



# Department of Aging and Adult Services Dignity Fund Community Needs Assessment (DFCNA)

April 4, 2018

Amalia Freedman

Kira Gunther, MSW

Amy Cole, PhD

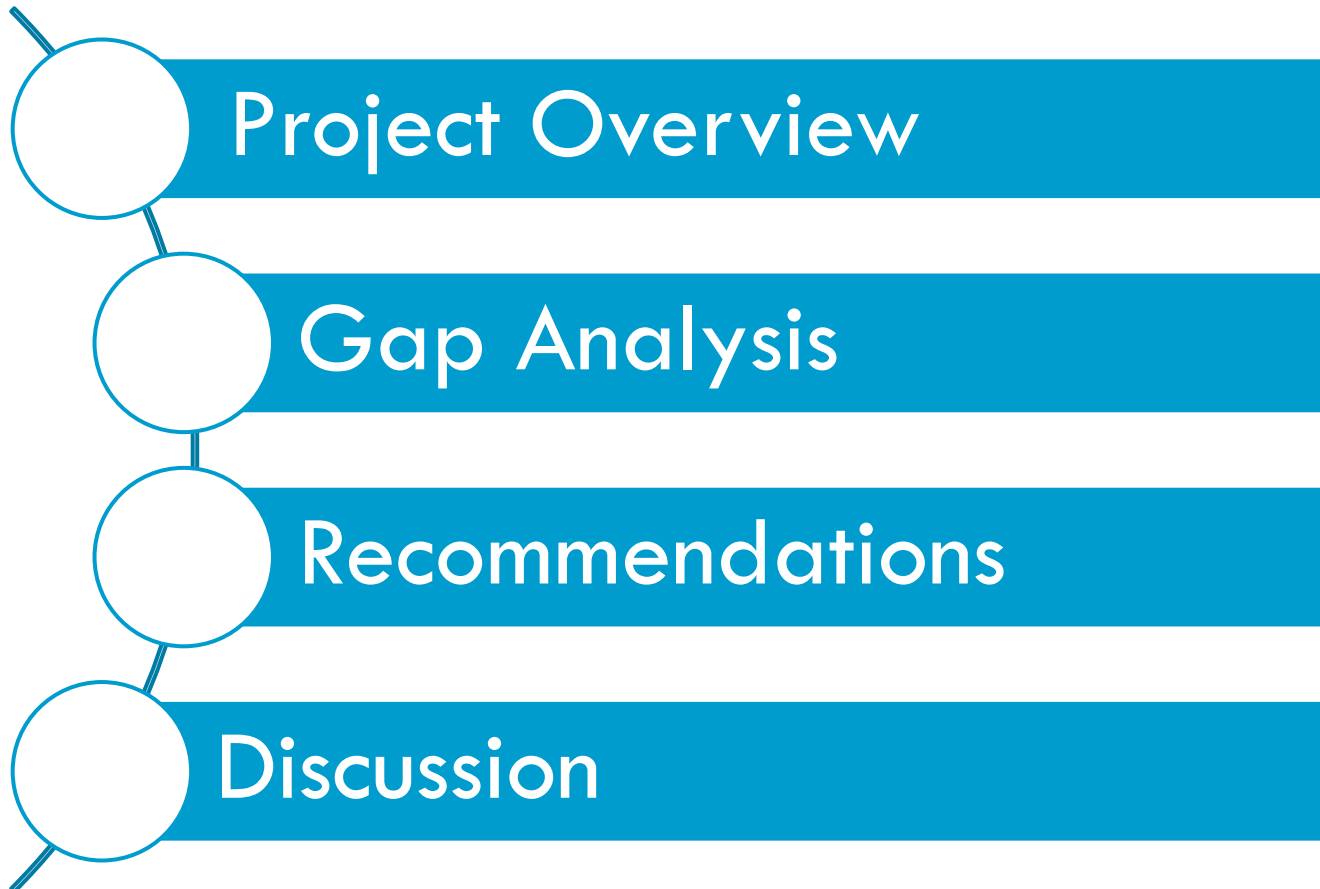
Jacqueline Chan, MPH



**Public Hearing**

# Agenda

2



# Project Overview

Conduct a participatory DFCNA process rooted in robust data collection that will identify the strengths, opportunities, challenges, and gaps present in the current services landscape to support an equitable and data-informed Service and Allocation Plan

Review literature and conduct initial research

Develop a robust data collection plan

Conduct community forums, survey, and focus groups

Complete equity and gaps analysis

Create DFCNA to support the Fund's Plan

# Methods

4

Mixed methods to gather information on service participation, service experiences, system strengths, barriers, gaps and recommendations

## Qualitative Data

- Community Forums held in every district: 11
- Focus Groups with key communities: 29

## Community Survey

- Phone Survey (Probability sample)
- Online/Paper Survey (Convenience sample)

## Equity Analysis

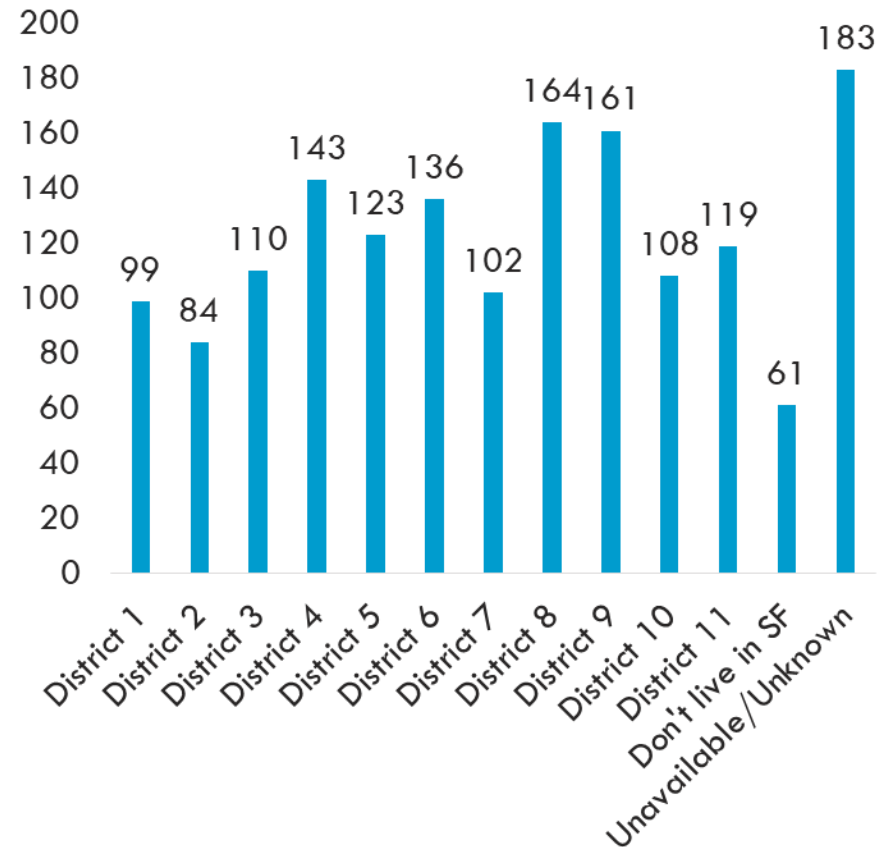
- Service Participation for at-risk populations and across City districts
- Service funding across districts

# Stakeholder Participation

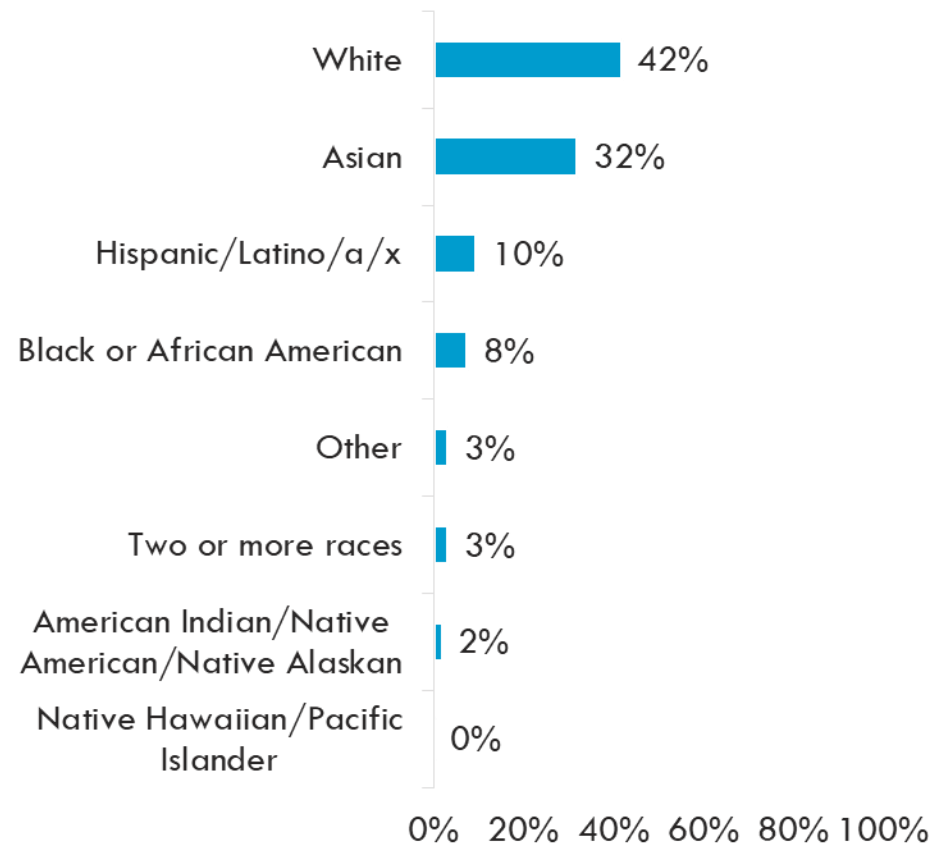
5

Collected information from 2,167 responses, with 74% from community members and the balance from service providers

Participants by District of Residence



Participants by Race/Ethnicity



6

# Gap Analysis

# Overall Findings

7

Services appear to be **strategically targeted** to older adults most in need

- Overall, **one in four** older adults received services
- Populations that have equity factors (limited English proficiency, low-income, live alone, person of color, or LGBTQ) access services at **higher rates**
- DAAS serves approximately **40% of low-income** older adults
- Adults with disabilities have lower utilization rates

# Gap Analysis Framework

8

The gap analysis used a framework that highlights factors for successful program implementation



**Accessibility:** Services are known and accessible



**Service Delivery:** Services are delivered across San Francisco to meet the needs



**Inclusiveness and Responsivity:** Services are inclusive of all, including specific subpopulations, are culturally responsive, and reflect the diverse makeup of City



**Efficiency:** Services and resources are efficiently utilized across the City to maximize impact



**Collaboration:** Organizations and agencies coordinate and collaborate to maximize impact, reach, and effectiveness of services





# Accessibility

9

- ❑ Overall **high service usage rates** indicate many can access services
- ❑ **Varying awareness** about array of services
- ❑ Consumers describe system is **challenging to navigate**
- ❑ Ineligibility and confusion around eligibility can be a barrier
- ❑ San Francisco residents demonstrate **lack of awareness** of needs and experiences of older adults and adults with disabilities

“It would be helpful if there was one office where we could go and someone could tell us about all of the services, instead of having to figure it out by ourselves.”  
– Older Adult



# Service Delivery

10

- Consumers rated the services they used **favorably**
- Successful services:
  - ▣ Met basic needs
  - ▣ Promoted community building
  - ▣ Provided opportunities for learning/skills
- Need **additional support for caregivers**
- **Limitations in data** create challenges assessing service delivery



# Inclusiveness and Responsivity

11

- ❑ Existing services reflect the cultures of San Francisco's neighborhoods
- ❑ Across all services, **adults with disabilities** participate at **nearly two times a lower rate**
- ❑ Consumers with **limited or no English-speaking** proficiency **face barriers** accessing some services.

“I’m younger...so it’s not centralized [for me]. There is mixed information...so you don’t know where to turn, unlike with the seniors. They have all the services for them.”  
– Adult with a Disability



# Efficiency & Collaboration



12

## Efficiency

- Consumers described inefficiency when trying to access benefits services
- Average financial benefit does not always align with level of need

## Collaboration

- Need for collaboration at neighborhood and district levels
- Continued efforts to collaborate across City agencies are needed to enhance service delivery

13

# Recommendations



# Accessibility

14

- Examine opportunities to **raise community sensitivity** to the needs of population
- Consider ways to **increase awareness** of existing services and **reduce burden of navigation**
  - ▣ Consider peer navigator programs that utilize trained consumers as ambassadors to support service navigation



# Service Delivery

15

- Expand the objectives of existing services to incorporate **opportunities for community building** and social interaction, including **multicultural** and **intergenerational** interactions
- Expand services to **support caregivers**
- Examine ways to **collect additional data** on populations that are part of Dignity Fund to improve ability to understand existing service gaps

“[I’d like to see] intergenerational programs that bring different ages together in my community rather than programs restricted to seniors...Being a senior does not mean that I do not want to participate in my community.” –Older Adult

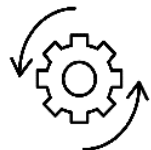


# Inclusiveness and Responsivity

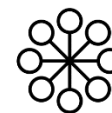
16

- **Expand outreach** efforts and culturally appropriate services to address the needs of **adults with disabilities**
  - ▣ Include targeted outreach for younger adults with disabilities
- Conduct targeted outreach to populations with **equity factors and low participation**
- Conduct **additional analyses** to identify potential disparities
  - ▣ Racial and ethnic groups
  - ▣ LGBTQ participation after City's SOGI ordinance
  - ▣ Communities and isolated individuals not currently engaged in services





# Efficiency & Collaboration



17

## Efficiency

- Further examine service provision in districts with higher and lower participation
- Conduct follow-up analyses to determine if high ADRC participation indicates unmet needs for other types of support services or indicates a successful service model

## Collaboration

- **Continue collaboration** with City departments and consider opportunities to **co-locate services**
- Expand **intergeneration and multicultural** collaborative program

# Next Steps

18

- DAAS Commission Input: 5/1/2018
- Final DFCNA: 6/1/2018

THANK YOU!



Resource Development Associates