Target
Healthy Nutrition Habits*	Clients feel more confident choosing foods and beverages that are beneficial to overall health	298	98%	75%
Healthy Nutrition Habits*	Clients report increased consumption of fruits, vegetables, and/or whole grains	297	97%	75%
Healthy Nutrition Habits*	Clients report making at least one healthy change due to participation in the program	298	97%	75%
Education & Awareness of Services	Clients feel more confident accessing nutrition counseling and/or education resources	298	96%	75%

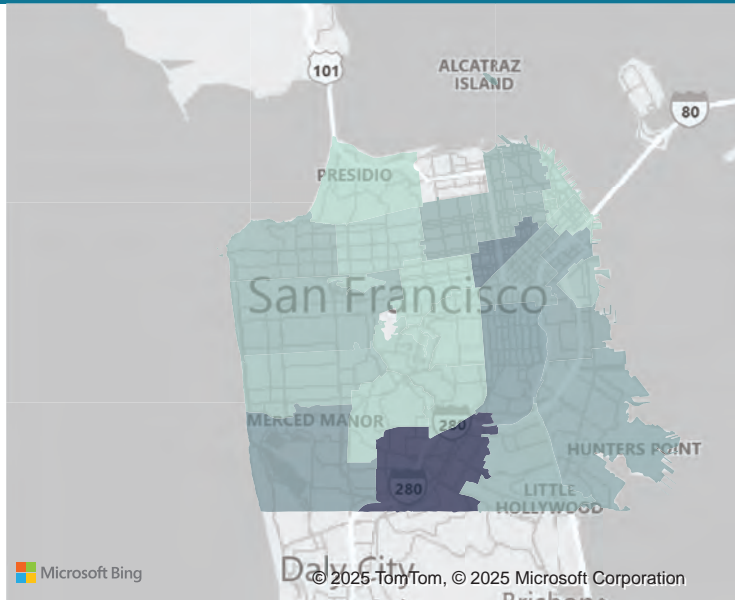*Key Measurement Theme for Service Area

Nutrition Education
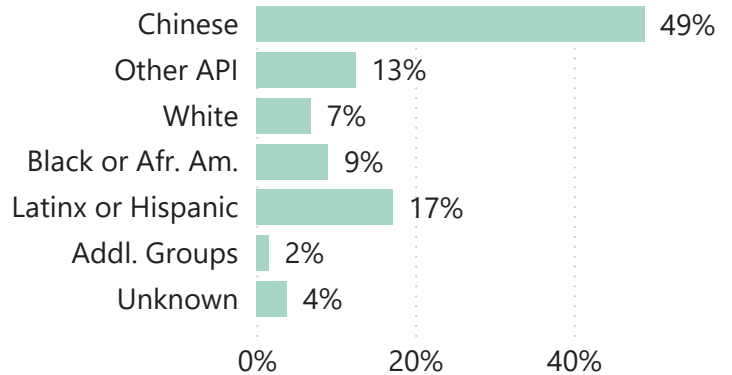**Client Profile**

Service Levels

Unduplicated Clients	640
Enrollments	669

Analysis based on unduplicated clients

Zip Code of Residence

Microsoft Bing
© 2025 TomTom, © 2025 Microsoft Corporation

Race/Ethnicity

Chinese	49%
Other API	13%
White	7%
Black or Afr. Am.	9%
Latinx or Hispanic	17%
Addl. Groups	2%
Unknown	4%

Primary Language

Chinese	40%
English	26%
Spanish	15%
Filipino	6%
Russian	0%
Addl. Groups	2%
Unknown	10%
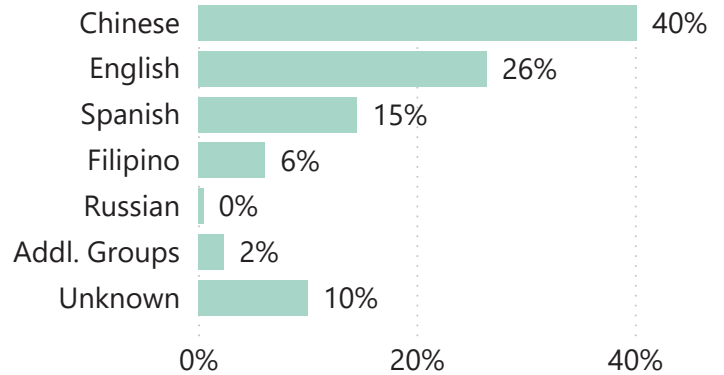
Gender Identity

	#	%
Female	464	73%
Male	162	25%
Trans Female	5	1%
Trans Male	0	0%
Addl. Groups	0	0%
Unknown	9	1%
Total	**640**	**100%**

Sexual Orientation

	#	%
Straight/Heterosexual	580	91%
Gay/Lesbian/Same-Gender Loving	15	2%
Bisexual	11	2%
Addl. Groups	0	0%
Unknown	34	5%
Total	**640**	**100%**

Age

● 35-49 ● 50-59 ● 60-64 ● 65-74 ● 75-84 ● 85+ ● Unknown

8%	41%	34%	13%	

Self-Care & Safety

> **Self-Care & Safety services help older adults and people with disabilities to meet their needs in the most independent setting, safe from abuse and self-neglect.**
>
> **SELF-CARE & SAFETY SERVICES**
> - *Adult Protective Services (APS)*
> - Elder Abuse Prevention Services
> - *In-Home Supportive Services (IHSS)*
> - Long-Term Care Ombudsman
> - *Public Administrator*
> - *Public Conservator*
> - *Public Guardian*
> - *Representative Payee*
> - Senior Escorts
> - Short-Term Home Care for Seniors
> - Suicide Prevention & Emotional Support
> - Support at Home
> - Supportive Services for People with Collecting Behaviors
> - Video Doorbells
> - Wheelchair Repair
> - Workforce Support
>
> **PRIMARY OUTCOME MEASUREMENT THEMES**
> - **Empowerment and Self-Determination:** Clients develop enhanced agency and use new skills to manage their personal care needs and improve their well-being.
> - **Provider Training & Professional Development:** Providers develop enhanced skills and competencies that strengthen their ability to support older people and adults with disabilities in crisis situations.
> - **Stability in the Community:** Clients maintain stability living in the community

FY 2023-24 HIGHLIGHTS
- We served nearly 600 clients* with a total of about 9,136 enrollments across all Self-Care & Safety services. In total, we allocated $5.6 million for services in this area.
- Our Video Doorbells program installed 200 video doorbells for clients citywide. As a result, nearly 87% of recipients expressed an increased sense of safety and security in their home.
- Senior Escorts accompanied older adults and adults with disabilities on over 6,000 trips. In total, 99% of surveyed clients said they felt safer due to escort services.
- We subsidized roughly 41,100 hours of home care to 130 clients who are ineligible for IHSS through our Support at Home program. About 75% of clients experienced improved quality of life due to their participation in the program.

DIGNITY FUND FY 2023-24: SELF-CARE & SAFETY SERVICES

Total Enrollments	Total Unduplicated Clients*	Total Funding
9,136	597	$5,563,686

Does not include services for which client-level data is not captured in DAS GetCare (Elder Abuse Prevention Services, Long-Term Care Ombudsman, Suicide Prevention & Emotional Support, Senior Escorts, Support at Home, Wheelchair Repair, and Workforce Support)

Elder Abuse Prevention Services

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.
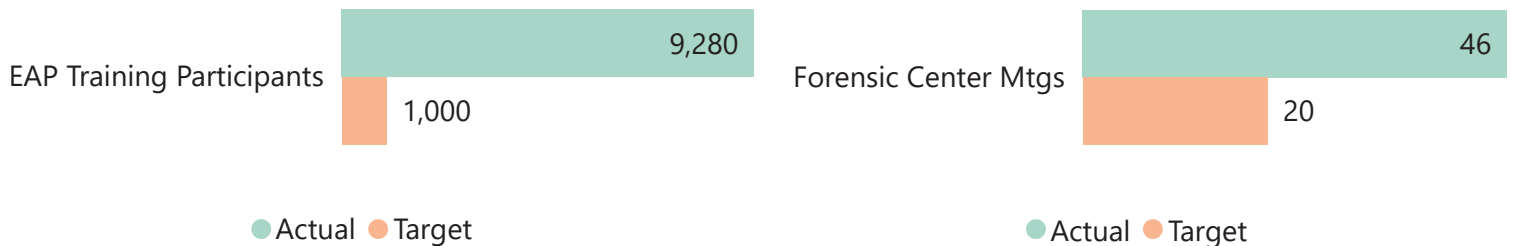
Funding

$336,483

Providers

1

Service Objectives

EAP Training Participants
- Actual: 9,280
- Target: 1,000

Forensic Center Mtgs
- Actual: 46
- Target: 20

● Actual ● Target

Outcome Objectives

Service	Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Elder Abuse Prevention	Provider Training & Professional Development*	Trainees report that they are more likely to report suspected abuse as a result of the training	792	95%	75%
Elder Abuse Prevention	Service Quality	Trainees rate the quality of the training received as excellent or good	792	95%	80%
Forensic Center	Provider Training & Professional Development*	Participants find educational components of meetings to be informative	16	94%	80%
Forensic Center	Provider Training & Professional Development*	Participants report the Forensic Center and Multidisciplinary Team meetings have been useful	16	94%	80%

*Key Measurement Theme for Service Area

Long-Term Care Ombudsman

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.

Funding
$847,990

Providers
1

Service Objectives

Clients	2,401

Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Service Quality	Complaints investigated and addressed by LTC Ombudsman are resolved to residents' satisfaction	548	76%	78%

*Key Measurement Theme for Service Area

Note: This program does not have Service Objective targets.

Senior Escorts

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.
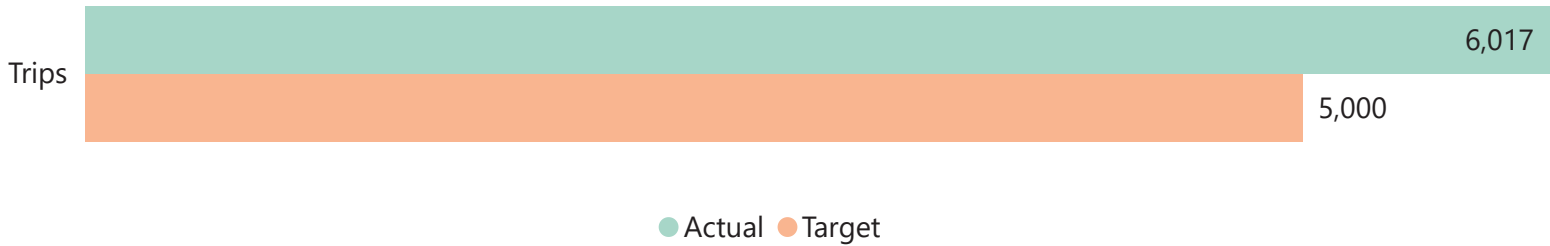
Funding

$784,713

Providers

1

Service Objectives

Trips
- Actual: 6,017
- Target: 5,000

● Actual ● Target

Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Empowerment*	Clients feel safer due to escort services	221	99%	80%
Service Quality	Escort requests are addressed in a timely fashion	221	99%	80%

*Key Measurement Theme for Service Area

Short-Term Home Care for Seniors

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).
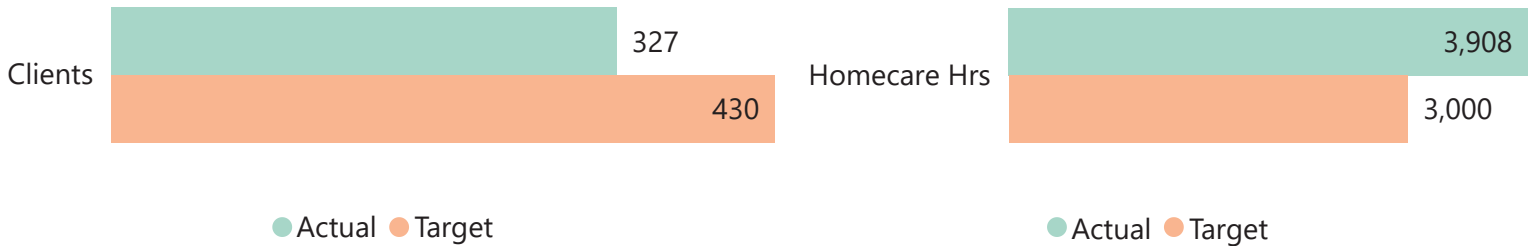
Funding

$204,918

Providers

1

Service Objectives

Clients
- Actual: 327
- Target: 430

Homecare Hrs
- Actual: 3,908
- Target: 3,000

● Actual ● Target

Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Stability in the Community*	Clients report the services help them remain at home	0		85%
Service Quality	Clients are satisfied with the services provided	53	100%	85%

*Key Measurement Theme for Service Area

Note: The provider administered surveys, but did not measure all Outcome Objectives.
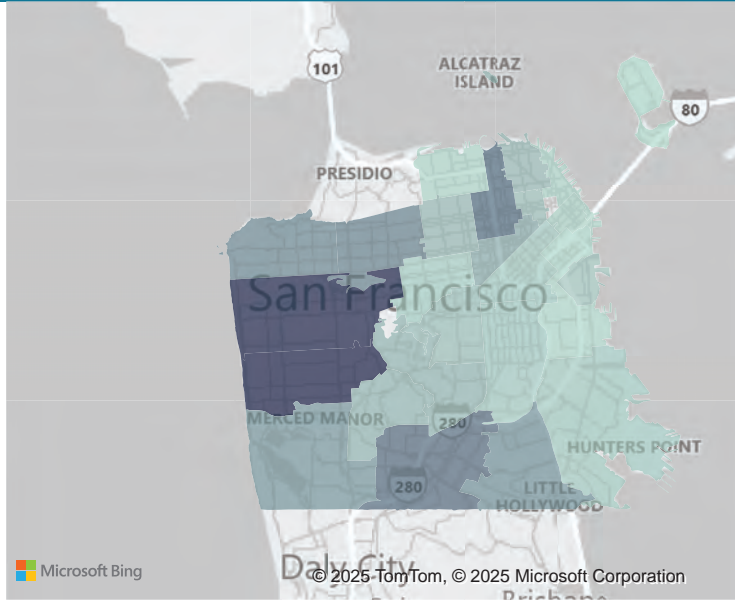
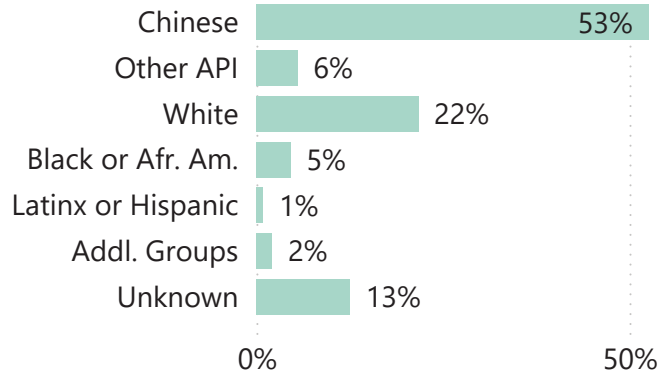# Short-Term Home Care for Seniors
Client Profile

Service Levels

Unduplicated Clients	327
Enrollments	981

Analysis based on unduplicated clients

Zip Code of Residence

Microsoft Bing
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Race/Ethnicity

Chinese	53%
Other API	6%
White	22%
Black or Afr. Am.	5%
Latinx or Hispanic	1%
Addl. Groups	2%
Unknown	13%

Primary Language

Chinese	45%
English	34%
Spanish	1%
Filipino	1%
Russian	1%
Addl. Groups	2%
Unknown	16%
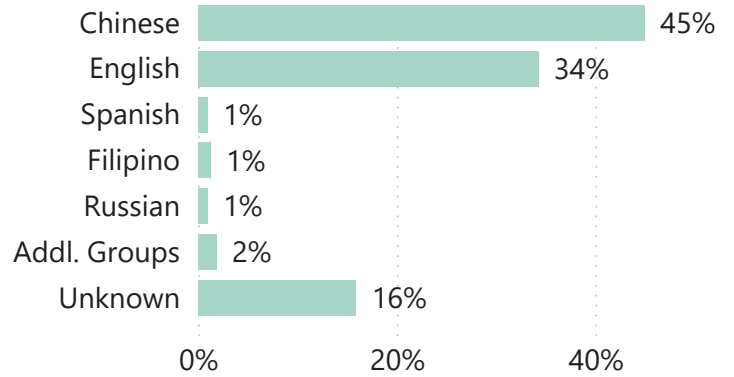
Gender Identity

	#	%
Female	194	59%
Male	116	35%
Trans Female	0	0%
Trans Male	0	0%
Addl. Groups	0	0%
Unknown	17	5%
Total	**327**	**100%**

Sexual Orientation

	#	%
Straight/Heterosexual	250	76%
Gay/Lesbian/Same-Gender Loving	14	4%
Bisexual	38	12%
Addl. Groups	0	0%
Unknown	25	8%
Total	**327**	**100%**

Age

● 60-64 ● 65-74 ● 75-84 ● 85+

60-64	65-74	75-84	85+
	32%	40%	26%
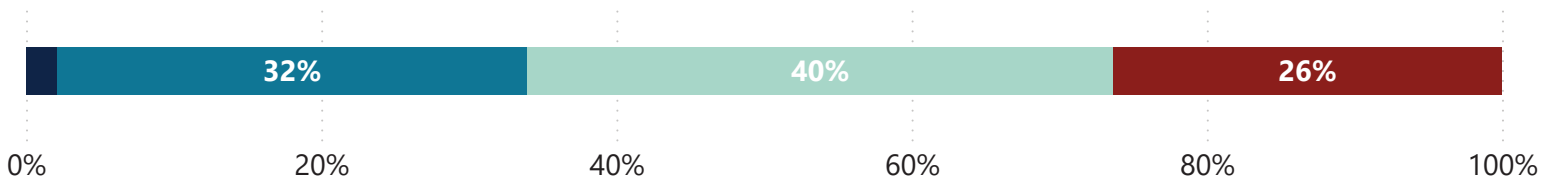
Suicide Prevention and Emotional Support

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.
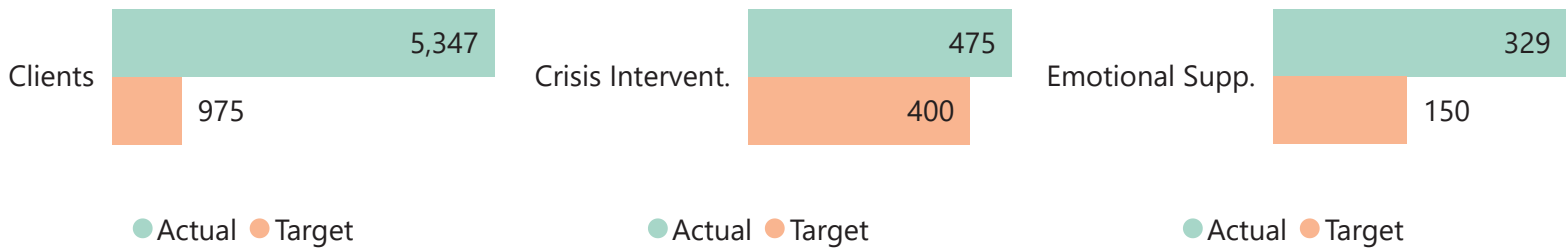
Funding

$500,866

Providers

1

Service Objectives

	Actual	Target
Clients	5,347	975
Crisis Intervent.	475	400
Emotional Supp.	329	150

●Actual ●Target   ●Actual ●Target   ●Actual ●Target

Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Empowerment & Self-Determination*	Clients who participate in Grief Group Counseling develop strategies to better cope with their grief/loss	56	100%	85%
Provider Training & Professional Development*	Professionals who attend trainings develop better understanding of grief, loss, and depression within the senior and disability populations	275	99%	85%
Service Quality	Clients who receive Formal Emotional Support phone calls rate the quality of services as excellent or good	56	100%	85%

*Key Measurement Theme for Service Area

Note: Friendship Line calls increased dramatically in FY 23-24, contributing to the overperformance of number of clients.

Support at Home

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.
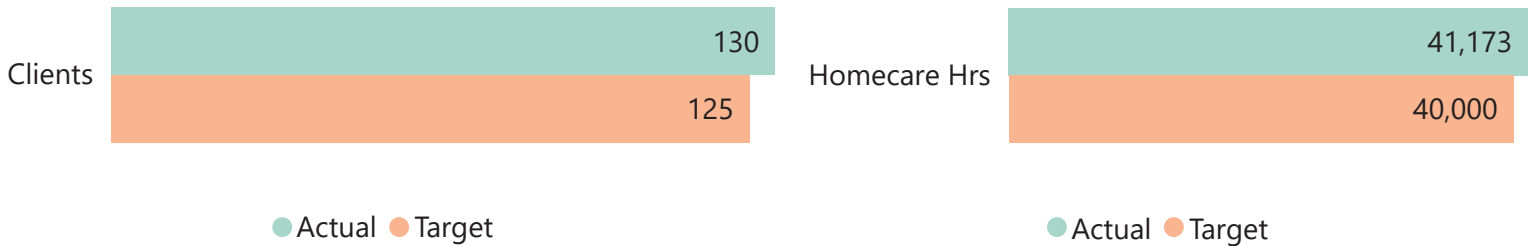
Funding
$1,943,606

Providers
1

Service Objectives

Clients
- 130 (Actual)
- 125 (Target)

Homecare Hrs
- 41,173 (Actual)
- 40,000 (Target)

● Actual ● Target

Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Stability in the Community*	Clients are able to remain safe at home as a result of the participation in the program	51	73%	85%
Quality of Life*	Clients report their quality of life has improved as a result of home care services	51	76%	85%
Service Quality	Clients are satisfied with the voucher administration process	51	88%	85%

*Key Measurement Theme for Service Area

Support Services for People with Collecting Behaviors

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).
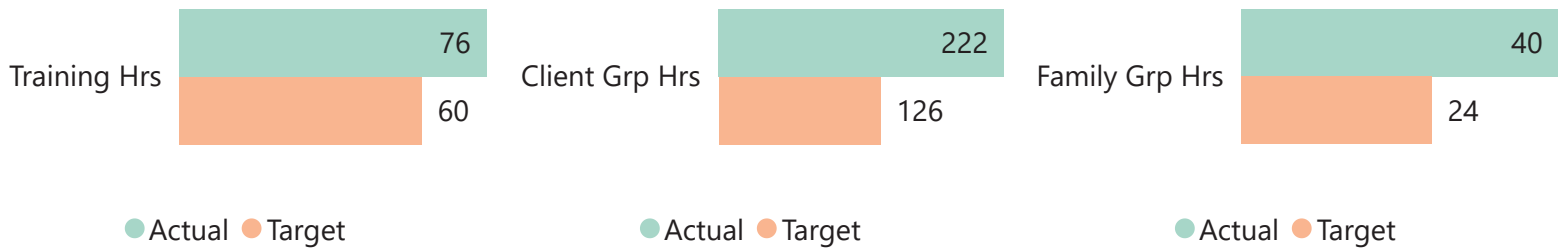
Funding
$329,668

Providers
1

Service Objectives

Training Hrs — Actual 76, Target 60

Client Grp Hrs — Actual 222, Target 126

Family Grp Hrs — Actual 40, Target 24

● Actual ● Target   ● Actual ● Target   ● Actual ● Target

Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Empowerment & Self-Determination*	Clients participating in support and treatment groups report a reduction in their compulsive hoarding and cluttering behaviors	0		80%
Empowerment & Self-Determination*	Family and friends participating in support groups feel better able to support themselves and the individual with hoarding and cluttering behaviors	0		80%
Provider Training & Professional Development*	Professionals have an improved understanding of compulsive hoarding and systems linkages	0		80%
Service Quality	Clients indicate information and referral services are appropriate and useful	0		80%

*Key Measurement Theme for Service Area

Note: Outcome Objective performance data was not available at the time of this report because program monitoring had not been completed.

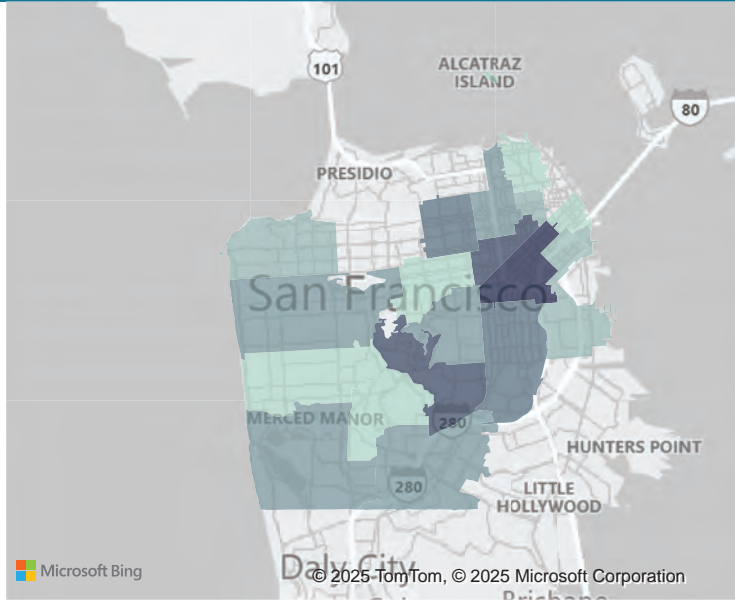# Support Services for People with Collecting Behvaiors
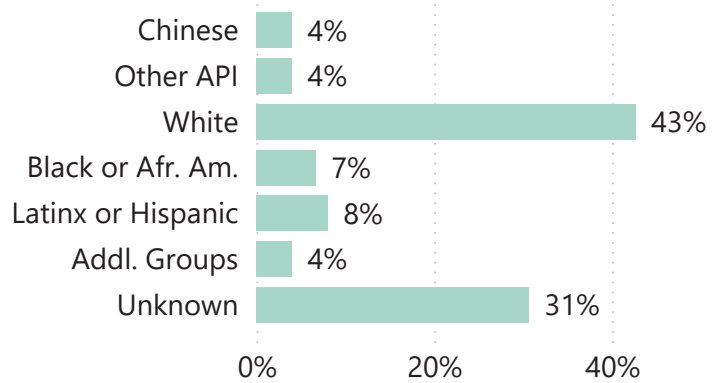**Client Profile**

Service Levels

Unduplicated Clients	75
Enrollments	75

Analysis based on unduplicated clients

Zip Code of Residence

Race/Ethnicity

Chinese	4%
Other API	4%
White	43%
Black or Afr. Am.	7%
Latinx or Hispanic	8%
Addl. Groups	4%
Unknown	31%

Primary Language

Chinese	1%
English	47%
Spanish	1%
Filipino	
Russian	
Addl. Groups	3%
Unknown	48%
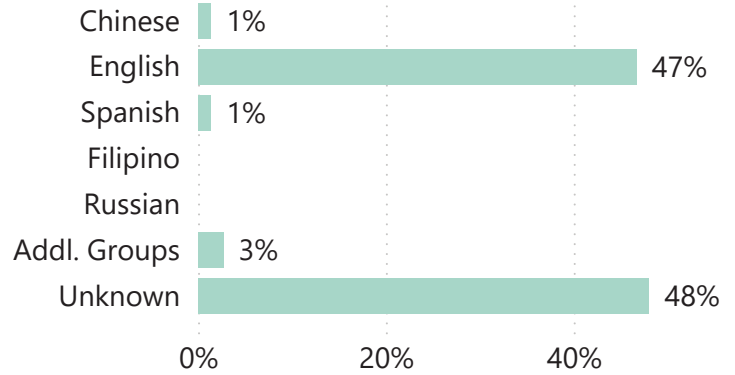
Gender Identity

	#	%
Female	43	57%
Male	21	28%
Trans Female	0	0%
Trans Male	0	0%
Addl. Groups	2	3%
Unknown	9	12%
Total	**75**	**100%**

Sexual Orientation

	#	%
Straight/Heterosexual	33	44%
Gay/Lesbian/Same-Gender Loving	13	17%
Bisexual	1	1%
Addl. Groups	1	1%
Unknown	27	36%
Total	**75**	**100%**

Age

● 18-34 ● 35-49 ● 50-59 ● 60-64 ● 65-74 ● 75-84 ● 85+ ● Unknown

18-34	50-59	60-64	65-74	75-84	Unknown
9%	24%	8%	33%	16%	7%

Video Doorbells

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.
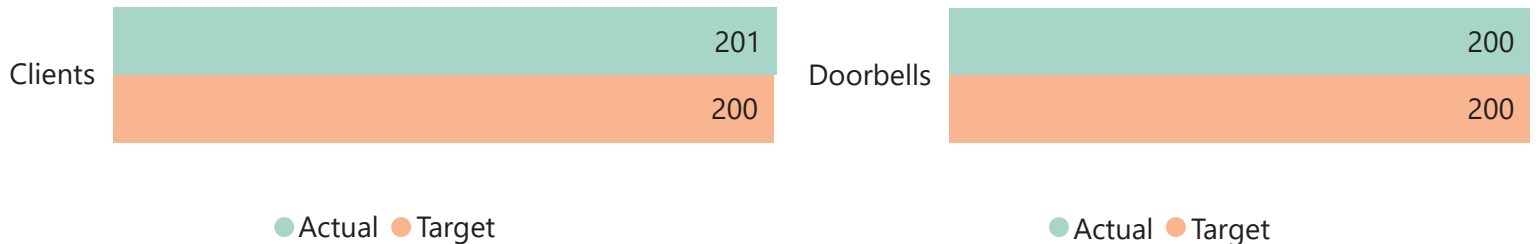
Funding
$36,313

Providers
1

Service Objectives

Clients	
Actual	201
Target	200

Doorbells	
Actual	200
Target	200

● Actual ● Target

● Actual ● Target

Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Empowerment & Self-Determination*	Recipients express an increased sense of safety and security in their home	46	87%	85%
Service Quality	Recipients express that maintenance inssues were addressed in a timely fashion	46	89%	85%
Service Quality	Recipients are satisfied with the installation of the video doorbell	46	90%	85%

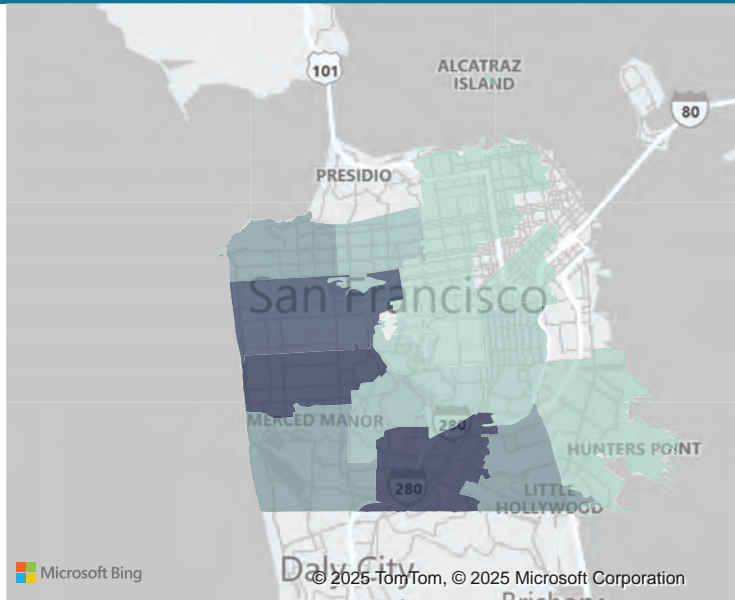*Key Measurement Theme for Service Area
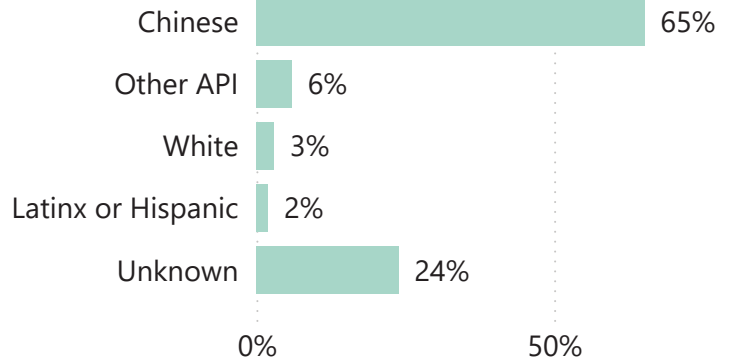
Video Doorbells
Client Profile

Service Levels

Unduplicated Clients	201
Enrollments	201

Analysis based on unduplicated clients

Zip Code of Residence

Race/Ethnicity

Chinese	65%
Other API	6%
White	3%
Latinx or Hispanic	2%
Unknown	24%

Primary Language

Chinese	54%
English	13%
Spanish	1%
Filipino	1%
Russian	
Addl. Groups	1%
Unknown	29%
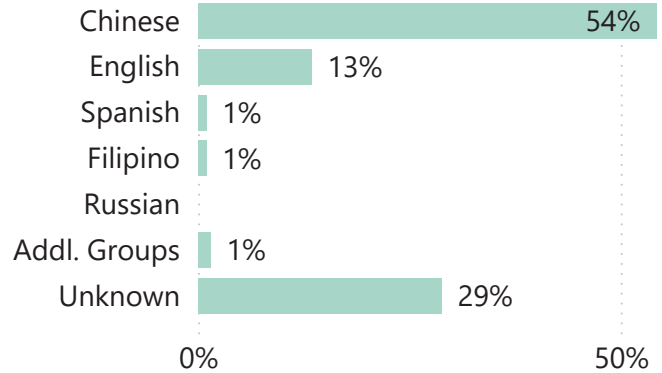
Gender Identity

	#	%
Female	124	62%
Male	73	36%
Trans Female	2	1%
Trans Male	1	0%
Addl. Groups	0	0%
Unknown	1	0%
Total	**201**	**100%**

Sexual Orientation

	#	%
Straight/Heterosexual	139	69%
Gay/Lesbian/Same-Gender Loving	2	1%
Bisexual	4	2%
Unknown	56	28%
Total	**201**	**100%**

Age

● 18-34 ● 35-49 ● 50-59 ● 60-64 ● 65-74 ● 75-84 ● 85+

11%	53%	23%	10%

Wheelchair Repair

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.
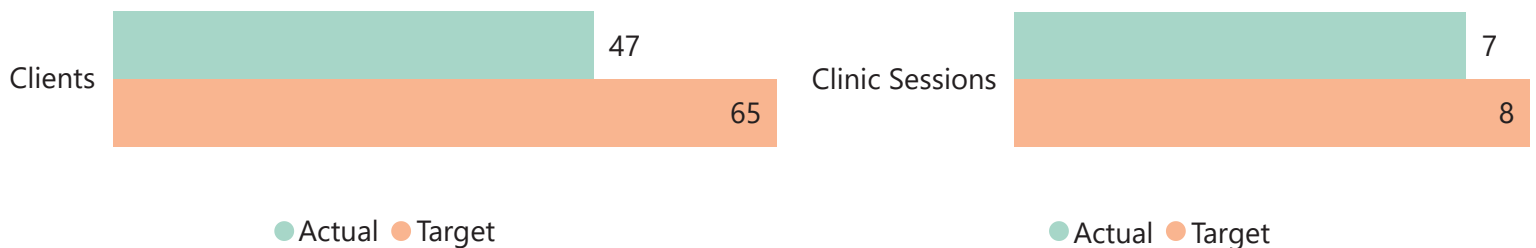
Funding
$310,000

Providers
1

Service Objectives

Clients — Actual: 47, Target: 65

Clinic Sessions — Actual: 7, Target: 8

● Actual ● Target

Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Stability in the Community*	Clients are satisfied with their wheelchair repairs	0		85%
Stability in the Community*	Clients are satisfied with the support services received, including claims assistance and equipment loans	0		85%
Empowerment & Self-Determination*	Clients who attended a workshop will have increased skills and knowledge around wheelchair upkeep, maintenance, and basic repairs	0		85%
Service Quality	Clients report the program was responsive to their needs and felt treated with respect	0		85%

*Key Measurement Theme for Service Area

Note: Surveys were not administered in FY 23-24 as the program focused on launching and establishing standard operations. Surveys will be administered in FY 24-25.

Workforce Support

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.
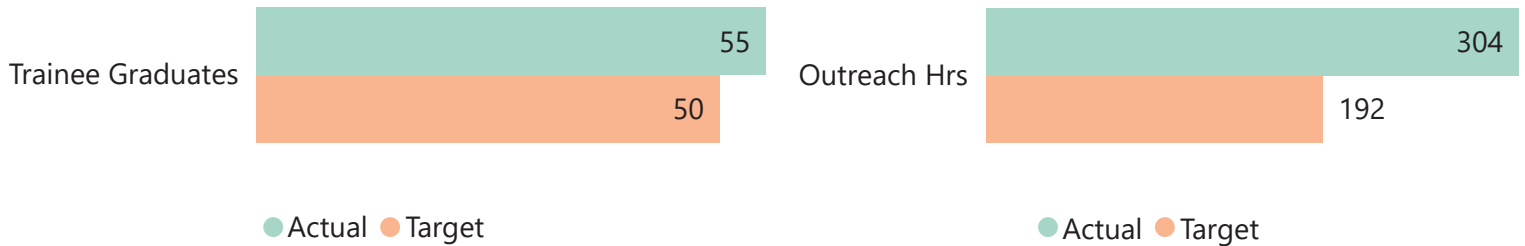
Funding

$269,129

Providers

1

Service Objectives

Trainee Graduates	
Actual	55
Target	50

Outreach Hrs	
Actual	304
Target	192

● Actual ● Target

Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Provider Training & Professional Development*	Trainees demonstrate increased caregiver competencies (based on pre/post assessment)	55	100%	80%
Provider Training & Professional Development*	Trainees report the program provided useful information that improved their caregiving abilities	55	100%	75%
Provider Training & Professional Development*	Trainees report they have developed additional skills to work more competently in diverse community-based and long-term care settings	55	100%	75%

*Key Measurement Theme for Service Area

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

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

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

Appendix B: List of Contractors by Service

The tables below identify the contractor(s) providing Dignity Fund services included in this report and funded by DAS in FY 2023-24. These tables are organized by service area, and list services and contractors alphabetically.

SERVICE AREA: ACCESS & EMPOWERMENT

Service	Contractor
Advocacy Services	Senior and Disability Action
Aging and Disability Resource Centers (ADRCs)	Bayview Hunters Point Multipurpose Senior Services
	Catholic Charities
	Golden Gate Senior Services
	Institute on Aging (Citywide Coordinator)
	Mission Neighborhood Centers
	On Lok (30th Street Senior Center)
	Openhouse
	Self-Help for the Elderly
	Sequoia Living
	Toolworks
CalFresh Outreach	SF Marin Food Bank
DAS Intake	N/A (service provided directly by DAS)
Employment Navigation and Benefits Support	Felton Institute
Empowerment Programs	Independent Living Resource Center of San Francisco
	Senior and Disability Action
	The Arc San Francisco
Health Insurance Counseling and Advocacy Program (HICAP)	Self-Help for the Elderly
Legal Assistance	Asian Pacific Islander Legal Outreach
	Independent Living Resource Center of San Francisco
	La Raza Centro Legal
	Legal Assistance to the Elderly
	Open Door Legal
	UC Hastings College of the Law - Medical Legal Partnership for Seniors
LGBTQ+ Cultural Competency Trainings	Alzheimer's Association
	Openhouse
LGBTQ+ Financial Literacy	SF LGBT Center

Service	Contractor
LGBTQ+ Legal & Life Planning	Legal Assistance to the Elderly
Naturalization	Asian Pacific Islander Legal Outreach
	Centro Latino de San Francisco
	Immigration Institute of the Bay Area
	Jewish Family and Children's Services
	La Raza Centro Legal
	Self-Help for the Elderly
Peer Ambassadors	Curry Senior Center
	Self-Help for the Elderly
	Southeast Asian Community Center
Transportation	Community Living Campaign
	Lighthouse for the Blind and Visually Impaired (Taxi Vouchers)
	SFMTA
Veterans Service Linkages Pilot	Swords to Plowshares

SERVICE AREA: CAREGIVER SUPPORT

Service	Contractor
Adult Day Programs	Catholic Charities
	Institute on Aging
	Kimochi
	On Lok (30th Street Senior Center)
	Self-Help for the Elderly
	SteppingStone
Caregiver Respite	Institute on Aging
Family Caregiver Support Program	Edgewood
	Family Caregiver Alliance

SERVICE AREA: CASE MANAGEMENT & CARE NAVIGATION

Service	Contractor
Case Management	Bayview Hunters Point Multipurpose Senior Services
	Catholic Charities
	Curry Senior Center
	Episcopal Community Services
	Felton Institute
	Homebridge
	Institute on Aging
	Jewish Family and Children's Services
	Kimochi
	On Lok (30th Street Senior Center)
	Openhouse
	Self-Help for the Elderly

Service	Contractor
Community Living Fund (CLF)	Institute on Aging
LGBTQ+ Care Navigation	Shanti Project
Money Management	Bayview Hunters Point Multipurpose Senior Services
	Conard House

SERVICE AREA: COMMUNITY CONNECTION & ENGAGEMENT

Service	Contractor
Adult Day Health Centers (ADHCs)	SteppingStone
Community Connector	Community Living Campaign
Community Service Centers	Bayanihan Equity Center
	Bayview Hunters Point Multipurpose Senior Services
	Bernal Heights Neighborhood Center
	Booker T. Washington Community Service Center
	Catholic Charities
	Centro Latino de San Francisco
	Curry Senior Center
	Episcopal Community Services
	Felton Institute
	Golden Gate Senior Services
	Independent Living Resource Center of San Francisco
	Kimochi
	Lighthouse for the Blind and Visually Impaired
	Mission Neighborhood Centers
	On Lok (30th Street Senior Center)
	Openhouse
	Russian American Community Services
	Self-Help for the Elderly
	Sequoia Living
	Southwest Community Corporation
	Visitacion Valley Neighborhood Association
	YMCA
Creative Arts for Older Adults and Adults with Disabilities	Art with Elders
	Community Music Center
	University Of California, San Francisco
Employment Support	Community Living Campaign
	The Arc San Francisco

Service	Contractor
Intergenerational Programs	Bayview Hunters Point Multipurpose Senior Services
	Front Porch Communities Foundation (Ruth's Table)
	Lighthouse for the Blind
	Mission Neighborhood Centers
	Openhouse
	Self-Help for the Elderly
	Sequoia Living
LGBTQ+ Community Services in ADHCs	SteppingStone
LGBTQ+ Mental Health Connections	Curry Senior Center
Neighborhood-Based Programs	Bernal Heights Neighborhood Center
	Booker T. Washington Community Service Center
	NEXT Village SF
	Self-Help for the Elderly
Senior Companion	Felton Institute
SF Connected	Community Living Campaign
	Community Technology Network
	Conard House
	Lighthouse for the Blind and Visually Impaired
	Self-Help for the Elderly
	The Arc San Francisco
Technology at Home	Curry Senior Center
Transgender and Gender Non-Conforming (TGNC) Supports	Curry Senior Center
	Openhouse
Veterans Drop-In Center	Swords to Plowshares
Village Programs	Golden Gate Senior Services
	NEXT Village SF
	SF Village
Volunteer Visitors	Lighthouse for the Blind and Visually Impaired
	Little Brothers - Friends of the Elderly

SERVICE AREA: HOUSING SUPPORT

Service	Contractor
Housing Subsidies	Catholic Charities
	Eviction Defense Collaborative
	Self-Help for the Elderly

Service	Contractor
Rental Assistance Demonstration	BRIDGE Housing
	Chinatown Community Development Center
	Community Housing Partnership
	Glide Community Housing
	Mercy Housing California
	Tenderloin Neighborhood Development Corporation
Scattered Site Housing	Brilliant Corners
Veterans Services Connect	Swords to Plowshares

SERVICE AREA: NUTRITION & WELLNESS

Service	Contractor
CalFresh Healthy Living	Self-Help for the Elderly
Chronic Disease Management Programs	On Lok (30th Street Senior Center)
Congregate Meals	Bayview Hunters Point Multipurpose Senior Services
	Centro Latino de San Francisco
	Episcopal Community Services
	Glide Foundation
	Kimochi
	On Lok (30th Street Senior Center)
	Project Open Hand
	Russian American Community Services
	Self-Help for the Elderly
	Southwest Community Corporation
Culturally Responsive Nutrition Services	Bayview Hunters Point Multipurpose Senior Services
	Southwest Community Cooperation
Food Pantry	San Francisco-Marin Food Bank
Health Promotion – Physical Fitness	On Lok (30th Street Senior Center)
Home-Delivered Groceries	Bayview Hunters Point Multipurpose Senior Services
	Centro Latino de San Francisco
	Chinatown Community Development Center
	Community Living Campaign
	Golden Gate Senior Services
	San Francisco-Marin Food Bank
	YMCA

Service	Contractor
Home-Delivered Meals	Centro Latino de San Francisco
	Institute on Aging
	Jewish Family and Children's Services
	Kimochi
	Meals On Wheels
	On Lok (30th Street Senior Center)
	Project Open Hand
	Russian American Community Services
	Self-Help for the Elderly
Nutrition as Health	Project Open Hand
Nutrition Education	Leah's Pantry

SERVICE AREA: SELF-CARE & SAFETY

Service	Contractor
Elder Abuse Prevention Services	Institute on Aging
Long-Term Care Ombudsman	Felton Institute
Senior Escorts	Self-Help for the Elderly
Short-Term Home Care for Seniors	Self-Help for the Elderly
Suicide Prevention and Emotional Support	Institute on Aging
Support at Home	Institute on Aging
Support Services for People with Collecting Behaviors	Mental Health Association of San Francisco
Video Doorbells	Self-Helf for the Elderly
Wheelchair Repair	Independent Living Resource Center of SF
Workforce Support	Self-Help for the Elderly

Appendix C: Map of San Francisco Zip Codes
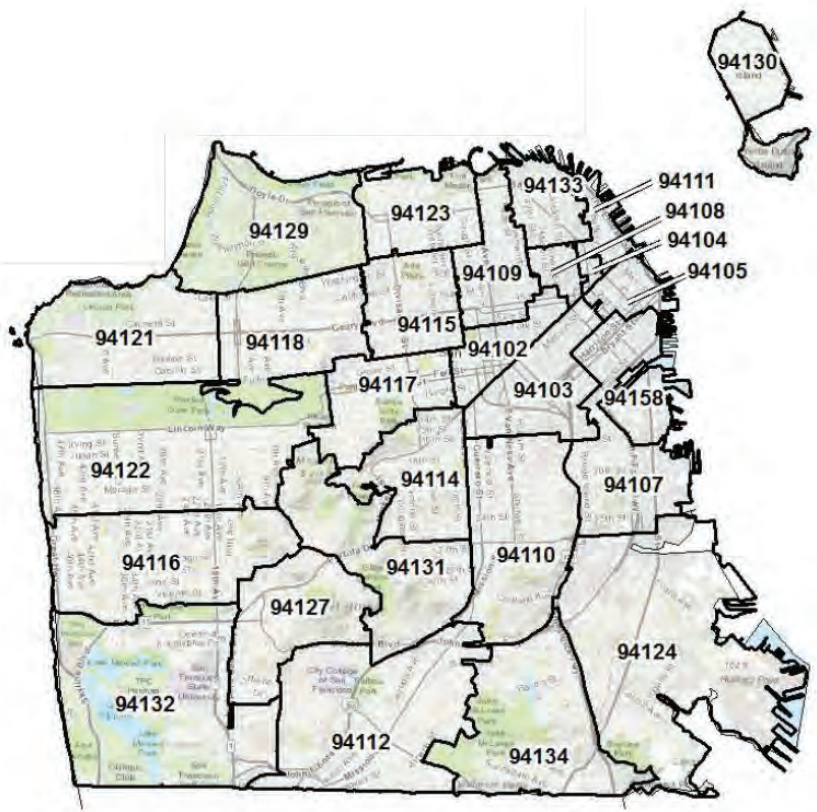
SAN FRANCISCO ZIP CODES AND ASSOCIATED NEIGHBORHOODS

SF Zip Code	San Francisco Neighborhood	SF Zip Code	San Francisco Neighborhood
94102	Hayes Valley/Civic Center/Tenderloin	94118	Inner Richmond
94103	South of Market	94121	Outer Richmond
94104	Financial District	94122	Sunset
94105	Rincon Hill	94123	Marina/Cow Hollow
94107	Potrero Hill/SOMA	94124	Bayview/Hunters Point
94108	Chinatown	94127	St. Francis Wood/Miraloma/West Portal
94109	Polk/Russian Hill/Nob Hill	94129	Presidio
94110	Mission District/Bernal Heights	94130	Treasure Island
94111	Embarcadero	94131	Twin Peaks/Glen Park
94112	Ingleside/Excelsior	94132	Lake Merced/Lakeside
94114	Castro/Noe Valley	94133	North Beach
94115	Western Addition/Japantown	94134	Visitacion Valley
94116	Sunset/Parkside/Forest Hill	94158	Mission Bay
94117	Haight-Ashbury	94142	General Delivery

Appendix D: Profile of San Francisco Older Adults and Adults with Disabilities

This appendix provides a demographic profile of all older adults (ages 60 and older) and adults with disabilities (ages 18-59) living in San Francisco, drawing on Census data from the 2022 American Community Survey 5-Year Estimates.
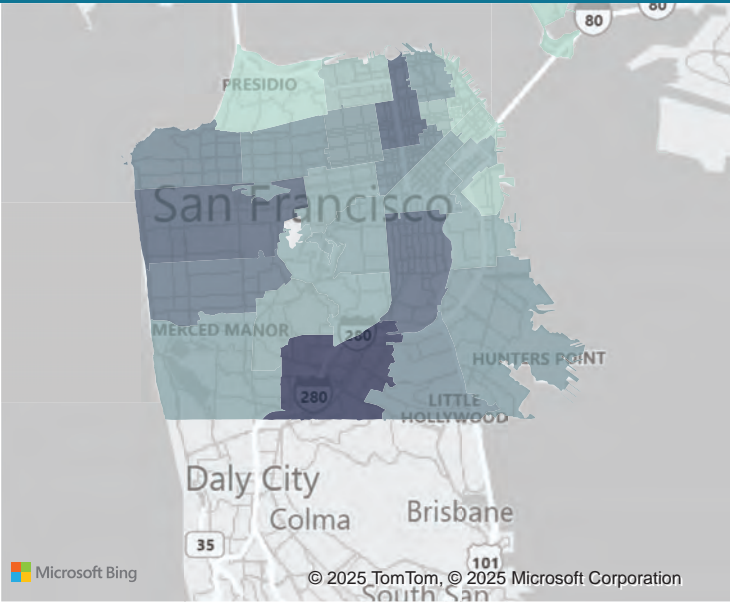
Please see the following page for this population profile.

Population Profile

Population

Adults with Disabilities (18-59)	35,505
Older Adults (60+)	191,157
Total	**226,662**

Zip Code of Residence

Gender Identity

	#	%
Female	116,331	51%
Male	110,331	49%
Addl. Groups		
Trans Female		
Trans Male		
Total	**226,662**	**100%**

Race/Ethnicity

- Chinese — 28%
- Other API — 12%
- White — 38%
- Black or Afr. Am. — 7%
- Latinx or Hispanic — 12%
- Addl. Groups — 3%

Primary Language

- Chinese — 25%
- English — 51%
- Spanish — 9%
- Filipino — 5%
- Russian — 2%
- Addl. Groups — 8%

Sexual Orientation

Straight/Heterosexual
Gay/Lesbian/Same-Gender Loving
Bisexual
Addl. Groups
Unknown

Age

● 18-34 ● 35-49 ● 50-59 ● 60-64 ● 65-74 ● 75-84 ● 85+

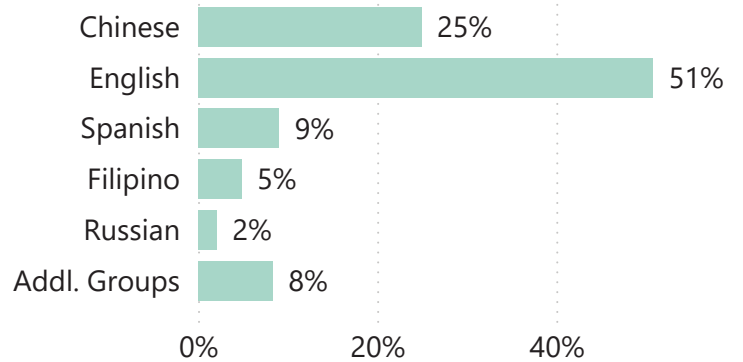| 5%	5%	6%	22%	35%	18%	10%
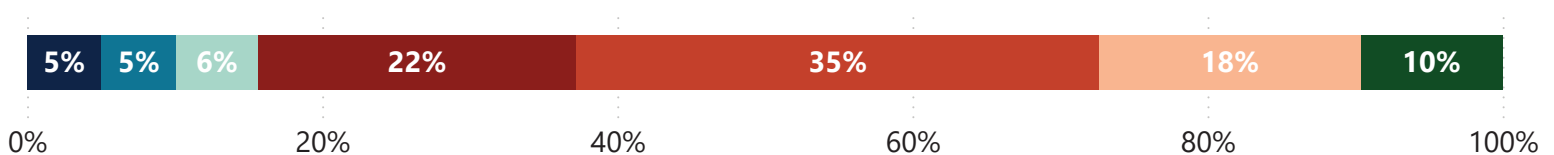
Source and Notes: Population analysis is based on 2022 American Community Survey 5-Year Estimates. Census questions do not align with San Francisco's methods of collecting gender identity and sexual orientation data. Zip code analysis defines seniors as adults ages 65+ and adults with disabilities ages 18-64. All other analysis identifies seniors at ages 60+ and adults with disabilities ages 18-59.

Appendix E: Profile of Clients Served in FY 2023-24 Overall and by Service Area

This appendix provides a demographic profile of individuals who participated in Dignity Fund eligible services in FY 2023-24, overall across all services and by each service area. These profiles are based on an unduplicated client count of individuals enrolled in programs tracked in the DAS GetCare data system.

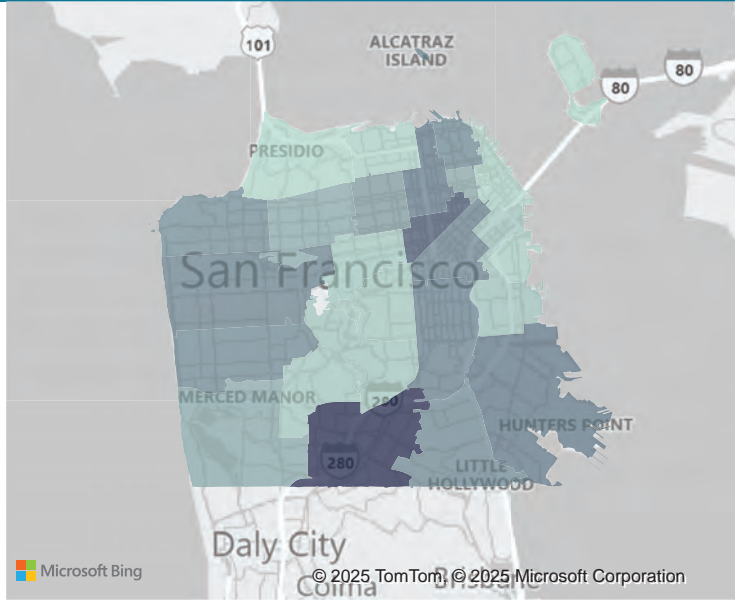Please see the following pages for these client profiles.
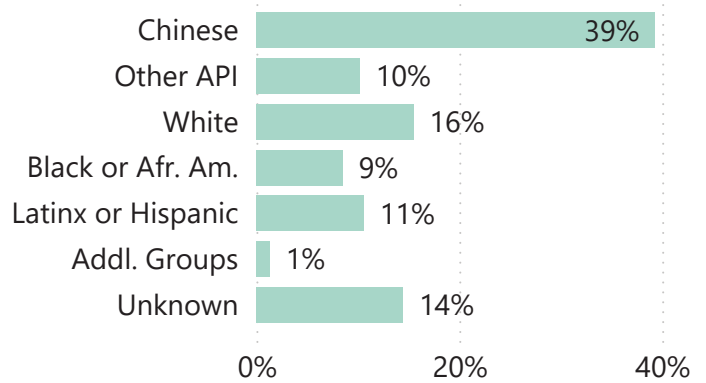
All Clients
Client Profile

Service Levels

Unduplicated Clients	66,697
Enrollments	142,779

Analysis based on unduplicated clients

Zip Code of Residence

Race/Ethnicity

Chinese	39%
Other API	10%
White	16%
Black or Afr. Am.	9%
Latinx or Hispanic	11%
Addl. Groups	1%
Unknown	14%

Primary Language

Chinese	33%
English	31%
Spanish	7%
Filipino	2%
Russian	2%
Addl. Groups	4%
Unknown	21%
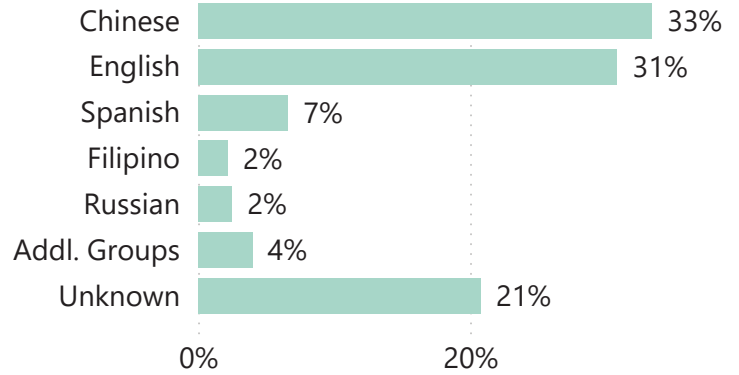
Gender Identity

*Gender Identity	#	%
Female	36,955	55%
Male	25,532	38%
Trans Female	223	0%
Trans Male	87	0%
Addl. Groups	82	0%
Unknown	3,820	6%
Total	**66,697**	**100%**

Sexual Orientation

Sexual Orientation Group	#	%
Straight/Heterosexual	50,204	75%
Gay/Lesbian/Same-Gender Loving	2,097	3%
Bisexual	1,648	2%
Addl. Groups	747	1%
Unknown	12,024	18%
Total	**66,697**	**100%**

Age

● 18-34 ● 35-49 ● 50-59 ● 60-64 ● 65-74 ● 75-84 ● 85+ ● Unknown

18-34	35-49	60-64	65-74	75-84	85+	Unknown
4%	6%	8%	33%	24%	13%	11%

Access & Empowerment
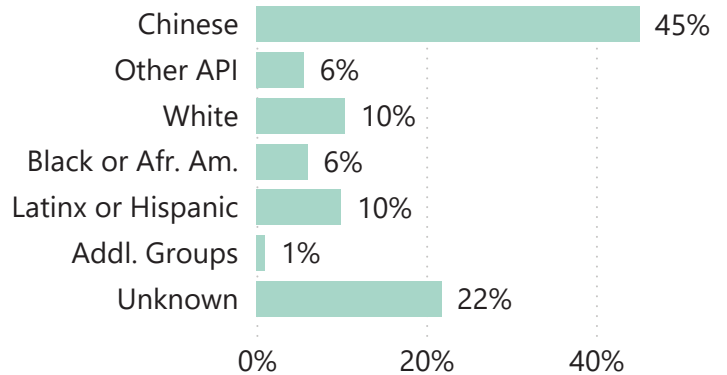**Client Profile**

Service Levels

Unduplicated Clients	22,919
Enrollments	31,157

Analysis based on unduplicated clients

Zip Code of Residence

Race/Ethnicity

Chinese	45%
Other API	6%
White	10%
Black or Afr. Am.	6%
Latinx or Hispanic	10%
Addl. Groups	1%
Unknown	22%

Primary Language

Chinese	39%
English	19%
Spanish	7%
Filipino	1%
Russian	3%
Addl. Groups	3%
Unknown	28%
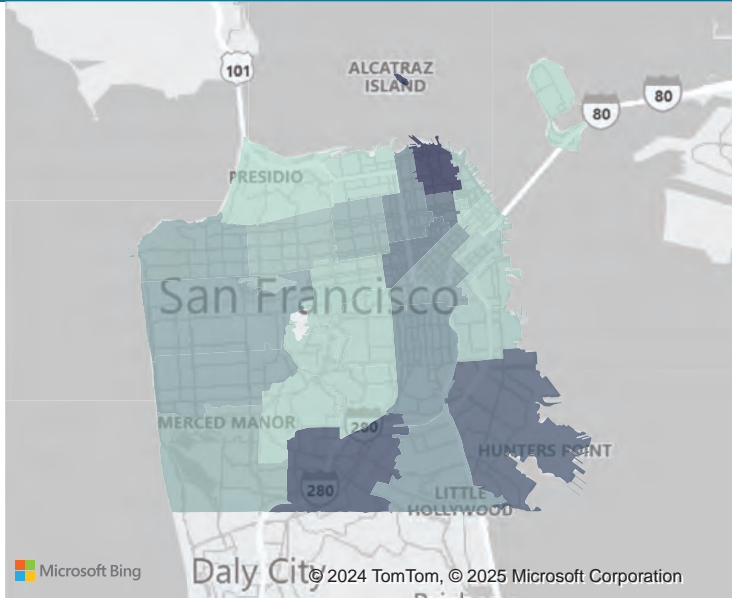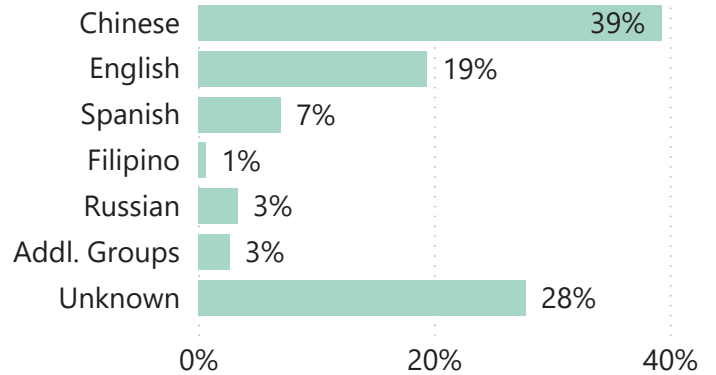
Gender Identity

	#	%
Female	13,034	56%
Male	8,225	35%
Trans Female	58	0%
Trans Male	27	0%
Genderqueer/Gender Non-binary	22	0%
Unknown	2,017	9%
Total	**23,383**	**100%**

Sexual Orientation

	#	%
Straight/Heterosexual	15,839	68%
Gay/Lesbian/Same-Gender Loving	524	2%
Bisexual	261	1%
Addl. Groups	26	0%
Unknown	6,733	29%
Total	**23,383**	**100%**

Age

● 18-34 ● 35-49 ● 50-59 ● 60-64 ● 65-74 ● 75-84 ● 85+ ● Unknown

5%	7%	28%	19%	8%	28%
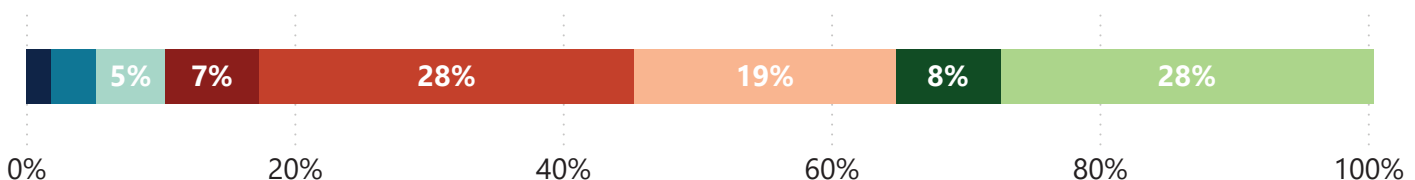
Caregiver Support
Client Profile

Service Levels

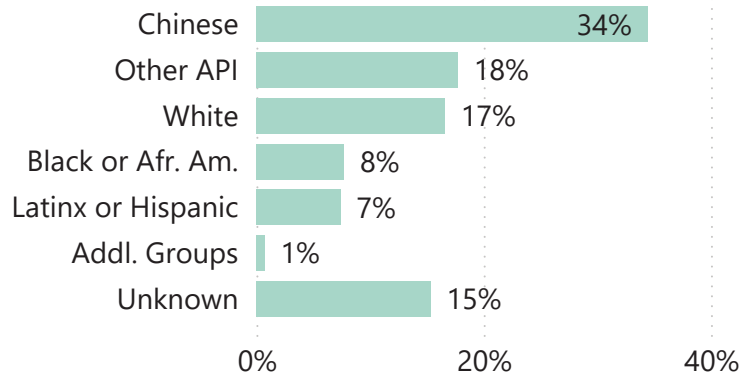|	
Unduplicated Clients	958
Enrollments	2,038

Analysis based on unduplicated clients

Zip Code of Residence

Race/Ethnicity

Chinese	34%
Other API	18%
White	17%
Black or Afr. Am.	8%
Latinx or Hispanic	7%
Addl. Groups	1%
Unknown	15%

Primary Language

Chinese	18%
English	32%
Spanish	3%
Filipino	1%
Russian	0%
Addl. Groups	7%
Unknown	38%
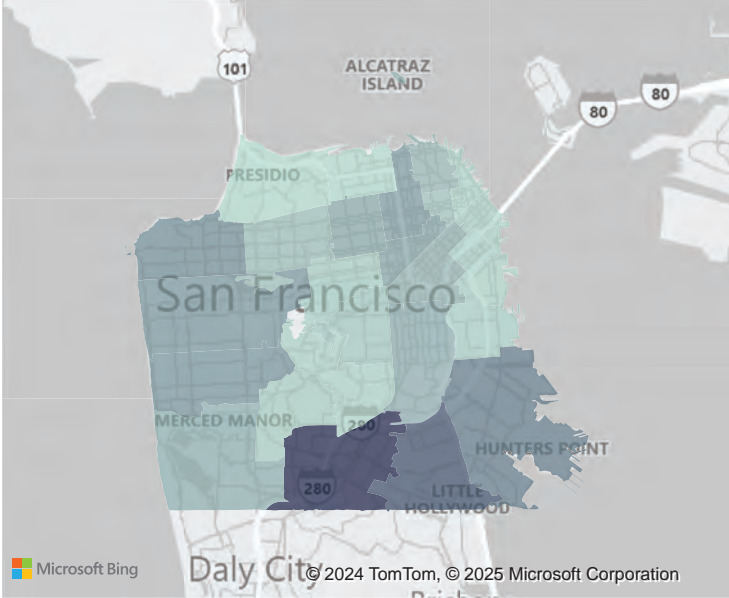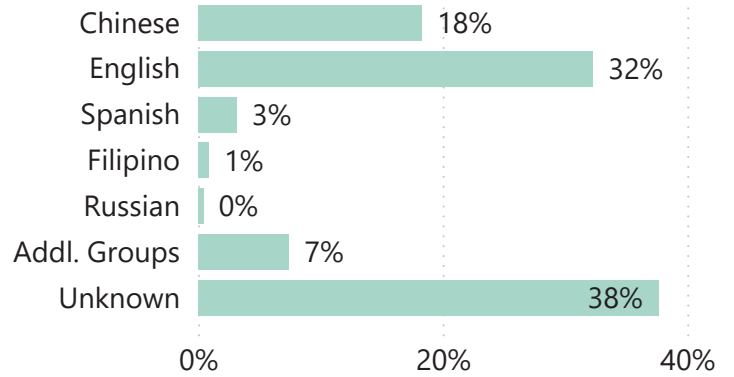
Gender Identity

	#	%
Female	652	65%
Male	257	26%
Trans Female	4	0%
Trans Male	0	0%
Genderqueer/Gender Non-binary	0	0%
Unknown	84	8%
Total	**997**	**100%**

Sexual Orientation

	#	%
Straight/Heterosexual	760	76%
Gay/Lesbian/Same-Gender Loving	28	3%
Bisexual	9	1%
Addl. Groups	0	0%
Unknown	200	20%
Total	**997**	**100%**

Age

● 18-34 ● 35-49 ● 50-59 ● 60-64 ● 65-74 ● 75-84 ● 85+ ● Unknown

8%	15%	14%	19%	18%	17%	7%
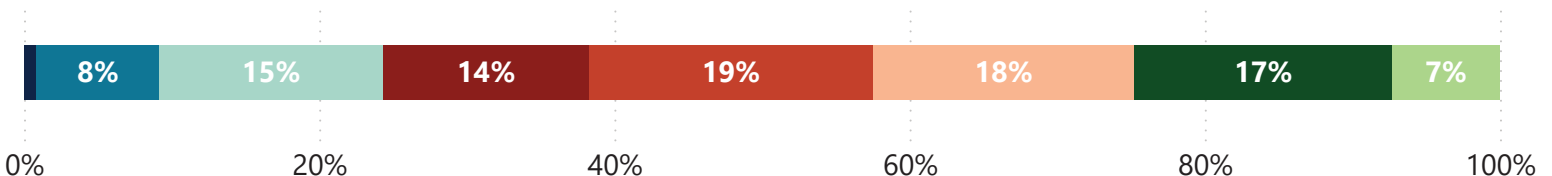
Case Management & Care Navigation
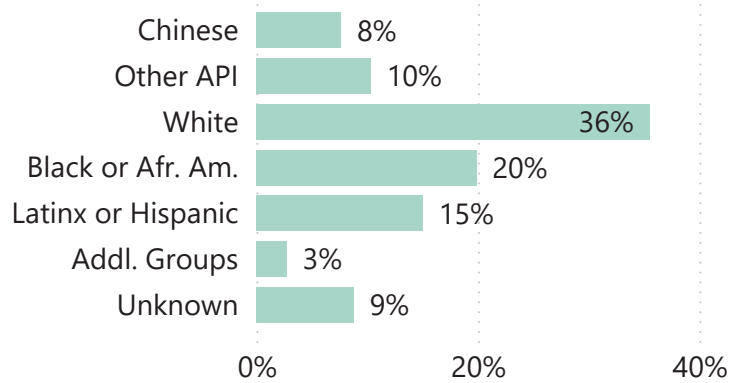## Client Profile

Service Levels

Unduplicated Clients	1,670
Enrollments	1,750

Analysis based on unduplicated clients

Zip Code of Residence

Race/Ethnicity

Chinese	8%
Other API	10%
White	36%
Black or Afr. Am.	20%
Latinx or Hispanic	15%
Addl. Groups	3%
Unknown	9%

Primary Language

Chinese	5%
English	66%
Spanish	9%
Filipino	2%
Russian	1%
Addl. Groups	6%
Unknown	10%
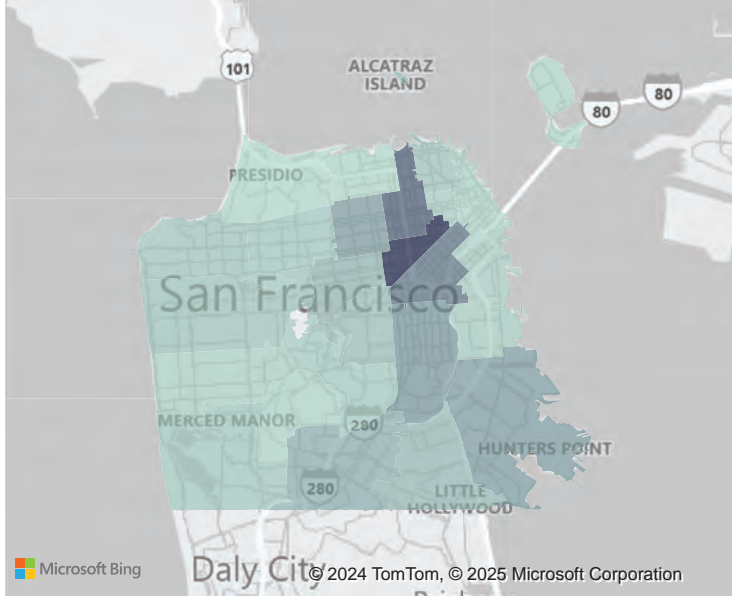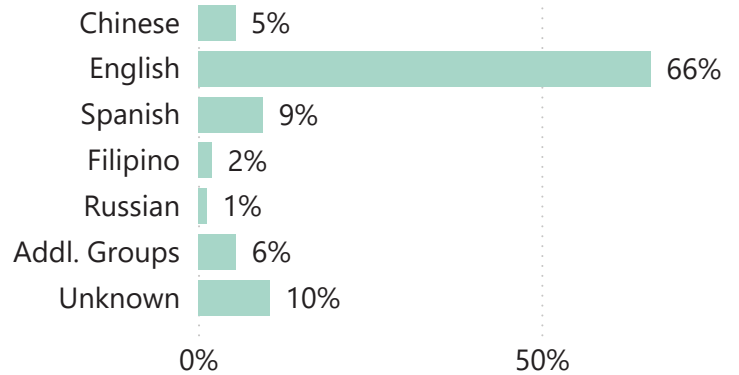
Gender Identity

	#	%
Female	700	41%
Male	881	52%
Trans Female	39	2%
Trans Male	13	1%
Genderqueer/Gender Non-binary	13	1%
Unknown	64	4%
Total	**1,710**	**100%**

Sexual Orientation

	#	%
Straight/Heterosexual	1,069	63%
Gay/Lesbian/Same-Gender Loving	323	19%
Bisexual	124	7%
Addl. Groups	5	0%
Unknown	189	11%
Total	**1,710**	**100%**

Age

● 18-34 ● 35-49 ● 50-59 ● 60-64 ● 65-74 ● 75-84 ● 85+ ○ Unknown

6%	11%	13%	34%	23%	10%	
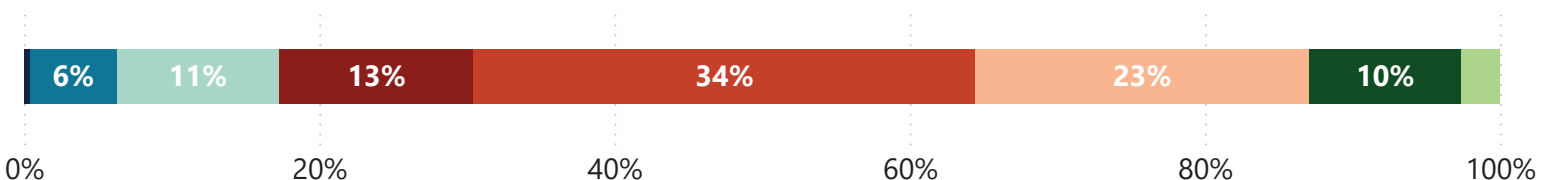
Community Connection & Engagement
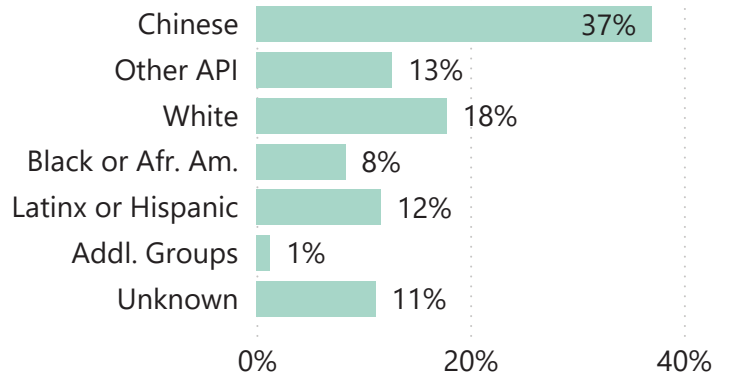## Client Profile

Service Levels

Unduplicated Clients	29,894
Enrollments	41,635

Analysis based on unduplicated clients

Zip Code of Residence

Race/Ethnicity

Chinese	37%
Other API	13%
White	18%
Black or Afr. Am.	8%
Latinx or Hispanic	12%
Addl. Groups	1%
Unknown	11%

Primary Language

Chinese	30%
English	34%
Spanish	8%
Filipino	4%
Russian	3%
Addl. Groups	5%
Unknown	17%
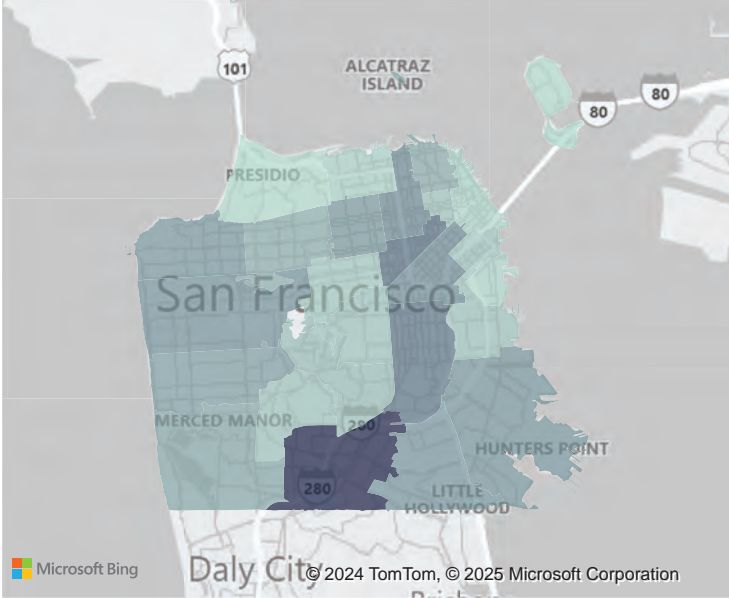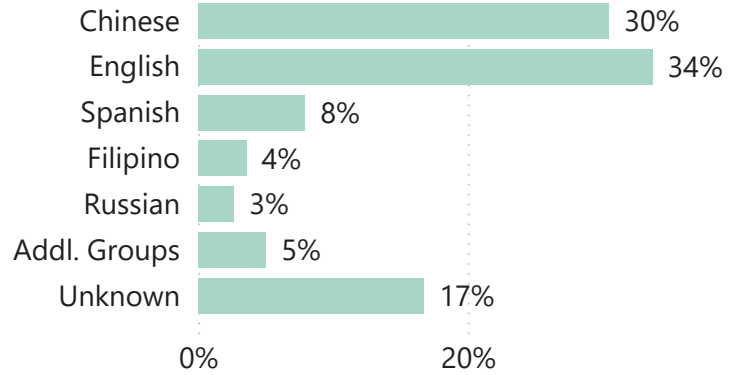
Gender Identity

	#	%
Female	21,770	61%
Male	12,101	34%
Trans Female	188	1%
Trans Male	37	0%
Genderqueer/Gender Non-binary	60	0%
Unknown	1,427	4%
Total	**35,583**	**100%**

Sexual Orientation

	#	%
Straight/Heterosexual	28,796	81%
Gay/Lesbian/Same-Gender Loving	1,461	4%
Bisexual	808	2%
Addl. Groups	48	0%
Unknown	4,470	13%
Total	**35,583**	**100%**

Age

● 18-34 ● 35-49 ● 50-59 ● 60-64 ● 65-74 ● 75-84 ● 85+ ● Unknown

	4%	9%	39%	29%	12%	

Housing Support
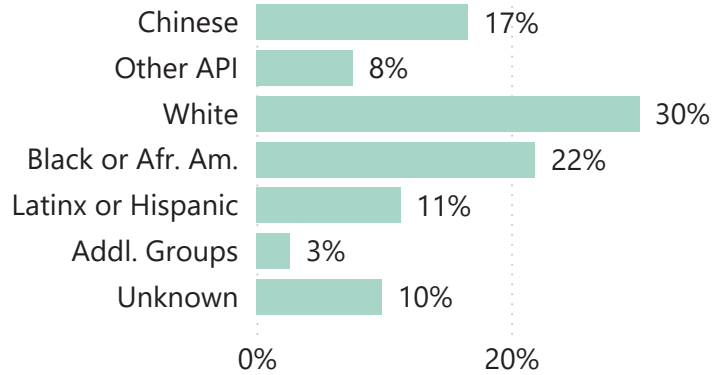## Client Profile

Service Levels

Unduplicated Clients	831
Enrollments	831

Analysis based on unduplicated clients

Zip Code of Residence

Race/Ethnicity

Chinese	17%
Other API	8%
White	30%
Black or Afr. Am.	22%
Latinx or Hispanic	11%
Addl. Groups	3%
Unknown	10%

Primary Language

Chinese	14%
English	69%
Spanish	4%
Filipino	0%
Russian	0%
Addl. Groups	5%
Unknown	7%
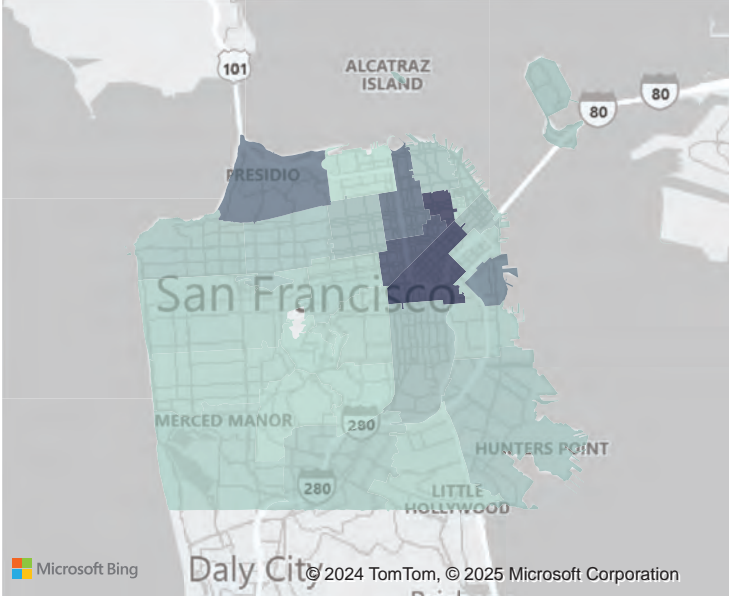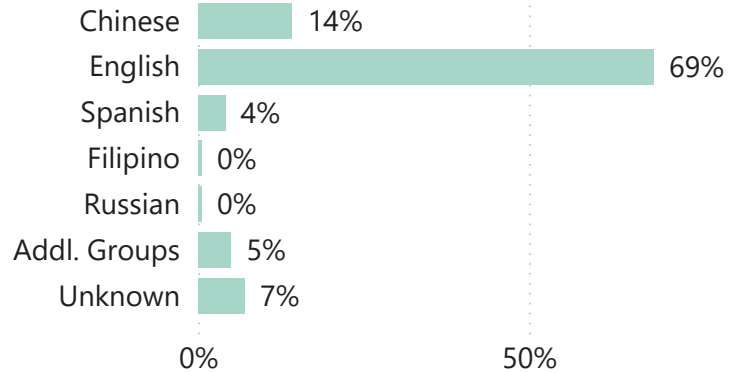
Gender Identity

	#	%
Female	290	35%
Male	513	62%
Trans Female	6	1%
Trans Male	5	1%
Genderqueer/Gender Non-binary	5	1%
Unknown	12	1%
Total	**831**	**100%**

Sexual Orientation

	#	%
Straight/Heterosexual	622	75%
Gay/Lesbian/Same-Gender Loving	66	8%
Bisexual	32	4%
Addl. Groups	4	0%
Unknown	107	13%
Total	**831**	**100%**

Age

● 18-34 ● 35-49 ● 50-59 ● 60-64 ● 65-74 ● 75-84 ● 85+ ● Unknown

8%	13%	13%	39%	16%	8%	
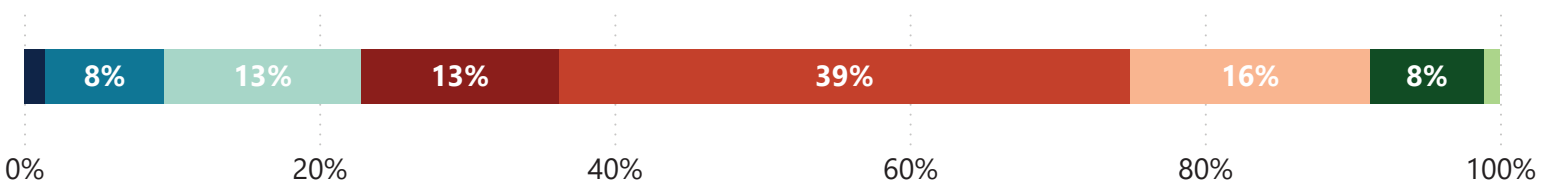
Nutrition & Wellness
Client Profile

Service Levels

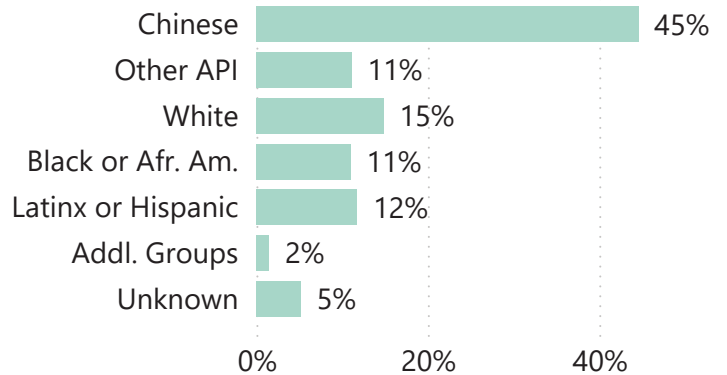|	
Unduplicated Clients	34,991
Enrollments	64,199

Analysis based on unduplicated clients

Zip Code of Residence

Race/Ethnicity

Chinese	45%
Other API	11%
White	15%
Black or Afr. Am.	11%
Latinx or Hispanic	12%
Addl. Groups	2%
Unknown	5%

Primary Language

Chinese	38%
English	33%
Spanish	8%
Filipino	2%
Russian	3%
Addl. Groups	4%
Unknown	12%
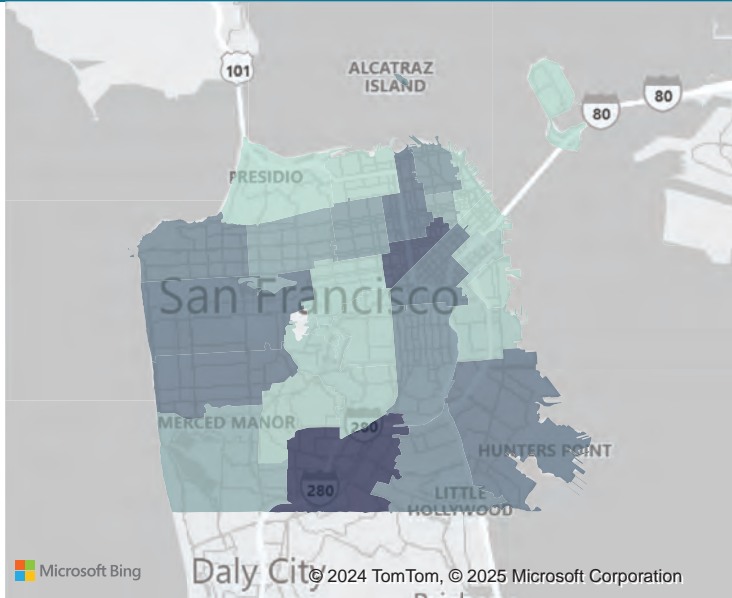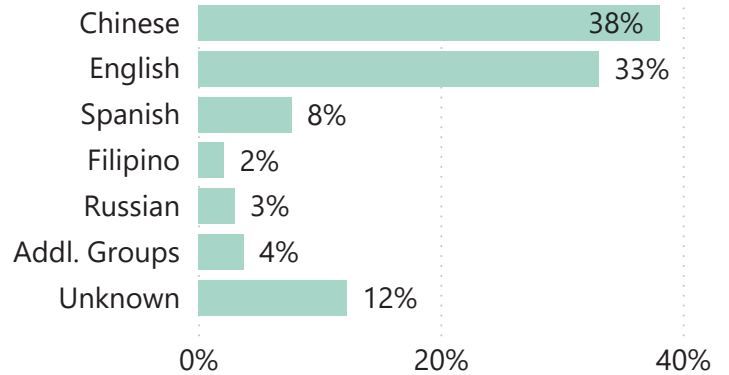
Gender Identity

	#	%
Female	24,464	58%
Male	16,996	40%
Trans Female	126	0%
Trans Male	49	0%
Genderqueer/Gender Non-binary	46	0%
Unknown	590	1%
Total	**42,271**	**100%**

Sexual Orientation

	#	%
Straight/Heterosexual	36,716	87%
Gay/Lesbian/Same-Gender Loving	1,128	3%
Bisexual	1,449	3%
Addl. Groups	61	0%
Unknown	2,917	7%
Total	**42,271**	**100%**

Age

● 18-34 ● 35-49 ● 50-59 ● 60-64 ● 65-74 ● 75-84 ● 85+ ● Unknown

4%	6%	9%	35%	28%	17%	

Self-Care & Safety
Client Profile

Service Levels

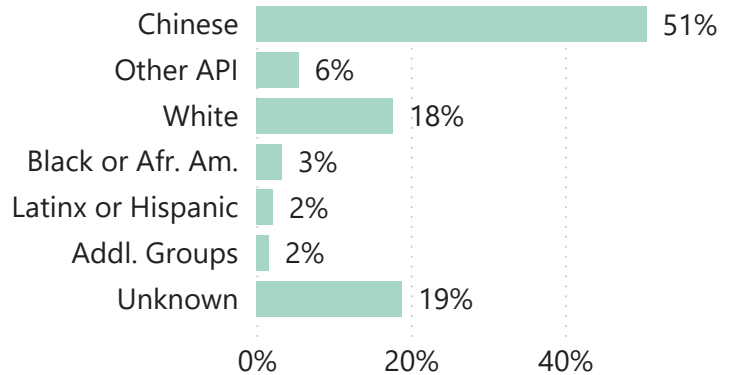|	
Unduplicated Clients	597
Enrollments	1,258

Analysis based on unduplicated clients

Zip Code of Residence

Race/Ethnicity

Chinese	51%
Other API	6%
White	18%
Black or Afr. Am.	3%
Latinx or Hispanic	2%
Addl. Groups	2%
Unknown	19%

Primary Language

Chinese	42%
English	29%
Spanish	1%
Filipino	1%
Russian	1%
Addl. Groups	2%
Unknown	24%
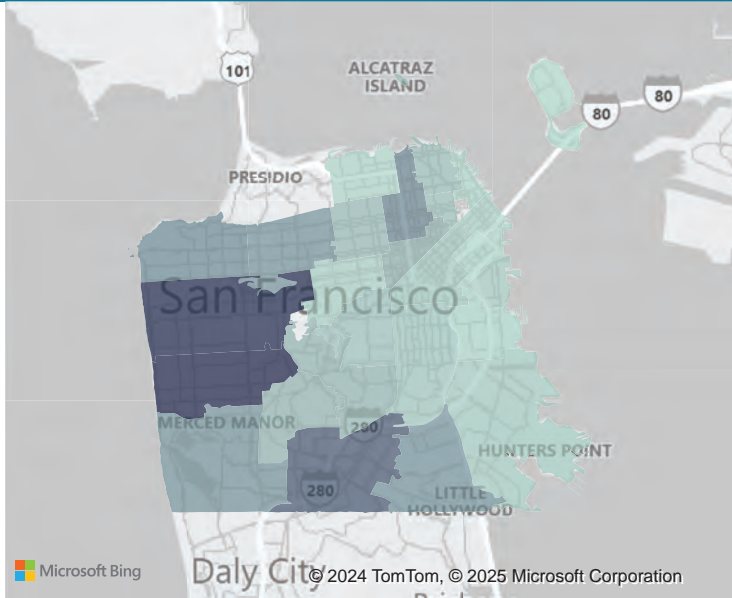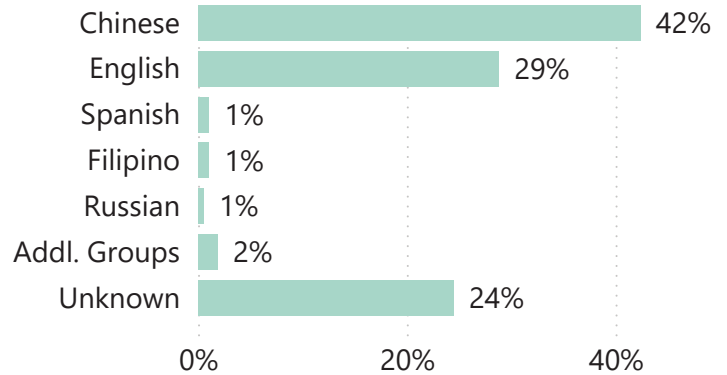
Gender Identity

	#	%
Female	362	60%
Male	210	35%
Trans Female	2	0%
Trans Male	1	0%
Genderqueer/Gender Non-binary	2	0%
Unknown	27	4%
Total	**604**	**100%**

Sexual Orientation

	#	%
Straight/Heterosexual	423	70%
Gay/Lesbian/Same-Gender Loving	29	5%
Bisexual	43	7%
Addl. Groups	1	0%
Unknown	108	18%
Total	**604**	**100%**

Age

● 18-34 ● 35-49 ● 50-59 ● 60-64 ● 65-74 ● 75-84 ● 85+ ● Unknown

4%	6%	39%	31%	18%