Dignity Fund
Services and Allocation Plan 2024-2027

Presentation to Dignity Fund Oversight and Advisory Committee

Department of Disability & Aging Services
September 19, 2022

Agenda

- Update on DF Services and Allocation Plan (DFSAP)
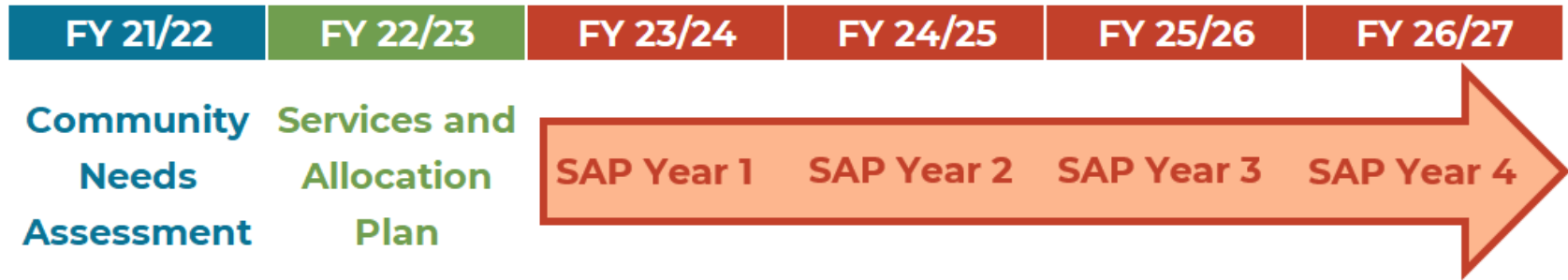
- Review of DF Outcome & Evaluation Plan

Update on Dignity Fund
Services and Allocation Plan

SAN FRANCISCO
HUMAN SERVICES AGENCY

DFSAP | Purpose

FY 21/22	FY 22/23	FY 23/24	FY 24/25	FY 25/26	FY 26/27
Community Needs Assessment	Services and Allocation Plan	SAP Year 1	SAP Year 2	SAP Year 3	SAP Year 4

- The SAP will:
  - Outline funding allocation for four-year funding cycle (FY24 – FY27)
  - Reference the findings and recommendations from prior year's CNA
  - Be outcome-oriented ("measurable and verifiable objectives")

Refresher: DF Contract Schedule Groups

Figure 6. Service Areas by Contract Schedule Group.

Schedule A	Schedule B	Schedule C
• Case Management & Care Navigation • Community Connection & Engagement	• Access & Empowerment • Caregiver Support • Housing Support	• Nutrition & Wellness • Self-Care & Safety

Refresher: DF Funding & Contract Schedule

Figure 7. Contract Schedule Timeline.

	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25
Planning Activity	CNA	SAP			CNA	SAP		
Cycle A • Case Management & Care Navigation • Community Connection & Engagement		*	4 Year Contract Term			*		
Cycle B • Access & Empowerment • Caregiver Support • Housing Support			*	4 Year Contract Term			*	
Cycle C • Nutrition & Wellness • Self-Care & Safety				*	4 Year Contract Term			*

* Procurement process

DFSAP | Key Events

	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May
Public Process	SPWG (1): SAP Process + Implementation / OAC (1a + 1b): Overview of SAP Process		OAC: Update on SAP			SPWG (2): SAP Draft Review / OAC: SAP Draft	OAC: Final SAP	Commission: Present SAP	BOS: Send final SAP
Internal/ Department Process		Draft SAP							

DFSAP | Key Report Components

- DF Planning and Funding Cycle Overview

- Key Priorities for 2024-2027 Funding Cycle
  - Driven by 2022 DFCNA findings and recommendations
  - Factors in feedback from SPWG meeting (Sept)

- Service Areas and Funding Allocations

- Tracking Progress and Measuring Success
  - DF Outcome and Evaluation Plan
  - Outcome Objective Framework

DFSAP | Next Steps

- **Sept 2022:** Present to OAC on DFSAP process + SPWG report on implementation discussion

- **Oct 2022:** Present to OAC on DF Data and Evaluation framework

- **Nov 2022**: Report to OAC on progress-to-date (overview of report outline, identified priority areas)

- **Feb 2023**: Report draft released

  - Meetings for SPWG and OAC input

- **Mar 2023**: Final draft presented to OAC

- **Apr 2023**: SAP presented to Disability & Aging Services Commission

- **Jun 2023**: SAP submitted to Board of Supervisors

Review of Dignity Fund
Outcome & Evaluation Plan

San Francisco Human Services Agency

Outcome & Evaluation Plan Components

- **Annual Data & Evaluation Report**
  - Provide annual snapshot of service and outcome performance
  - Develop shared context across DAS service network and partners
  - Share progress, identify areas for work, and build momentum

- **Focus Area Reports** ("Deep Dives")
  - Examine trends in select programs (e.g., Legal Services analysis)
  - Explore topic areas of interest (e.g., caregiver needs)

- **Cycle-End Evaluation Report**
  - Evaluate impact of cycle investments and initiatives

+ Outcome Objective Framework

Outcome & Evaluation Plan Timeline

Component	FY 17/18	FY 18/19	FY 19/20	FY 20/21	FY 21/22	FY 22/23	FY 23/24	FY 24/25	FY 25/26	FY 26/27
	CNA	SAP			CNA	SAP			CNA	SAP
Planned Funding			Y1	Y2	Y3	Y4	Y1	Y2	Y3	Y4
Annual Data & Evaluation Report		x	–	x	x	x	x	x	x	x
Focus Area Reports ("Deep Dives")		x	x	x		x	x	x		x
Cycle-End Evaluation Report							x			

Project Timeline (Updated)

May – Sept
- Complete monitoring activities
- Enter and review data

Oct – Dec
- Analyze data
- Draft reports

Jan
- Publish reports

Discussion

Review of DFCNA Findings & Recommendations

Findings & Recommendations

Finding 1

Consumers experience many **barriers to service connection**, contributing to **feelings of being excluded and unsupported**

Recommendations

- Create an **online resource directory**

- **Diversify modes of communication** regarding available services to meet various population needs, including improving **messaging on the DAS Benefits & Resource Hub**

Findings & Recommendations

Finding 2

Adults with disabilities experience heightened barriers and have **greater unmet needs** than older adults

Recommendations

- **Strategize ways to meet the unique needs** of — and address barriers specific to — adults

Findings & Recommendations

Finding 3

While many of consumers' **basic needs are generally met, social connectivity and mental health needs** (amplified by the pandemic) **are not as well met**

Recommendations

- **Expand service opportunities and improve service connection** for consumers, particularly LGBTQ+ and BIPOC consumers, who are **experiencing loneliness and mental health challenges**

- Identify new, creative, localized, and culturally relevant **opportunities for consumers to connect and socialize**

Findings & Recommendations

Finding 4

Consumers increasingly rely on technology and **would benefit from expanded technology resources** and **virtual service offerings** that promote inclusivity

Recommendations

- Continue the **investment and expansion of hybrid services**, providing virtual and in-person **options that allow consumers flexibility** with how they engage with a given service

- **Expand and scale technology access across service offerings**

Findings & Recommendations

Finding 5

Consumer concerns and needs relating to **safety, mobility, and transportation** have been **exacerbated by the COVID-19 pandemic** and **racialized violence**

Recommendations

- Increase **access to safe and efficient transportation**

- Strengthen **supportive services for consumers with mobility-related disabilities**

Findings & Recommendations

Finding 6	Recommendations

BIPOC and LGBTQ consumers need culturally responsive services that affirm their identities and make them feel included, accepted, and safe

- Strengthen service provider capacity to **deliver culturally responsive, intersectional, and inclusive services**

- Be focused and intentional in **providing inclusive services to unique LGBTQ population subgroups**

- Improve the **consistency and quality of demographic data** collection to inform planning

Findings & Recommendations

Finding 7

Caregivers need more information about available resources for themselves and their care recipients, as well as help navigating these services

Recommendations

- Improve **outreach, education, and support for caregivers** to ensure services are widely known and caregivers can effectively meet the needs of consumers

Findings & Recommendations

Finding 8

Service providers need support to identify and successfully **connect clients with available resources**

Recommendations

- **Strengthen provider training, coordination, and capacity** to support consumers with **resource navigation**

Findings & Recommendations

Consumers have unmet needs in areas outside of DAS services (e.g., housing) where the Department can play a role through **access support and system coordination**

Recommendations

- **Strengthen interdepartmental collaboration** and service coordination to better **meet housing needs**

- Clarify the **Department's role as a subject matter expert on disability and aging** and enhance the Department's **service coordination** role (especially on **housing issues**)

SAN FRANCISCO
HUMAN SERVICES AGENCY

SAN FRANCISCO HUMAN SERVICES AGENCY

Implementation Discussion Breakout Groups

Discussion Groups

Please select one of the following groups to join. If a breakout room already has about 5-6 participants, select another room to ensure balanced participation and robust discussion on all topics.

Group	Findings	Topics
Room 1	1, 3, and 7	service awareness and navigation, social connection and mental health, caregivers
Room 2	2 and 6	inclusion of adults with disabilities, BIPOC, and LGBTQ+ populations
Room 3	2 and 6	inclusion of adults with disabilities, BIPOC, and LGBTQ+ populations
Room 4	4 and 5	technology, transportation, safety needs
Room 5	8 and 9	support for service providers, system coordination on issues like housing and transportation

Discussion Guide

Identify a timekeeper and a spokesperson to report to the SPWG. DAS will take notes and provide technical assistance as needed.

Discussion Questions

- Brainstorm strategies to operationalize the DFCNA recommendations. What steps do we need to take to implement them?

- What recommendations and/or implementation strategies would you prioritize? Are there any that you would de-prioritize?

- How can we ensure meaningful engagement of adults with disabilities (18-59), racial equity, and LGBTQ+ inclusion?