Dignity Fund DATA & EVALUATION REPORT FY 2018-2019

Report by the San Francisco Department of Aging & Adult Services

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INTRODUCTION

In November 2016, San Francisco voters passed local legislation to establish the Dignity Fund. This created a funding set-aside for aging and disability resources that support people to age in place within their chosen community. It also established a planning and evaluation process to ensure the Dignity Fund is administered transparently and allocated to make best use of its limited resources.

In our role administering the Dignity Fund, the San Francisco Department of Aging and Adult Services (DAAS) is committed to tracking measurable and verifiable objectives to understand program performance and impact. This includes regularly publishing a data and evaluation report that summarizes and shares this information (see the *Background* section for additional information on our three-part approach to tracking progress and measuring success).

Focused on Dignity Fund services¹ in FY 2018-19, this Data and Evaluation Report is a resource for service providers and staff that manage these programs, as well as those interested in understanding the scope and scale of Dignity Fund services. This report, and the data within, provides an important perspective into our work; we also recognize that collaborative discussion, qualitative information, and consumer voice contribute to a fuller picture of our programs and impact.

Please see the *Highlights from FY 2018-19* section for a summary of key achievements in FY 2018-19 across services.

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

BACKGROUND

DEPARTMENT OF AGING & ADULT SERVICES

Within the City and County of San Francisco, the Department of Aging and Adult Services (DAAS) 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, DAAS is responsible under the federal Older Americans Act to serve as the focal point for local aging concerns.

DAAS is located within the San Francisco Human Services Agency, which delivers a safety net of

San Francisco Department of							
Aging & A	dult Services						
VI	SION						
San Francisco is a city wh	ere people with disabilities						
and older adults are valued, engaged, and living with							
dignity.							
MISSION							
The Department of Aging	and Adult Services						
supports the well-being, s	safety and independence of						
adults with disabilities, ol	der people, and veterans.						
VA	LUES						
Compassion	Accountability						
 Inclusion 	Equity						
 Innovation 	· •						

services and public benefits to promote wellbeing and independence. Each year, **DAAS serves over 60,000 unduplicated clients through its department programs and community partnerships**. With an overall budget of \$340 million in FY 2018-19, DAAS is supported by a staff of 370 employees and contracts with over 60 community-based organizations to deliver services.

DIGNITY FUND

The Dignity Fund was established via 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 The allocation of the Dignity Fund is driven by the **2018 Dignity Fund Community Needs Assessment** and subsequent four year funding plan, the **Dignity Fund Service and Allocation Plan for 2020-2023**. These reports, as well as additional information about the Dignity Fund, are available at https://www.sfhsa.org.

² The Dignity Fund legislation describes services eligible to be funded by this revenue source, as well as outlines ineligible services, such as mandated programs funded by the federal or state government.

ONGOING EFFORTS TO TRACK PROGRESS AND MEASURE SUCCESS

Tracking deliverables and service outcomes across programs is critical to ensure that the Dignity Fund is achieving its intended impact in the community and making best use of available resources. Over the course of this 2020-2023 funding cycle, DAAS will institute a three-part approach to tracking progress and measuring success in collaboration with the community, service providers, and external evaluators and researchers. This will include:

- Data and Evaluation Reports by fiscal year to account for service deliverables and outcomes for all Dignity Fund-eligible services;
- Focus Area Reports to delve more deeply into key issues and topics in order to better understand population and/or program trends and assess needs; and
- A Cycle-End Evaluation Report that analyzes trends and impact of the Dignity Fund over the entire funding cycle, timed to support the following cycle's planning process.

This report constitutes the first Data and Evaluation report to be published. The exact structure and content of this report may change in future to ensure the information presented is useful, accessible, and manageable.

Over the course of this funding cycle, we are **focusing on evaluating and strengthening outcome measurement**. This includes ensuring measures represent meaningful outcome objectives relevant to a program's purpose and that data collection is reliable and manageable. As outlined in the Dignity Fund Service and Allocation Plan for 2020-2023, a key part of this effort is **establishing a cohesive outcome objective framework** that allows us to more comprehensively describe the combined impact of Dignity Fund resources within each service area. Services are organized into service areas based on shared underlying goals. While specific outcome measures may be tailored to a specific program model or population, services within an areas work towards to achieve similar overarching goals. This cohesive framework articulates these shared themes for outcome measurement and captures more comprehensively the impact of those services.

For example, our Nutrition & Wellness services vary widely in program model and client populations, from communal dining to home-delivered nutrition to guidance and counseling services. However, a shared goal in these services is to support Healthy Nutrition Habits, meaning that clients enhance their understanding of nutrition and make healthy dietary choices as a result of their engagement in services. Under this shared/cohesive framework, we can understand how these diverse services collectively contribute to improved diet and nutrition among our clients.

Ultimately, this outcome objective framework allows us to understand how each service within the Dignity Fund portfolio contributes to the empowerment, stability, and independence of older people and adults with disabilities. Our efforts towards this are structured largely by our contract schedule for procurement of services by service area; as services enter new contract terms, we are implementing improved measures. Future Data and Evaluation Reports will incorporate these changes.

READING THIS REPORT

This report is organized into seven sections by the major DAAS service areas. These service areas represent the primary strategies by which the Department seeks to improve the lives of older adults and people with disabilities in San Francisco. These 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, which includes the primary topics or themes for outcome measurement and key highlights from FY 2018-19 for those services.

Sections also contain service-specific performance profiles that summarize key service and outcome objectives. Outcome measures are grouped by theme with key themes for a service area marked with an asterisk (see *Background* section for additional information on this structure). In some instances, where services within a service area track similar outcome objectives, we have integrated performance into a weighted performance.

Where client-level data is available,³ demographic profiles by service are also included, capturing characteristics like race/ethnicity and age.

ADDITIONAL REFERENCE MATERIALS

For an alphabetical list of services that identifies the corresponding service area, see Appendix A. For a guide to San Francisco zip codes by neighborhood, see Appendix B.

³ Most Dignity Fund services utilize a centralized 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 or has not been summarized here due to small program size (i.e., fewer than 100 clients).

HIGHLIGHTS FROM FY 2018-19

In FY 2018-19, DAAS partnered with community providers to facilitate over 117,000 enrollments in Dignity Fund services. Over 58,000 individuals* accessed services. In total, we allocated approximately \$68.9 million for these resources and supports.

FY 2018-19 Dignity Fund Service Levels and Funding

Total	Total	Total
Enrollments	Unduplicated Clients*	Funding
117,332	58,252	\$68,870,691

* This figure is based on Dignity Fund services for which client-level data (including name and date of birth) is captured and made available. It does not include clients enrolled in programs for whom this information was not available. Therefore, thus figure does not represent the full count of all individuals served. Please see Service Area pages for information on which programs are excluded from this count.

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 22,510 clients* and facilitated 31,478 enrollments.
 - We provided information, referral, and assistance support to over 20,000 individuals through the Aging and Disability Resource Centers and the DAAS Integrated Intake and Referral Unit.
 - We completed over 15,500 hours of legal assistance through our Legal Services and LGBTQ Legal and Life Planning programs.
- CAREGIVER SUPPORT: We served 936 clients with a total of 2,238 enrollments.
 - We supported quality care for recipients: across Caregiver Respite and Family Care Support Program, 92% of caregiver clients felt better able to provide quality care for their recipients as a result of the services they received.
 - We provided nearly 26,000 hours of homecare through the Caregiver Respite program.
- CASE MANAGEMENT & CARE NAVIGATION: We served 2,103 clients with a total of 2,171 enrollments.
 - We supported seniors and people with disabilities to maintain stability in the community. This includes 92% of Community Living Fund clients who experienced one or fewer unplanned hospital admissions within a six-month period and 100% of Money Management clients living in public housing who retained their housing over the course of 12 months.
 - People felt less isolated and more connected. Over 80% of LGBTQ Care Navigation clients felt more engaged due to their participation in programing.

- COMMUNITY CONNECTION & ENGAGEMENT: We served 17,365 clients with 21,058 enrollments.
 - Over 90% of clients experienced increased engagement and socialization.¹ This includes 94% of participants in Intergenerational Programs who developed new friendships or relationships, and 97% of SF Connected clients used their new skills to connect with friends and relatives online.
 - We launched new Intergenerational Programs and Volunteer Visitor services to reduce isolation among older and disabled adults and promote their inclusion in the community.
- HOUSING SUPPORT: We served 679 clients* and facilitated 2,810 enrollments in services.
 - Across services, 85% of clients had a positive impact related to their housing stability.²
 For example, in the Veterans Services Connect program, 79% of clients surveyed
 reported the program helped them to maintain stable housing; in the Rental Assistance
 Demonstration program, 99% of clients obtained or maintained their housing.
 - In the second year of the new Veterans Services Connect program (launched in FY 2017-18 with a new Dignity Fund allocation), we supported 325 veterans to access services that support their housing stability.
- NUTRITION & WELLNESS: We served 28,580 clients* and facilitated 50,450 enrollments.
 - Across services, 85% of clients improved their nutrition habits.³ This includes 91% of Congregate Meal clients who reported an increase in their consumption of fruits and vegetables, and 79% of Nutrition for Healthy Outcomes clients who developed knowledge of healthy nutrition related to their chronic disease and/or overall health.
 - We supported over 1,200 older adults to exercise and maintain their health through the evidence-based Health Promotion program.
- SELF-CARE & SAFETY: We served 295 clients* and facilitated 771 enrollments.
 - We helped people to remain safely in the community. For example, 98% of clients who received homecare through our Support at Home or Emergency Short-Term Home Care programs reported that the help they received supported their stability.
 - We funded training for almost 1,000 professionals to improve their skills working with consumers experiencing high-risk behaviors and situations. Consistently across Self-Care and Safety services, at least 80% of participants reported that specialized trainings – focused on elder abuse prevention, suicidality, hoarding and cluttering behaviors, or providing in-home support to diverse populations – improved their understanding of critical challenges and better prepared them for their work.

¹ Based on Adult Day Health Centers, Community Connector, Community Service Centers, Community Service Program Pilots, Intergenerational Program, SF Connected, Village Programs, and Volunteer Visitors programs.

² Based on Rental Assistance Demonstration, Scattered Site, and Veterans Services Connect programs

³ Based on Congregate Meals, Home-Delivered Meals, Nutrition Counseling and Education, and Nutrition for Healthy Outcomes programs.

Service Area: Access & Empowerment

Access & Empowerment services are designed to educate, empower, and support older adults and adults with disabilities to access needed benefits and participate in services.

ACCESS & EMPOWERMENT SERVICES

- Advocacy (Home Care, Housing, Long-Term Care)
- Aging and Disability Resource Centers
- Community Liaisons & Ambassadors
- DAAS Integrated Intake & Referral Unit
- Empowerment for Seniors & Adults with Disabilities

- Health Insurance Counseling and Advocacy Program (HICAP)
- Legal Services
- LGBTQ Cultural Competency Trainings
- LGBTQ Legal & Financial Planning
- Naturalization
- Transportation

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 2018-19 HIGHLIGHTS

- We served 22,510 clients* and facilitated 31,478 enrollments across all Access & Empowerment services. In total, DAAS allocated \$10.1 million for services in this area.
- We provided information, referral, and assistance support to over 20,000 individuals through the Aging and Disability Resource Centers and the DAAS Integrated Intake and Referral Unit.
- Over 15,500 hours of legal assistance was provided through our Legal Services and LGBTQ Legal and Life Planning programs. More than 2,000 individuals were served.
- We launched the new DAAS Ambassadors Program to help increase awareness of our services in the community, reaching out to both individuals and non-traditional organizations.

Dignity Fund FY 2018-19: Access & Empowerment Services

Total	Total	Total
Enrollments	Unduplicated Clients*	Funding
31,478	22,510	\$10,129,493

*Does not include services for which client-level data is not captured/available (Advocacy Services, HICAP, Legal Services, and Naturalization)

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

Funding	\$367,665
Providers	1

Service Objectives

	Homecare: Task Force Meetings				Housing: Clients				Long-Term Care: Clients			nts			
Actual					20						434				258
Target			10						275						250
	0	5	10	15	20	0	100	200	300	400	500	0	100	200	300

Outcome Objectives

Service	Outcome Theme	Outcome Objective	# Surveyed				
Home Care Advocacy	Empowerment*	Participants are engaged with the operation and accomplishments of the	0	Actual			
		Healthcare Action Team		Target		8	5%
Housing Counseling & Advocacy	Empowerment*	Clients report receiving accurate and current tenants rights information to	٨	Actual			99%
		help them with their housing issue		Target		8	5%
LTC Advocacy	Education & Awareness of		٨	Actual			100%
	Services*	adults with disabilities		Target		70%	
-	Service Connection*	Clients seeking support report they are connected to resources that enable	^	Actual			100%
		them to better access long-term care services		Target		70%	,
					0% 5	0% 1	00%

*Key Measurement Theme for Service Area ^Number surveyed not available

Note: DAAS is working with service providers to strengthen outcome objectives and ensure data is available and consistently collected for future reporting.

Aging and Disability Resource Centers

Age and Disability Resource Centers are centralized resources that provide free information, referrals, and other assistance, like translating or filling out forms. Located at community sites throughout the City, services are offered in multiple languages by these information and referral specialists.

Service Objectives

			Clients					Refe	rrals	
Actual					17,176					38,631
Target				-	16,520			2	22,810	
	0	5,000	10,000	15,000	20,000	0	10,000	20,000	30,000	40,000

Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed		
Education & Awareness of	New clients learned about the program through an ADRC outreach activity	1,925	Actual	12%
Services*			Target	10%
Service Connection*	Clients obtain the assistance they requested to fill out an application for some	1,925	Actual	78%
	type of financial benefit		Target	85%
Provider Training and Professional	ADRC staff are able to provide better service to clients due to the training and	10	Actual	70%
Development	support from ADRC coordinator		Target	95%
				0% 20% 40% 60% 80% 100%

0% 20% 40% 60% 80% 100%

*Key Measurement Theme for Service Area

Funding \$1,146,052

Providers 8

Unduplicated Clients	17,181
Enrollments	18,966

Analysis based on unduplicated clients

Zip Code of Residence



Race/Ethnicity



Primary Language



Gender Identity

Sexual Orientation

	Undup. Clients	% of Clients		Undup. Clients	% of Clients
Female	9,001	52.4%	Straight/Heterosexual	12,089	70.4%
Male	6,842	39.8%	Gay/Lesbian/Same-Gender Loving	559	3.3%
Trans Female	34	0.2%	Bisexual	110	0.6%
Trans Male	6	0.0%	Questioning/Unsure	20	0.1%
Genderqueer/Gender Non-binary	6	0.0%	ς,	20	0.170
Not listed, please specify			Not listed, please specify		
Declined/Not stated	645	3.8%	Decline to Answer	1,279	7.4%
Incomplete	610	3.6%	Incomplete	3,124	18.2%

Age

-	14%				83%			3	3%
0	2,000	4,000	6,000	8,000	10,000	12,000	14,000	16,000	18,000
Adı	ult (18-59)	Senior (60+)	Unknown						

DAAS Ambassadors and Community Liaisons

These peer representation programs support public awareness and access of aging and disability services. DAAS Ambassadors reach out to organizations and individuals in the broader community. Community Liaisons greet and direct visitors to the DAAS Benefits and Resource Hub to support a positive customer experience.

Funding	\$158,812
Providers	2

Service Objectives



Outcome Objectives

Service	Outcome Theme	Outcome Objective	# Surveyed				
DAAS A mbassadors	Engagement & Socialization	Participants feel valued through their service as a DAAS Ambassador	0	Actual			
				Target			80%
	Service Quality	Annual participant retention rate	0	Actual			
				Target		50%	
Community Liaisons	Quality of Life	Participants feel the program has helped improve their lives	0	Actual			
				Target			75%
	Service Quality	Participants report they would like to continue in this program	4	Actual			75%
				Target			75%
					0%	50%	100%

*Key Measurement Theme for Service Area

Note: DAAS Ambassadors program was new in FY 2018-19 and will report outcome objectives next year.

DAAS Integrated Intake and Referral Unit

The DAAS Integrated Intake and Referral Unit is the City's centralized access point for aging and disability resources. In addition to providing information about useful services, DAAS Intake processes program applications, such as In-Home Supportive Services, and manages waitlists for Case Management and Home-Delivered Meals. Support is offered in multiple languages at (415) 355-6700 or in-person at the DAAS Benefits and Resources Hub located at 2 Gough Street.

Funding	\$3,428,465
Providers	1

Service Objectives

		lı	ntakes					Re	eferrals			
Actual			1	4,457						4	,247	
Target					18,000							5,000
	0 5,	000 10,	000 15,	000	20,000	0	1,000	2,000	3,000	4,000	5,0	000

Outcome Objectives

Outcome Theme	Outcome Objective	# Surveye	d					
Service Quality	Clients easily reach information and referral specialists (measured by call	17,188	Actual					91%
	abandonment rate)		Target					90%
				0% 20%	40%	60%	80%	100%

*Key Measurement Theme for Service Area

Note: DAAS is developing a new survey tool that will be implemented this year to track performance.

	2.000
Unduplicated Clients	3,998
Enrollments	3,999

Analysis based on unduplicated clients

Zip Code of Residence



Race/Ethnicity



Primary Language



Gender Identity

Sexual Orientation

	Undup. Clients	% of Clients		Undup. Clients	% of Clients
Female	1,711	42.8%	Straight/Heterosexual	1,282	32.1%
Male	1,320	33.0%	Gay/Lesbian/Same-Gender Loving	104	2.6%
Trans Female	6	0.2%	Bisexual	24	0.6%
Trans Male	1	0.0%	Questioning/Unsure	7	0.2%
Genderqueer/Gender Non-binary	2	0.1%	ς,	,	0.270
Not listed, please specify			Not listed, please specify		
Declined/Not stated	209	5.2%	Decline to Answer	617	15.4%
Incomplete	651	16.3%	Incomplete	1,964	49.1%

Age

	17%			64%			19%	
0	500	1,000	1,500	2,000	2,500	3,000	3,500	4,000
Adı	ult (18-59)	Senior (60+)	Unknown					

Empowerment

Empowerment Programs provide trainings to seniors and people with disabilities on organizing, leadership, and civic engagement and advocacy, as well as personal advocacy to access essential benefits and services in the community. These also include peer mentor programs to support clients to access resources and utilize new and/or assistive technologies.

Funding\$458,251Providers2

Service Objectives

Outcome Objectives

									Cl	ients								
Actual																	318	3
Target															2	285		
	0	20	40	60	80	100	120	140	160	180	200	220	240	260	280	300	320	340

Outcome Theme	Outcome Objective	# Surveyed					
Education & Awareness of	Clients are more aware of services and resources for the aging and disability	٨	Actual				100%
Services*	communities		Target			859	%
Empowerment*	Senior & Disability Survival School students volunteer for community organizations or	5 ^	Actual	20%			
	participate in a public policy process		Target	25%)		
	Senior & Disability University students volunteer for community organizations or	0	Actual				
	participate in a public policy process		Target		50%		
	Clients access new services - such as a supportive resource, transportation, or	0	Actual				
	social activity - as a result of information and support from their peer mentor		Target			75%	
	Clients rate themselves as more proficient in accessing services and more likely to do	٨	Actual			ç)3%
	so		Target		50%		
				0%	50%	10	0%

*Key Measurement Theme for Service Area ^Number surveyed not available

Note: DAAS is working with service providers to strengthen outcome objectives and ensure data is available an..

Unduplicated Clients 31	8
Enrollments 32	9

Analysis based on unduplicated clients

Zip Code of Residence



Race/Ethnicity



Primary Language



Gender Identity

Sexual Orientation

	Undup. Clients	% of Clients		Undup. Clients	% of Clients
Female	221	69.5%	Straight/Heterosexual	230	72.3%
Male	84	26.4%	Gay/Lesbian/Same-Gender Loving	4	1.3%
Trans Female	1	0.3%	Bisexual		
Trans Male	1	0.3%	Questioning/Unsure		
Genderqueer/Gender Non-binary			Questioning/onsure		
Not listed, please specify			Not listed, please specify	1	0.3%
Declined/Not stated	2	0.6%	Decline to Answer	24	7.5%
Incomplete	9	2.8%	Incomplete	59	18.6%

Age

1	L4%	<mark>5%</mark> 6%	6 5%	<mark>6 5%</mark> 29%					28%					10		
0	20	40	60	80	100	120	140	160	180	200	220	240	260	280	300	320
	18 thru	44	45 thru 5	4	55 thru §	59	60 thru 6	4	65 thru	74	75 thru	84	85 and	over	Unknov	vn

Access & Empowerment Services Dignity Fund Data & Evaluation Report FY 2018-19

Health Insurance Counseling and Advocacy Program (HICAP)

Health Insurance Counseling and Advocacy Program (HICAP) supports older adults to maximize their health benefits. Volunteer counselors provide 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 claims are denied.

Funding\$399,692Providers1

Service Objectives

		Clients					Public Outreach Events							
Actual					2,080)								126
Target					1,900								106	
	0	500	1,000	1,500	2,000		0	20	40	60	80	100	120	140

Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	1			
Service Quality	Clients rate the outcome of their HICAP consultation as good or very good	25	Actual			96%
			Target			85%
	Clients rate their HICAP counselor's	25	Actual			96%
	communication skills as good or very good		Target			85%
				0%	50%	100%

*Key Measurement Theme for Service Area

Legal Assistance

Legal assistance for older adults and adults with disabilities provides help such as counseling on rights, help with benefit appeals, and representation in court. The attorneys help draft legal documents related to a variety of topics, such as eviction prevention, financial and consumer issues, preparation of wills, disability planning and advance directives, and immigration matters.

 Funding
 \$1,507,216

 Providers
 5

Service Objectives

			Clients			Hours				
Actual				1,934				14,558		
Target				1,763				15,185		
	0 5	00 1,0	000 1,500	2,000	0	5,000	10,000	15,000		

Outcome Objectives

Outcome Theme	Outcome Objective		
Quantity/Service Objective	Total cases closed by closure disposition	Actual	
		Target	
	Total cases closed by legal issue	Actual	
		Target	
	Total cases closed by outcome	Actual	
		Target	
			0

*Key Measurement Theme for Service Area

Note: DAAS is gathering baseline data to develop and implement new outcome objectives next year.

50

Service Objectives

0

Outcome Objectives

Actual

Target

Service	Outcome Theme	Outcome Objective	# Surveyed			
LGBTQ Cultural	Provider Training and	Agencies participating in training implement at least 1 best practice into	17	Actual		100%
Competency Training	Professional Development*	agency policies and procedures		Target		80%
	Service Quality	Trainees rate the quality of the training received as good or excellent	132	Actual		95%
				Target		85%
LGBTQ Dementia	Provider Training and	Trainees are confident in facilitating efforts to assist LGBTQ clients with	19	Actual		95%
Care Training	Professional Development*	dementia to feel more welcomed in the community and their agency	!	Target		75%
		Trainees can identify at least 5 best practices for increasing safety and	19	Actual		98%
		inclusion for LGBTQ seniors and adults with disabilities		Target		85%
		Trainees have helped clients to use appropriate services for LGBTQ clients	19	Actual		91%
		with dementia after the training		Target		60%
					0% 50%	6 100%

204

0

200

*Key Measurement Theme for Service Area

DAAS funds two LGBTQ trainings for service providers: (1) Cultural sensitivity training, focused on improving awareness of current issues faced by LGBTQ seniors and adults with disabilities; and (2) Dementia-focused training to support providers in to assisting LGBTQ persons with dementia and to connecting these clients to needed services and supports.

150

150

Cultural Competency Trainees

100

Funding	\$254,260					
Providers	4					

800

914

1,000

Dementia Care Trainees

600

250

400

200

1	0
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LGBTQ Financial Literacy

The LGBTQ Financial Literacy Program provides one-on-one counseling to empower LGBTQ clients to manage their finances and achieve financial goals. Services are tailored to individual needs, 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\$78,588Providers1

Service Objectives

							Clients						
Actual					37								
Target												110	1
	0	10	20	30	40	50	60	70	80	90	100	110	120

Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	1				
Empowerment*	Clients achieve at least one positive financial outcome (such as establishing a	37	Actual				53%
	savings or checking account or increasing savings)		Target			40%)
				0%	20%	40%	60%
Outcome Theme	Outcome Objective						
Empowerment*	# of positive financial outcomes achieved (su establishing a savings or checking account, i		Actual			38	
	savings, or decreasing debt)	5	Target				60
				0	20	40	60

*Key Measurement Theme for Service Area

LGBTQ Legal and Life Planning

LGBTQ Legal and Life Planning services help clients identify and memorialize their end of life decisions. This service aims 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	\$75,000
Providers	1

Service Objectives

			Clients					Hours		
Actual					176					976
Target			100							922
	0	50	100	150	200 0	200	400	600	800	1,000

Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed					
Education & Awareness of	Clients have an increased understanding of life planning services available to them	23	Actual			ç	93%
Services*			Target		7	75%	
Empowerment*	Clients feel more confident that their wishes and decisions will be honored in the	23	Actual			g	93%
	event they are incapacitated and/or upon their death		Target		7	75%	
Service Quality	Clients report having a positive experience	23	Actual				100%
			Target			80%)
				0%	50%	10	0%

*Key Measurement Theme for Service Area

Naturalization

Naturalization services help legal permanent residents achieve citizenship. Services include, but are not limited to: classes to help clients successfully pass their naturalization tests; one-on-one counseling 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\$727,458Providers1

Service Objectives



Outcome Objectives

Outcome Theme	Outcome Objective						
Service Connection*	Total clients who complete the naturalization process (become citizens)	Actual					339
		Target					
Quantity/Service Objective	Total disability waivers (N-648s) submitted on behalf of clients	Actual	40				
		Target					
	Total language waivers submitted on behalf of clients	Actual		66			
		Target					
	Total naturalization applications (N-400s) submitted on behalf of clients	Actual					344
		Target					
			0	100	200	300	400

*Key Measurement Theme for Service Area

Note: DAAS is gathering baseline data to develop and implement new outcome objectives next year.

Transportation

Transportation services support older people and adults with disabilities who are unable to travel independently or use public transit to access services. This includes Group Van services, which support participants in DAAS-funded Community Service Centers, and also Taxi Vouchers for travel to appointments.

 Funding
 \$1,328,034

 Providers
 5

Service Objectives

		Group Van Rides						Taxi Vouchers				
Actual				31,	871						896	
Target					40,000				65	0		
	0	10,000	20,000	30,000	40,000	0	200	400	600	800	1,000	

Outcome Objectives

Outcome Theme	Outcome Objective	# Surveye	d	
Service Quality	Clients rate the quality of Taxi Voucher services as excellent or good	0	Actual	
			Target	
			09	6

*Key Measurement Theme for Service Area

^The Group Van service target is based on rides, not individuals served.

Note: Group Van funding is work ordered to MTA and outcome objectives are not provided. For Taxi Voucher services, DAAS is working with service providers to strengthen outcome objectives and ensure data is available and consistently collected for future reporting.

Unduplicated Clients	1,177
Enrollments	1,177

Analysis based on unduplicated clients

Zip Code of Residence



Race/Ethnicity



Primary Language



Gender Identity

Sexual Orientation

	Undup. Clients	% of Clients		Undup. Clients	% of Clients			
Female			Straight/Heterosexual					
Male			Gay/Lesbian/Same-Gender Loving					
Trans Female	data no	ot tracked	Bisexual	data not tracked				
Trans Male	in Grou		Questioning/Unsure	in Group				
Genderqueer/Gender Non-binary	Program	n	ς,	Program	1			
Not listed, please specify			Not listed, please specify					
Declined/Not stated			Decline to Answer					
Incomplete			Incomplete					

Age

		32%				30%				22%		
0	100	200	300	400	500	600	700	800	900	1,000	1,100	1,200
1	8 thru 44	45 thru	54 5	5 thru 59	60 th	ru 64	65 thru 74	75 tł	nru 84	85 and ove	er 📕 Unk	nown

Service Area: Caregiver Support

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

CAREGIVER SUPPORT SERVICES

- Adult Day Care
- Alzheimer's Day Care Resource Centers
- Caregiver Respite
- Family Caregiver Supportive Services 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 well-being and/or reduced feelings of stress and exhaustion.

FY 2018-19 HIGHLIGHTS

- Our providers supported 2,238 enrollments for 936 individuals across all Caregiver Support services. In total, DAAS allocated \$2.4 million for services in this area.
- We increased funding for Caregiver Respite services by \$275,000 to meet demand in this program. This service was established in FY 2017-18 using new Dignity Fund revenue. Almost 26,000 hours of homecare were provided through this service.
- We supported quality care for recipients: across Caregiver Respite and Family Care Support Program, 92% of caregiver clients felt better able to provide quality care for their recipients as a result of the services they received.
- Nearly 70% of caregivers experienced positive outcomes with respect to their health and wellbeing. This includes 98% of caregivers served by Caregiver Respite felt less mentally and physically exhausted due to services; 81% of participants in the Family Caregiver Support Program reported reduced levels of stress.
- We supported quality of life for participants in Adult Day Programs: 88% of clients reported feeling healthier due to their participation in programming.

Diginity Fund FT 2010-15. Caregiver Support Services								
Total	Total	Total						
Enrollments	Unduplicated Clients	Funding						
2,238	936	\$2,414,576						

Dignity Fund FY 2018-19: Caregiver Support Services

Adult Day Programs

Adult Day Programs provide social and recreational activities, as well as personal care support and supervision. Some have specialized programs for persons with moderate to late-stage dementia. These sites double function as respite care for family and friend caregivers during daytime hours.

Funding	\$907,741
Providers	4

Service Objectives

		Adult	Day Program		Alzh	eimer's D	ay Progra	m Clients	>	
Actual				1	.65					96
Target					178					98
	0	50	100	150	200 0	20	40	60	80	100

Outcome Objectives

Service	Outcome Theme	Outcome Objective	# Surveyed				
Adult Day Care	Quality of Life	Participants in on-site physical activities report feeling healthier due	54	Actual			88%
		to their participation		Target			80%
Alzheimer's Day Care	Service Quality	Caregivers rate the quality of information and counseling services	46	Actual			97%
Resource Center		they received from the ADCRC as excellent or good		Target			85%
		Clients rate the quality of services as excellent or good	23	Actual			97%
				Target			85%
					0%	50%	100%

*Key Measurement Theme for Service Area

Unduplicated Clients	187
Enrollments	261

Analysis based on unduplicated clients

Zip Code of Residence



Race/Ethnicity



Primary Language



Gender Identity

Sexual Orientation

	Undup. Clients	% of Clients		Undup. Clients	% of Clients
Female	120	64.2%	Straight/Heterosexual	160	85.6%
Male	60	32.1%	Gay/Lesbian/Same-Gender Loving	2	1.1%
Trans Female			Bisexual		
Trans Male			Questioning/Unsure		
Genderqueer/Gender Non-binary			ς,		
Not listed, please specify			Not listed, please specify		
Declined/Not stated	1	0.5%	Decline to Answer	7	3.7%
Incomplete	6	3.2%	Incomplete	18	9.6%

Age

	8%	32%						56%											
0	10	20	30	40	50	60	70	80	90	100	110	120	130	140	150	160	170	180	190
	📕 60 thru 64 📲 65 thru 74 📕 75 thru 84 📕 85 and over 📕 Unknown																		

Caregiver Support Services Dignity Fund Data & Evaluation Report FY 2018-19

Caregiver Respite

Caregiver Respite supports caregiver health and well-being by providing short-term breaks in caregiving duties. This can be instrumental in enabling the care receiver to prevent or delay the need for a higher level of care and instead remain in the home.

Funding\$775,000Providers1

Service Objectives

			Care	givers				R	espite H	ours	
Actual					197						25,665
Target						223					24,048
	0	50	100	150	200	250 0	5,000	10,000	15,000	20,000	25,000 30,000

Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed				
Ability to Care for Recipient*	Caregivers report that respite care enables them to provide quality care suited to the	100	Actual			95%
	needs of their care recipient		Target		75%	•
Caregiver Health & Wellbeing*	Caregivers are able to take care of other responsibilities due to respite care	100	Actual			95%
-			Target		75%	,
	Client experience less mental exhaustion	100	Actual			98%
			Target		75%	,
	Client experience less physical exhaustion	100	Actual			98%
			Target		60%	
				0%	50%	100%

*Key Measurement Theme for Service Area

Unduplicated Clients	197
Enrollments	197

Analysis based on unduplicated clients

Zip Code of Residence



Race/Ethnicity



Primary Language



Gender Identity

Sexual Orientation

	Undup. Clients	% of Clients		Undup. Clients	% of Clients
Female	148	75.1%	Straight/Heterosexual	184	93.4%
Male	49	24.9%	Gay/Lesbian/Same-Gender Loving	5	2.5%
Trans Female			Bisexual		
Trans Male			Questioning/Unsure		
Genderqueer/Gender Non-binary			Questioning/onsure		
Not listed, please specify			Not listed, please specify		
Declined/Not stated			Decline to Answer	8	4.1%
Incomplete			Incomplete		

Age

	12%	28	3%		22%		14%	18%	<mark>3%</mark>	
0	20	40	60	80	100	120	140	160	180	200
1	8 thru 44	45 thru 54	55 thru 59	60 th	nru 64 📃 65	thru 74	75 thru 84	85 and over	- Unkno	wn

Caregiver Support Services Dignity Fund Data & Evaluation Report FY 2018-19

Family Caregiver Support Program

The Family Caregiver Support Program provides a variety of services to family and friend caregivers of older people and adults with disabilities. These include counseling, legal services, caregiver training, respite care, and referrals to other resources. The Grandparent Services program supports senior grandparents caring for a grandchild.

Funding\$731,835Providers5

Service Objectives

	Car	Caregiver Counseling Hours				Caregive	er Trainir	ig Hours		Grandparent Intakes			
Actual		1,303			658								3
Target		805			470						50		
	0	500	1,000	1,500	0	200	400	600	0	20	40	60	

Outcome Objectives

Service	Outcome Theme	Outcome Objective	# Surveyed				
Family Caregiver	Ability to Care for Recipient*	Caregivers report that they feel better able to be a caregiver due to the	28	Actual			82%
Support Program		services received		Target			75%
	Caregiver Health &	Caregivers report reduced stress and an increased sense of being cared	27	Actual			81%
	Wellbeing*	about/valued		Target			75%
	Education & Awareness of	Clients developed new knowledge of available resources and services	27	Actual			78%
	Services			Target			75%
FCSP Grandparent	Ability to Care for Recipient*	Caregivers feel better able to be a caregiver due to services received	24	Actual			92%
Services				Target			75%
	Education & Awareness of	Clients developed new knowledge of available resources and services	24	Actual			92%
	Services			Target			75%
					0%	50%	100%

*Key Measurement Theme for Service Area

Unduplicated Clients	710
Enrollments	1,780

Analysis based on unduplicated clients

Zip Code of Residence



Race/Ethnicity



Primary Language



Gender Identity

Sexual Orientation

	Undup. Clients	% of Clients		Undup. Clients	% of Clients
Female	470	66.2%	Straight/Heterosexual	521	73.4%
Male	211	29.7% Gay/Lesbian/Same-Gender Loving		98	13.8%
Trans Female			Bisexual	6	0.8%
Trans Male	1	0.1%	Questioning/Unsure	1	0.1%
Genderqueer/Gender Non-binary	3	0.4%	ς,	_	•
Not listed, please specify			Not listed, please specify	3	0.4%
Declined/Not stated	1	0.1%	Decline to Answer	16	2.3%
Incomplete	24	3.4%	Incomplete	65	9.2%

Age

	18%		19	9%		11%	13	8%		23%		10%	ó	<mark>2%</mark>
0	50	100	150	200	250	300	350	400	450	500	550	600	650	700
	L8 thru 44	45	thru 54	55 t	hru 59	60 thr	u 64	65 thru	174	75 thru 84	8	5 and over	U	nknown

Caregiver Support Services Dignity Fund Data & Evaluation Report FY 2018-19

Service Area: Case Management & Care Navigation

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

CASE MANAGEMENT & CARE NAVIGATION SERVICES

- Case Management
- Community Living Fund
- LGBTQ Care Navigation (including Pet Support)
- Money Management

PRIORITY 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 with limited experiences of crisis and/or institutionalization.

FY 2018-19 HIGHLIGHTS

- We served 2,171 clients with a total of 2,103 enrollments across all Case Management & Care Navigation services. In total, DAAS allocated \$8.9 million for services in this area.
- We supported seniors and people with disabilities to maintain stability in the community. This includes 92% of Community Living Fund clients who experienced one or fewer unplanned hospital admissions within a six-month period and 100% of Money Management clients living in public housing who retained their housing over the course of 12 months.
- We supported providers to enhance their skills through Case Management's Clinical Consultation support. Both case managers and their supervisors attributed enhanced case manager skills and performance in working with individuals with complex needs to the training and clinical support provided.
- People felt less isolated and more connected. Over 80% of LGBTQ Care Navigation clients felt more engaged due to their participation in programing.

Dignity Fund FY 2018-19: Case Management & Care Navigation Services

Total	Total	Total
Enrollments	Unduplicated Clients	Funding
2,171	2,103	\$8,915,541

Case Management

Case Management services provide seniors and adults with disabilities help navigating and coordinating the services they need to live safely in the community. Case managers provide a range of support, including assessing client needs and then developing and implementing a care plan to establish connections to needed resources and systems of care.

Funding \$3,195,163 Providers 12

Service Objectives

									Clients	S						
Actual														1	,317	
Target																1,447
	0	100	200	300	400	500	600	700	800	900	1,000	1,100	1,200	1,300	1,400	1,500

Service	Outcome Theme	Outcome Objective	# Surveyed				
Case Management	Service Connection*	Clients are connected with needed resources (average rate of Service	0	Actual			
		Plan item completion)		Target			
	Stability in the Community*	Clients achieve/maintain stability in the community (based on status at	0	Actual			
		case closure)		Target			
Clinical Collaborative	Provider Training and	Case Management supervisors and directors report Clinical Collaborative	40	Actual			100%
	Professional Development	improved their case managers skill level and performance		Target			85%
		Case managers report that Clinical Collaborative helped improve their	31	Actual			93%
		skill level and performance		Target			85%
					0%	50%	100%

Outcome Objectives

*Key Measurement Theme for Service Area

Note: DAAS is working with service providers to implement and evaluate new performance metrics.

Unduplicated Clients	1,316
Enrollments	1,326

Analysis based on unduplicated clients

Zip Code of Residence



Race/Ethnicity



Primary Language



Gender Identity

Sexual Orientation

	Undup. Clients	% of Clients		Undup. Clients	% of Clients
Female	624	47.4%	Straight/Heterosexual	1,023	77.7%
Male	671	51.0%	Gay/Lesbian/Same-Gender Loving	146	11.1%
Trans Female	9	0.7%	Bisexual	17	1.3%
Trans Male	2	0.2%	Questioning/Unsure	6	0.5%
Genderqueer/Gender Non-binary	2	0.2%	с,		
Not listed, please specify			Not listed, please specify	12	0.9%
Declined/Not stated	2	0.2%	Decline to Answer	47	3.6%
Incomplete	6	0.5%	Incomplete	65	4.9%

Age

	8%	8%	17%			33%				18%		11%	
0	100	200	300	400	500	600	700	800	900	1,000	1,100	1,200	1,300
1	L8 thru 44	45 t	hru 54	55 thru	59 6	50 thru 64	65 t	hru 74	75 thru	184 8	35 and ove	r 📃 Unk	nown

Case Management & Care Navigation Services Dignity Fund Data & Evaluation Report FY 2018-19

Community Living Fund

The Community Living Fund program provides intensive case management and coordinates goods and/or services needed to support safety and stability in the community. as an alternative to institutional care settings, like hospitals and skilled nursing. This program is focused on people with complex care needs who are willing and able to live in the community with appropriate supports in place.

 Funding
 \$4,867,704

 Providers
 1

Service Objectives



Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed			
Service Connection*	Clients are connected with needed resources (average rate of Service Plan	45	Actual		72%
	item completion)		Target		80%
Stability in the Community*	Clients experience one or fewer unplanned admissions to an acute care hospital within	358	Actual		92%
	a six month period		Target		80%
				0% 20% 40% 60% 8	30% 100%

*Key Measurement Theme for Service Area

Note: Outcome objective focused on care plan items reflects performance in the first half of the fiscal year only (full year data is unavailable due to database changes).
Unduplicated Clients	355
Enrollments	355

Analysis based on unduplicated clients

Zip Code of Residence



Race/Ethnicity



Primary Language



Gender Identity

Sexual Orientation

	Undup. Clients	% of Clients		Undup. Clients	% of Clients
Female	154	43.4%	Straight/Heterosexual	277	78.0%
Male	193	54.4%	Gay/Lesbian/Same-Gender Loving	41	11.5%
Trans Female	5	1.4%	Bisexual	12	3.4%
Trans Male			Questioning/Unsure	2	0.6%
Genderqueer/Gender Non-binary	1	0.3%	ς,	_	
Not listed, please specify			Not listed, please specify	3	0.8%
Declined/Not stated	1	0.3%	Decline to Answer	16	4.5%
Incomplete	1	0.3%	Incomplete	4	1.1%

Age

	11%		14%		12	%		16%			18%			15%		14	1%	
0	20	40	60	80	100	120	140	160	180	200	220	240	260	280	300	320	340	360
	18 thru	44	45 thr	ru 54	55 t	hru 59	6	0 thru 6	4	65 thru	J 74	75 th	ru 84	85	and ove	r U	nknowr	า

Case Management & Care Navigation Services Dignity Fund Data & Evaluation Report FY 2018-19

LGBTQ Care Navigation

This program helps LGBTQ seniors and adults with disabilities navigate service systems to access healthcare resources and social supports. Peer volunteers visit clients regularly to reduce isolation and address barriers that inhibit accessing of needed services. For those struggling to care for their animal companion, this program also provides pet care resources to maintain this important source of support.

Funding\$736,325Providers1

Service Objectives

									(Clients								
Actual																	3	25
Target															275			
	0	20	40	60	80	100	120	140	160	180	200	220	240	260	280	300	320	340

Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed				
Quality of Life	Clients receiving animal support services are able to keep their pet	66	Actual			96%
			Target			70%
Reduced Social Isolation	Clients feel less isolated through their engagement in care navigation, volunteer	38	Actual			82%
	peer support activities, and supportive programming		Target			70%
	Clients receiving animal support services feel less isolated through their engagement	66	Actual			91%
	in care navigation, volunteer peer support activities, and supportive programming		Target			70%
Service Quality	Peer support volunteers report their training was comprehensive and helpful to	104	Actual			91%
	their role in program		Target			70%
				0%	50%	100%

Unduplicated Clients	325
Enrollments	331

Analysis based on unduplicated clients

Zip Code of Residence



Race/Ethnicity



Primary Language



Gender Identity

Sexual Orientation

	Undup. Clients	% of Clients		Undup. Clients	% of Clients
Female	67	20.6%	Straight/Heterosexual	36	11.1%
Male	176	54.2%	Gay/Lesbian/Same-Gender Loving	159	48.9%
Trans Female	10	3.1%	Bisexual	29	8.9%
Trans Male	4	1.2%	Questioning/Unsure	2	0.6%
Genderqueer/Gender Non-binary			ς,	2	0.070
Not listed, please specify	1	0.3%	Not listed, please specify	7	2.2%
Declined/Not stated	1	0.3%	Decline to Answer	17	5.2%
Incomplete	66	20.3%	Incomplete	75	23.1%

Age

	13%	6	2	0%		2	20%			2	7%			9%	3%	5%	
0	20	40	60	80	100	120	140	160	180	200	220	240	260	280	300	320	34
	18 thru 4	44	45 thru	54	55 thru	ı 59	60 thr	u 64	65 thr	u 74	75 th	ru 84	85 ai	nd over	Unkr	nown	

Case Management & Care Navigation Services Dignity Fund Data & Evaluation Report FY 2018-19

Money Management

Money Management is a voluntary resource that assists consumers in managing their 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	\$116,349
Providers	2

Service Objectives

									C	lients								
Actual																	159	Э
Target												11	0					
	0	10	20	30	40	50	60	70	80	90	100	110	120	130	140	150	160	170

Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed				
Stability in the Community*	Clients maintain stable housing (housing retention rate)	17	Actual			90%
			Target		8	35%
	Clients residing in permanent housing maintain their residence over a 12 month	86	Actual			100%
	period		Target			100%
Service Quality	Clients report receiving the services and/or activities they need from the agency	17	Actual			88%
			Target		8	35%
				0%	50%	100%

Unduplicated Clients	159
Enrollments	159

Analysis based on unduplicated clients

Zip Code of Residence



Race/Ethnicity



Primary Language



Gender Identity

Sexual Orientation

	Undup. Clients	% of Clients		Undup. Clients	% of Clients
Female	44	27.7%	Straight/Heterosexual	112	70.4%
Male	105	66.0%	Gay/Lesbian/Same-Gender Loving	9	5.7%
Trans Female			Bisexual	4	2.5%
Trans Male	1	0.6%	Questioning/Unsure		
Genderqueer/Gender Non-binary			0,		
Not listed, please specify			Not listed, please specify		
Declined/Not stated			Decline to Answer	12	7.5%
Incomplete	9	5.7%	Incomplete	22	13.8%

Age

5%	119	⁄₀	11%	11	L%	43%							17%			%
0	10	20	30	40	50	60	70	80	90	100	110	120	130	140	150	160
1	8 thru 4	4	45 thru 54	4	55 thru	159	60 thru	64	65 thru	174	75 thru	84	85 and	over		

Case Management & Care Navigation Services Dignity Fund Data & Evaluation Report FY 2018-19

Service Area: Community Connection & Engagement

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

COMMUNITY CONNECTION & ENGAGEMENT SERVICES

- Adult Day Health Centers
- Community Connector
- Community Service Centers
- Community Service Program Pilots
- Employment Support
- Intergenerational Programs

- Senior Companion
- SF Connected
- Technology at Home
- Village Programs
- Volunteer Visitor

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: Clients 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 2018-19 HIGHLIGHTS

- We served 17,365 clients* with a total of 21,058 enrollments across all Community Connection & Engagement services. In total, DAAS allocated \$13.2 million for services in this area.
- Over 90% of clients experienced increased engagement and socialization.¹ This includes 94% of
 participants in Intergenerational Programs who developed new friendships or relationships, and
 97% of SF Connected clients used their new skills to connect with friends and relatives online.
- Clients were less lonely and isolated with over 80% reporting reduction in feelings of loneliness or sense of isolation.²
- We launched new Intergenerational Programs and Volunteer Visitor services to reduce isolation among older and disabled adults and promote their inclusion in the community.

Dignity Fund FY 2018-19: Community Connection & Engagement Services

Total	Total	Total
Enrollments	Unduplicated Clients*	Funding
21,349	17,365	\$13,214,693

*Does not include services for which client-level data is not captured/available (Adult Day Health Care)

¹ Based on Adult Day Health Centers, Community Connector, Community Service Centers, Community Service

Program Pilots, Intergenerational Program, SF Connected, Village Programs, and Volunteer Visitors programs. ² Based on Community Service Program Pilots, Intergenerational Programs, Technology at Home, Volunteer Visitors programs.

Adult Day Health Centers

Adult Day Health Centers provide a variety of services -- including social/recreation activities, physical and occupational therapy, and personal care support -- for people with skilled nursing level of care needs. This is a Medi-Cal benefit that also accepts private pay clients who pay a daily rate.

Funding	\$646,272
Providers	1

Service Objectives



Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed			
Engagement & Socialization*	DAH residents demonstrate meaningful community and resource engagement, such	43	Actual		93%
	as participation in community activities and events		Target		70%
Service Connection	Clients receiving clinical support services achieve at least half of their care plan goals	292	Actual		79%
			Target		75%
				0% 20% 40% 60%	80% 100%

Community Connector

Community Connectors develop 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 areas not served by a Community Service Center.

Funding	\$347,225
Providers	2

Service Objectives

						Clients					
Actual								324			
Target										46	53
	0	50	100	150	200	250	300	350	400	450	500

Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed				
Education & Awareness of	Clients develop new knowledge of services available to older people and adults with	57	Actual			96%
Services*	disabilities		Target		50%	
Engagement & Socialization*	Clients report increased community and neighborhood engagement	57	Actual			96%
	neighbornood engagement		Target		50%	
Quality of Life	Clients report increased physical activity due to services	57	Actual			100%
			Target		50%	
				0%	50%	100%

Unduplicated Clients	324
Enrollments	342

Analysis based on unduplicated clients

Zip Code of Residence



Race/Ethnicity



Primary Language



Gender Identity

Sexual Orientation

	Undup. Clients	% of Clients		Undup. Clients	% of Clients
Female	178	54.9%	Straight/Heterosexual	150	46.3%
Male	44	13.6%	Gay/Lesbian/Same-Gender Loving	4	1.2%
Trans Female			Bisexual	4	1.2%
Trans Male			Questioning/Unsure	1	0.3%
Genderqueer/Gender Non-binary			<u>,</u>	-	0.070
Not listed, please specify			Not listed, please specify		
Declined/Not stated	9	2.8%	Decline to Answer	33	10.2%
Incomplete	94	29.0%	Incomplete	133	41.0%

Age

6	%		30)%				23%			7%			33%			
0	20	40	60	80	100	120	140	160	180	200	220	240	260	280	300	320	340
4	15 thru !	54	55 thru	59	60 thru	64	65 thr	u 74	75 thr	u 84	📕 85 an	d over	Unkn	iown			

Community Connection & Engagement Services Dignity Fund Data & Evaluation Report FY 2018-19

Community Service Centers

Community Service Centers provide older adults and adults with disabilities with a wealth of social activities, educational classes, and other programs to promote their engagement and inclusion in the community. These sites serve as community hubs, offering a place to gather, learn new skills, and connect with friends. DAAS funds 40 centers throughout the City.

 Funding
 \$8,012,138

 Providers
 21

Service Objectives

			Clients			Enrollments						
Actual				14,600)	16,298						
Target					17,272					17,272		
	0	5,000	10,000	15,000	20,000	0	5,000	10,000	15,000	20,000		

Outcome Objectives

Outcome Theme	Outcome Objective	# Surveye	d	
Engagement & Socialization*	Clients report that services provide increased opportunities for socialization	3,819	Actual	93%
	and interacting with others		Target	80%
Quality of Life	Clients participating in physical activity programming report positive health	3,771	Actual	89%
	impacts		Target	80%
	Clients who participate in social services, receive translation assistance, or participate in education program report that services help to improve their lives	3,800	Actual	89%
			Target	80%
Service Quality	Clients report that they received the support they need (e.g., services, activities)	3,813	Actual	95%
			Target	80%
				0% 20% 40% 60% 80% 100%

*Key Measurement Theme for Service Area

Note: Enrollment targets are established by service site, but clients often participate in services at multiple sites within this program. Thus, while service providers may reach their target enrollment levels, the unduplicated client count of individuals served across the entire program is often a lower figure.

Unduplicated Clients	14,600
Enrollments	16,298

Analysis based on unduplicated clients

Zip Code of Residence



Race/Ethnicity



Primary Language



Gender Identity

Sexual Orientation

	Undup. Clients	% of Clients		Undup. Clients	% of Clients
Female	8,814	60.4%	Straight/Heterosexual	11,842	81.1%
Male	5,412	37.1%	Gay/Lesbian/Same-Gender Loving	593	4.1%
Trans Female	34	0.2%	Bisexual	153	1.0%
Trans Male	25	0.2%	Questioning/Unsure	26	0.2%
Genderqueer/Gender Non-binary	5	0.0%	ς,		
Not listed, please specify	1	0.0%	Not listed, please specify	27	0.2%
Declined/Not stated	35	0.2%	Decline to Answer	1,076	7.4%
Incomplete	283	1.9%	Incomplete	913	6.3%

Age

	4%	15%		4			4%			22%			9%		
0	1,000	2,000	3,000	4,000	5,000	6,000	7,000	8,000	9,000	10,000	11,000	12,000	13,000	14,000	15,000
	18 thru 44	4 45	5 thru 54	55	thru 59	60 tł	nru 64	65 thr	u 74	75 thru	84	85 and o	ver 📃 l	Jnknown	

Community Service Program Pilots

Community Service Program Pilots are designed to engage underserved older adults and adults with disabilities, using diverse approaches to reach new consumers through a variety of approaches including new types of activities, extended service hours for new evening or weekend programming, and enhanced outreach strategies.

Funding	\$860,766
Providers	7

Service Objectives



Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed		
Education & Awareness of	Clients develop new knowledge of services available to older people and adults with	455	Actual	67%
Services*	disabilities		Target	50%
Engagement & Socialization*	Clients express sense of increased community and neighborhood engagement due to this service	602	Actual	94%
			Target	50%
Reduced Social Isolation*	Clients report a decrease in loneliness (of those identified as "lonely" using an evidence-based screening tool)	147	Actual	87%
			Target	75%
				0% 20% 40% 60% 80% 100%

Unduplicated Clients	1,422
Enrollments	1,431

Analysis based on unduplicated clients

Zip Code of Residence



Race/Ethnicity



Primary Language



Gender Identity

Sexual Orientation

	Undup. Clients	% of Clients		Undup. Clients	% of Clients
Female	760	53.4%	Straight/Heterosexual	1,211	85.2%
Male	634	44.6%	Gay/Lesbian/Same-Gender Loving	59	4.1%
Trans Female	1	0.1%	Bisexual	15	1.1%
Trans Male	3	0.2%	Questioning/Unsure	6	0.4%
Genderqueer/Gender Non-binary	2	0.1%	С,		
Not listed, please specify	1	0.1%	Not listed, please specify	6	0.4%
Declined/Not stated	8	0.6%	Decline to Answer	96	6.8%
Incomplete	13	0.9%	Incomplete	30	2.1%

Age

5%	5%	8%	22	2%			3	38%				16%		4%
0	100	200	300	400	500	600	700	800	900	1,000	1,100	1,200	1,300	1,400
1	8 thru 4	4 4	5 thru 54	55 tl	1ru 59	60 thr	u 64	65 thru	74	75 thru 84	85	and over	- 📃 Un	known

Community Connection & Engagement Services Dignity Fund Data & Evaluation Report FY 2018-19

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\$837,656Providers2

Service Objectives

				ReServ	e Client	S			Arc Clients				
Actual						90			5				
Target							125						20
	0	20	40	60	80	100	120 1	.40 0	5	1	0	15	20

Outcome Objectives

Service	Outcome Theme	Outcome Objective	# Surveyed				
ReServe	Empowerment*	Clients placed in employment setting report that this experience helped	27	Actual			100%
		them meet their goals for enrolling in the program		Target		8	30%
		Clients report services help mitigate or remove barriers to employment	27	Actual			92%
				Target		8	30%
		ReServe employers indicate they would consider hiring more older people and adults with disabilities based on experience with this program	20 1	Actual			100%
				Target		50%	
Employment Support at	Empowerment	Clients maintain continued employment for at least eight months	5	Actual			100%
the Arc				Target		8	30%
					0% 5	50%	100%

Intergenerational Programs

Intergenerational programs facilitate social engagement and exchange between older adults or adults with disabilities and individuals belonging to other generations. Activities support joint engagement and encourage relationship-building that is mutually beneficial.

Funding\$633,000Providers6

Service Objectives



Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed				
Engagement & Socialization*	Clients develop new relationships or friendships	80	Actual			94%
			Target		50%	
	Clients feel like valued community members due to opportunity to share their	5 80	Actual			96%
	knowledge, skills, stories, etc through this program		Target		50%	
Reduced Social Isolation*	Clients report a decrease in loneliness (of those identified as "lonely" using an	15	Actual		63%	
	evidence-based screening tool)		Target		50%	
				0%	50%	100%

*Key Measurement Theme for Service Area

Note: Service levels reflect partial year service. With the public procurement process completed in the first half of the fiscal year, services began the second half of the year.

Unduplicated Clients	257
Enrollments	265

Analysis based on unduplicated clients

Zip Code of Residence



Race/Ethnicity



Primary Language



Gender Identity

Sexual Orientation

	Undup. Clients	% of Clients		Undup. Clients	% of Clients
Female	134	52.1%	Straight/Heterosexual	131	51.0%
Male	106	41.2%	Gay/Lesbian/Same-Gender Loving	82	31.9%
Trans Female	7	2.7%	Bisexual	6	2.3%
Trans Male	3	1.2%	Questioning/Unsure	3	1.2%
Genderqueer/Gender Non-binary			ς,		
Not listed, please specify			Not listed, please specify	2	0.8%
Declined/Not stated	1	0.4%	Decline to Answer	15	5.8%
Incomplete	6	2.3%	Incomplete	18	7.0%

Age

69	<mark>%</mark> 9%	12%			39	%			2	6%			
0	20	40	60	80	100	120	140	160	180	200	220	240	260
18	3 thru 44	45 thru	54	55 thru 59	6	0 thru 64	65 thr	u 74 🛛	75 thru 84	85	and over	Unknov	vn

Community Connection & Engagement Services Dignity Fund Data & Evaluation Report FY 2018-19

Senior Companion

The Senior Companion program provides low-to-moderate income older adults with the opportunity to volunteer at local community organizations. For participating organizations, this expands capacity to deliver needed support to clients. For volunteers, this program enhances feelings of self-worth and community connection, and also provides a small stipend.

Funding	\$87,300
Providers	1

Service Objectives

				Seni	or Vol	unteer	S					Senior	Clients		
Actual								14							90
Target									15					75	
	0	2	4	6	8	10	12	14	16	0	20	40	60	80	100

Outcome Objectives

Outcome Theme	Outcome Objective	# Survey	ed				
Quality	Senior Volunteers are satisfied with the service and find it beneficial	13	Actual				100%
	service and find it beneficial		Target			70%	
				0%	50%	10	0%

SF Connected

SF Connected 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. Located at sites throughout the City, the program works to address barriers to social connection, provides social media tools to help individuals overcome isolation, and helps participants access resources for healthy aging.

Funding\$741,524Providers4

Service Objectives

			Clients					Hours	
Actual				1,712					14,313
Target					2,042				12,595
	0 5	500 1,0	000 1,5	500 2,0	000	0	5,000	10,000	15,000

Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed		_		
Empowerment*	Clients report that they have increased technology knowledge, awareness, and	856	Actual			99%
	skills		Target		50%	
	Clients utilize skills learned at the technology labs to use computers and	846	Actual			98%
	internet at home or in community facilities		Target		50%	
Engagement & Socialization*	Clients connect with relatives and friends through email and social media using skills	801	Actual			97%
Socialization*	learned from program		Target		50%	
Stability in the Community	Clients access online tools to improve their economic security (e.g., apply for CalFresh,	810	Actual			96%
-	check their Social Security status)		Target	20%		
	Clients search online for health information, better manage their chronic	828	Actual			96%
	conditions, or discover ways to prevent falls or improve their health		Target		50%	
				0%	50%	100%

Unduplicated Clients	1.712
onduplicated chefts	$\perp, / \perp \geq$
Enrollments	1,878

Analysis based on unduplicated clients

Zip Code of Residence



Race/Ethnicity



Primary Language



Gender Identity

Sexual Orientation

	Undup. Clients	% of Clients		Undup. Clients	% of Clients
Female	842	49.2%	Straight/Heterosexual	1,064	62.1%
Male	631	36.9%	Gay/Lesbian/Same-Gender Loving	51	3.0%
Trans Female	3	0.2%	Bisexual	23	1.3%
Trans Male			Questioning/Unsure	4	0.2%
Genderqueer/Gender Non-binary			ς,		•
Not listed, please specify			Not listed, please specify	3	0.2%
Declined/Not stated	7	0.4%	Decline to Answer	90	5.3%
Incomplete	229	13.4%	Incomplete	477	27.9%

Age

	4%	9%			35	5%				19	9%		5%)	23%			
0	100	200	300	400	500	600	700	800	900	1,000	1,100	1,200	1,300	1,400	1,500	1,600	1,70	0
	18 thru	44	45 thr	u 54	55 th	ru 59	60 t	hru 64	6	5 thru 74	4 7	′5 thru 8	34	85 and	over	Unkno	own	

Technology at Home

The Technology at Home program seeks to reduce isolation and support self-management of health through the use of technology. The program provides participants with a long-term loan of a tablet computer or similar devices, trains clients one-on-one to use these devices, and provides ongoing technical and troubleshooting to support their self-sufficiency and social engagement.

Funding\$360,000Providers1

Service Objectives

Outcome Objectives

									Clier	nts							
Actual																	77
Target													60				
	0	5	10	15	20	25	30	35	40	45	50	55	60	65	70	75	80

Outcome Theme	Outcome Objective	# Surveyed		
Empowerment*	Clients report increase in self-sufficient use of technology	12	Actual	92%
			Target	65%
	Clients report increased self-efficacy in managing their health	12	Actual	68%
			Target	65%
Reduced Social Isolation*	Clients report a decrease in loneliness	12	Actual	67%
			Target	65%
				0% 20% 40% 60% 80% 100%

Village Programs

Village Programs, including the Community Bridge model, support seniors and adults with disabilities to build relationships within their neighborhood and develop a support network. These programs use a membership model in which paid staff and volunteers coordinate services and social activities for Village members. These may be based out of a central site in the neighborhood or operate without a dedicated location.

 Funding
 \$588,812

 Providers
 3

Service Objectives

Outcome Objectives



Outcome Theme Outcome Objective # Surveyed 78% Clients develop new knowledge of services Education & 198 Actual Awareness of available to older people and adults with Services* disabilities 67% Target Engagement & Clients report increased opportunities for 66 Actual 85% Socialization* socialization and interaction due to participation in program 75% Target 98% Clients report their participation in 198 Stability in the Actual Community program has helped maintain or increase their independence and ability to live at 75% Target home 0% 50% 100%

Unduplicated Clients	605
Enrollments	617

Analysis based on unduplicated clients

Zip Code of Residence



Race/Ethnicity



Primary Language



Gender Identity

Sexual Orientation

	Undup. Clients	% of Clients		Undup. Clients	% of Clients
Female	428	70.7%	Straight/Heterosexual	416	68.8%
Male	154	25.5%	Gay/Lesbian/Same-Gender Loving	31	5.1%
Trans Female			Bisexual	7	1.2%
Trans Male			Questioning/Unsure		
Genderqueer/Gender Non-binary			ς,		
Not listed, please specify			Not listed, please specify	2	0.3%
Declined/Not stated	3	0.5%	Decline to Answer	89	14.7%
Incomplete	20	3.3%	Incomplete	60	9.9%

Age

		28%)			33%			15%		19%	
0	50	100	150	200	250	300	350	400	450	500	550	600
18	8 thru 44	55 thru	u 59 📃 6	50 thru 64	65 th	ru 74 📃	75 thru 84	85 ar	nd over	Unknown		

Volunteer Visitors

The Volunteer Visitors program matches volunteers with older adults and adults with disabilities to reduce isolation and loneliness and increase social connection. To support successful pairings and meaningful relationship building, volunteers visit client participants at least twice monthly for a period of six months or more.

Funding	\$100,000
Providers	2

Service Objectives

							Clients						
Actual									41				
Target												Į	56
	0	5	10	15	20	25	30	35	40	45	50	55	60

Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	d			
Engagement & Socialization*	Clients develop new relationships or friendships	24	Actual			96%
			Target		-	75%
Reduced Social Isolation*	Clients report a decrease in loneliness	24	Actual		61%	
			Target		-	75%
	Clients report a decrease in their sense of isolation	24	Actual			92%
			Target			75%
				0%	50%	100%

Service Area: Housing Support

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

HOUSING SUPPORT SERVICES

- Housing Subsidies
- Rental Assistance Demonstration Project
- 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 2018-19 HIGHLIGHTS

- We served 679 clients* and facilitated a total of 2,810 enrollments across all Housing Support services. In total, DAAS allocated \$8.1 million for services in this area.
- Across services, 85% of clients had a positive impact related to their housing stability.¹ For example, in the Veterans Services Connect program, 79% of clients surveyed reported the program helped them to maintain stable housing; in the Rental Assistance Demonstration program, 99% of clients obtained or maintained their housing.
- In the second year of the new Veterans Services Connect program (launched in FY 2017-18 with a new Dignity Fund allocation), we supported 325 veterans to access services that support their housing stability.
- We provided on-site services to improve housing stability, social connection, and wellbeing to over 2,100 older and disabled adults living in public housing through the Rental Assistance Demonstration program.
- We helped almost 250 clients to remain stably housed through our Housing Subsidy program, which facilitates connection to social services and other stabilizing resources in addition to the monthly rental subsidy.

Dignity Fund FY 2018-19: Housing Support Services

Total	Total	Total
Enrollments	Unduplicated Clients*	Funding
2,810	679	\$8,081,651

*Does not include services for which client-level data is not captured/available (Rental Assistance Demonstration)

¹ Based on Rental Assistance Demonstration, Scattered Site, and Veterans Services Connect programs

Housing Subsidies

The Housing Subsidy program seeks to stabilize housing of older people and adults with disabilities at imminent risk of eviction. In addition to the rental subsidy, staff provide clients with help connecting to other social services and resources that promote their housing stability. This includes long-term and short-term subsidy services.

 Funding
 \$3,086,660

 Providers
 2

Service Objectives

							С	lients						
Actual													2	46
Target													240	
	0	20	40	60	80	100	120	140	160	180	200	220	240	260

Outcome Objectives

Outcome Theme	Outcome Objective	# Surveye	ed	
Housing Stability*	Clients report that housing subsidy supported their housing stability	92	Actual	91%
			Target	75%
	Clients remain stably housed six months after exiting the program (end of	92	Actual	66%
	assistance)		Target	50%
	Clients remain stably housed twelve months after exiting the program (end of	92	Actual	78%
	assistance)		Target	75%
Service Connection*	Clients report they received the supplementary support they need from the	92	Actual	91%
	agency (e.g., referrals, services)		Target	75%

0% 20% 40% 60% 80% 100%

*Key Measurement Theme for Service Area

Note: Outcome objective data collected over FY 2017-18 and FY 2018-19.

Unduplicated Clients	246
Enrollments	269

Analysis based on unduplicated clients

Zip Code of Residence



Race/Ethnicity



Primary Language



Gender Identity

Sexual Orientation

	Undup. Clients	% of Clients		Undup. Clients	% of Clients
Female	81	32.9%	Straight/Heterosexual	122	49.6%
Male	148	60.2%	Gay/Lesbian/Same-Gender Loving	86	35.0%
Trans Female	8	3.3%	Bisexual	12	4.9%
Trans Male	1	0.4%	Questioning/Unsure	5	2.0%
Genderqueer/Gender Non-binary	1	0.4%	С,	5	2.070
Not listed, please specify			Not listed, please specify		
Declined/Not stated			Decline to Answer	9	3.7%
Incomplete	7	2.8%	Incomplete	12	4.9%

Age

1	12% 24%		10	16%		18%		20%		9%		
0	20	40	60	80	100	120	140	160	180	200	220	240
1	8 thru 44	45 thr	u 54	55 thru 59	60 tł	nru 64	65 thru 74	75 1	thru 84	85 and o	over Ur	nknown

Housing Support Services Dignity Fund Data & Evaluation Report FY 2018-19

Housing Support Services Dignity Fund Data & Evaluation Report FY 2018-19

Rental Assistance Demonstration

The Rental Demonstration Assistance Project promotes housing retention and community connection in public housing developments. This includes supports for health and wellness, as well as community development through outreach and engagement efforts (e.g., tenant newsletters and onsite activities). Staff support housing stability by helping tenants address issues related to their housing, such as safety concerns and delinquent rent payments.

Service Objectives



Outcome Theme	Outcome Objective	# Surveyed				
Engagement & Socialization*	Clients feel connected to and involved in their tenant/resident community	764	Actual		68%	
			Target		50%	
Housing Stability*	Clients obtain and/or maintain stable housing	2,090	Actual			99%
	nousing		Target			95%
Service Connection*	Clients report better access to services that improve their health and wellness	767	Actual		83	8%
			Target		50%	
				0% 50	0% 1	L00%

Outcome Objectives

*Key Measurement Theme for Service Area

Funding \$1,619,177

6

Providers

Scattered Site Housing

The Scattered Site Housing program supports individuals to leave institutional care (such as skilled nursing) and live in private market housing units. Clients pay a portion of their income towards rent and receive ongoing housing retention services to support their ability to remain housed.

Funding\$3,075,814Providers1

Service Objectives

							Clients						
Actual												109	
Target												110)
	0	10	20	30	40	50	60	70	80	90	100	110	120

Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed		_		
Housing Stability*	Clients maintain their independent living in the community	110	Actual			95%
			Target			95%
	Clients who are exiting this program are connected to alternative housing that is	6	Actual			100%
	appropriate to their needs (e.g., higher level of care, unsubsidized housing)		Target		75%)
	Participant lease violations are resolved without loss of housing	3	Actual			100%
			Target		8	5%
Service Quality	Clients are satisfied with their housing	23	Actual			91%
			Target			95%
				0% 5	0% 1	.00%

Unduplicated Clients	109
Enrollments	109

Analysis based on unduplicated clients

Zip Code of Residence



Race/Ethnicity



Primary Language



Gender Identity

Sexual Orientation

	Undup. Clients	% of Clients		Undup. Clients	% of Clients
Female			Straight/Heterosexual	44	40.4%
Male			Gay/Lesbian/Same-Gender Loving	13	11.9%
Trans Female			Bisexual	1	0.9%
Trans Male			Questioning/Unsure	1	0.9%
Genderqueer/Gender Non-binary				-	01070
Not listed, please specify			Not listed, please specify		
Declined/Not stated			Decline to Answer	2	1.8%
Incomplete	109	100.0%	Incomplete	48	44.0%

Age

	14%		27%		18%	6	19%	6	189	%	<mark>3%</mark>	
0	10	20	30	40	50	60	70	80	90	100	110)
1	8 thru 44	45 thru 54	55 t	hru 59 📘	60 thru 64	65 th	ru 74 📃 75	thru 84	85 and ov	er		

Housing Support Services Dignity Fund Data & Evaluation Report FY 2018-19

Veterans Services Connect

Based out of veterans housing developments, the Veterans Services Connect program promotes independence and supports 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\$300,000Providers1

Service Objectives

									C	Clients								
Actual																	3	325
Target																	3	325
	0	20	40	60	80	100	120	140	160	180	200	220	240	260	280	300	320	340

Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed					
Engagement & Socialization*	Clients attribute increased participation in community events due to this program	198	Actual		7	73%	
			Target		50%		
Housing Stability*	Clients maintain their access to housing (in veterans housing or another appropriate	305	Actual				99%
	placement)		Target			90	%
	Clients report program helps them maintair stable housing	198	Actual			79%	
			Target		50%		
Education & Awareness of	Clients develop new knowledge of services that support their independent living	198	Actual			82%	
Services			Target		50%		
				0%	50%	100)%

Unduplicated Clients	325
Enrollments	329

Analysis based on unduplicated clients

Zip Code of Residence



Race/Ethnicity



Primary Language



Gender Identity

Sexual Orientation

	Undup. Clients	% of Clients		Undup. Clients	% of Clients
Female	17	5.2%	Straight/Heterosexual	235	72.3%
Male	303	93.2%	Gay/Lesbian/Same-Gender Loving	21	6.5%
Trans Female	2	0.6%	Bisexual	8	2.5%
Trans Male	1	0.3%	Questioning/Unsure	-	
Genderqueer/Gender Non-binary	1	0.3%	ς,		
Not listed, please specify			Not listed, please specify	1	0.3%
Declined/Not stated	1	0.3%	Decline to Answer	58	17.8%
Incomplete			Incomplete	2	0.6%

Age

1	.0%	16% 17%				25%					5	5%					
0	20	40	60	80	100	120	140	160	180	200	220	240	260	280	300	320	340
	18 thru 4	44	45 thru	54	55 thru	59	60 thr	u 64	65 thr	u 74	75 th	ru 84	85 ar	nd over			

Housing Support Services Dignity Fund Data & Evaluation Report FY 2018-19

Service Area: Nutrition & Wellness

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

NUTRITION & WELLNESS SERVICES

- Chronic Disease Management
- Congregate Meals
- Food Pantry
- Health Promotion

- Home-Delivered Groceries
- Home-Delivered Meals
- Nutrition Counseling & Education
- Nutrition for Healthy Outcomes

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.
- **Physical Fitness & Health:** Clients engage in physical activity and build knowledge that helps them maintain or improve their physical health.

FY 2018-19 HIGHLIGHTS

- We served 28,580 clients* and facilitated 50,450 enrollments across all Nutrition & Wellness services. In total, DAAS allocated \$22.5 million for services in this area.
- Across services, 85% of clients improved their nutrition habits.¹ This includes 91% of Congregate Meal clients who reported an increase in their consumption of fruits and vegetables, and 79% of Nutrition for Healthy Outcomes clients who developed knowledge of healthy nutrition related to managing their chronic disease and/or overall health.
- We helped people live stably and independently: 84% of clients reported services helped they to maintain their independence in the community.²
- We provided evidence-based Health Promotion services to approximately 1,200 older adults throughout the City, supporting them to exercise and maintain their health as they age.

Dignity Fund FY 2018-19: Nutrition & Wellness Services

Total	Total	Total
Enrollments	Unduplicated Clients*	Funding
51,036	28,580	\$22,462,489

*Does not include services for which client-level data is not captured/available (Chronic Disease Management Program)

¹ Based on Congregate Meals, Home-Delivered Meals, Nutrition Counseling and Education, and Nutrition for Healthy Outcomes programs.

² Based on Congregate Meals, Food Pantry Assistance, Home-Delivered Groceries, and Home-Delivered Meals programs.

Chronic Disease Management

Chronic Disease Management Programs provide evidence-based education to empower older adults or adults with disabilities to manage their ongoing health conditions that can impact quality of life, such as heart disease, chronic pain, depression, or HIV.

Funding \$231,296
Providers 1

Service Objectives

			Wo	orkshop	Gradua	ates				Wo	rkshop S	Sessions		
Actual							586							58
Target							e	524					48	
	0	100	200	300	400	500	600	700 0	10	20	30	40	50	60

Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed		
Healthy Nutrition Habits*	Clients report increased consumption of fruits or vegetables and/or increased	0	Actual	
	physical activity		Target	
Physical Fitness & Health*	Clients demonstrate greater understanding of diabetes and how to prevent or better	0	Actual	
	manage it		Target	

0%

*Key Measurement Theme for Service Area

Note: DAAS is working with service providers to strengthen outcome objectives and ensure data is available and consistently collected for future reporting.

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 the opportunity to socialize with peers and engage in community activities at meal sites. DAAS funds meal service at over 45 sites throughout the City.

 Funding
 \$7,277,512

 Providers
 9

Service Objectives



Outcome Objectives

Outcome Theme	Outcome Objective	# Surveye	ed	
Community Stability &	Clients report that the service helps maintain their independence	3,212	Actual	90%
Independence*			Target	75%
Healthy Nutrition Habits*	Clients report increased consumption of fruits or vegetables	3,212	Actual	91%
habits	Truits of vegetables		Target	65%
Service Quality	Clients are satisfied with meal quality	3,212	Actual	89%
			Target	85%
				0% 20% 40% 60% 80% 100%

*Key Measurement Theme for Service Area

Note: Enrollment targets are established by service site, but clients often participate in services at multiple sites within this program. Thus, while service providers may reach their target enrollment levels, the unduplicated client count of individuals served across the entire program is often a lower figure.

Unduplicated Clients	17,017
Enrollments	31,616

Analysis based on unduplicated clients

Zip Code of Residence



Race/Ethnicity



Primary Language



Gender Identity

Sexual Orientation

	Undup. Clients	% of Clients		Undup. Clients	% of Clients
Female	9,785	57.5%	Straight/Heterosexual	13,873	81.5%
Male	6,985	41.0%	Gay/Lesbian/Same-Gender Loving	267	1.6%
Trans Female	38	0.2%	Bisexual	169	1.0%
Trans Male	27	0.2%	Questioning/Unsure	13	0.1%
Genderqueer/Gender Non-binary	5	0.0%	ς,	-	
Not listed, please specify	3	0.0%	Not listed, please specify	34	0.2%
Declined/Not stated	91	0.5%	Decline to Answer	2,089	12.3%
Incomplete	89	0.5%	Incomplete	603	3.5%

Age

		179	%				49%					209	%		7	%	
0	1,000	2,000	3,000	4,000	5,000	6,000	7,000	8,000	9,000 1	0,000 11	1,000 12,	000 13,	000 14,	000 15,0	000 16,	000 17,	000
	18 thru	44	45 thr	u 54	55 th	ru 59	60 t	hru 64	65 tł	nru 74	75 th	ru 84	85 a	and over	Un	known	

Food Pantry Assistance

Food Pantry Assistance offer weekly or bi-monthly supplemental groceries to low-income seniors and adults with disabilities for pick-up at numerous sites in San Francisco. This service is coordinated by the San Francisco Marin Food Bank in partnership with a citywide network of community partners that host pantry sites.

Funding\$475,000Providers1

Service Objectives

			С	lients					Food Bag	js			
Actual						4,492						175,1	05
Target					3,411						151,5	83	
	0	1,000	2,000	3,000	4,000	5,000	0	50,000	100,000	150	,000	200	,000

Outcome Objectives

Outcome Theme	Outcome Objective	# Surveye	ed	
Community Stability &	Clients report that the service helps maintain their independence	1,095	Actual	82%
Independence*			Target	75%
Physical Fitness & Health*	Clients indicate they feel healthier as a result of participating in the program	1,095	Actual	90%
			Target	75%
Service Quality	Clients are satisfied with food quality	1,095	Actual	82%
			Target	85%
				0% 20% 40% 60% 80% 100%
Unduplicated Clients	4,492			
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Enrollments	4,492			

Analysis based on unduplicated clients

Zip Code of Residence



Race/Ethnicity



Primary Language



Gender Identity

Sexual Orientation

	Undup. Clients	% of Clients		Undup. Clients	% of Clients
Female	3,103	69.1%	Straight/Heterosexual	3,366	74.9%
Male	1,360	30.3%	Gay/Lesbian/Same-Gender Loving	29	0.6%
Trans Female	3	0.1%	Bisexual	28	0.6%
Trans Male	6	0.1%	Questioning/Unsure	7	0.2%
Genderqueer/Gender Non-binary			ς,	·	
Not listed, please specify			Not listed, please specify	28	0.6%
Declined/Not stated	12	0.3%	Decline to Answer	966	21.5%
Incomplete	8	0.2%	Incomplete	68	1.5%

Age

13	3%		50%			28%		9%	
0	500	1,000	1,500	2,000	2,500	3,000	3,500	4,000	4,500
18	thru 44 📃 4	15 thru 54 📃	55 thru 59	60 thru 64	65 thru 74	75 thru 84	85 and ove	er 📕 Unkno	wn

Health Promotion

Health Promotion supports older adults to exercise and maintain their health as they age through the Always Active wellness program. This program works to reduce risk of falls and prevent injury and has a secondary effect of helping to build a sense of community among participants in neighborhoods throughout the City.

Funding	\$415,290
Providers	1

Service Objectives

							Cli	ents						
Actual													1,180	0
Target										91	.0			
	0	100	200	300	400	500	600	700	800	900	1,000	1,100	1,200	1,300

Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed					
Service Quality	Clients are satisfied with the quality of the service	405	Actual				98%
			Target			85	%
				0%	50%	1	00%

Outcome Theme	Outcome Objective					
Physical Fitness & Health*	Clients rate their mental health to be better than the average older adult nationwide (based on standardized	Actual				49
	assessment tool)	Target				51
	Clients rate their physical health to be better than the average older adult nationwide (based on standardized	Actual			2	48
	assessment tool)	Target			42	
			0	20	40	60

Unduplicated Clients	1,180
Enrollments	1,201

Analysis based on unduplicated clients

Zip Code of Residence



Race/Ethnicity



Primary Language



Gender Identity

Sexual Orientation

	Undup. Clients	% of Clients		Undup. Clients	% of Clients
Female	886	75.1%	Straight/Heterosexual	894	75.8%
Male	235	19.9%	Gay/Lesbian/Same-Gender Loving	34	2.9%
Trans Female			Bisexual	12	1.0%
Trans Male			Questioning/Unsure	1	0.1%
Genderqueer/Gender Non-binary			ς,	-	0.170
Not listed, please specify			Not listed, please specify		
Declined/Not stated	4	0.3%	Decline to Answer	87	7.4%
Incomplete	55	4.7%	Incomplete	152	12.9%

Age

8	%		46%	1				31%			9%	5%
0	100	200	300	400	500	600	700	800	900	1,000	1,100	1,200
4	5 thru 54	55 thru	59 60) thru 64	65 thru	74 7	5 thru 84	85 and	over 📕 U	nknown		

Home-Delivered Groceries

The Home-Delivered Groceries program delivers groceries directly to the homes of older adults and adults with disabilities with limited mobility. By providing access fresh, nutritious produce, this program supports clients to maintain their independence and quality of life. This service is led by the San Francisco Marin Food Bank in partnership with a citywide network of community partners, including three lead agencies that help coordinate delivery.

Funding	\$2,740,804
Providers	4
Providers	4

Service Objectives

	Clients	Food Bags
Actual	3,571	102,557
Target	2,992	116,326
0	500 1,000 1,500 2,000 2,500 3,000 3,500 4,000	0 50,000 100,000

Outcome Objectives

Outcome Theme	Outcome Objective	# Surveye	d			
Community Stability &	Clients report that the service helps maintain their independence	1,068	Actual			94%
Independence*	·		Target			75%
Increased Food Security*	Clients are less worried about getting enough food	1,068	Actual			79%
			Target			75%
Physical Fitness & Health*	Clients indicate they feel healthier as a result of participating in the program	1,194	Actual			97%
			Target			75%
Reduced Social Isolation	Clients report a decrease in their sense of isolation	126	Actual			96%
			Target			85%
Service Quality	Clients are satisfied with food quality	1,194	Actual			90%
			Target			85%
				0%	50%	100%

Unduplicated Clients	3,571
Enrollments	3,801

Analysis based on unduplicated clients

Zip Code of Residence



Race/Ethnicity



Primary Language



Gender Identity

Sexual Orientation

	Undup. Clients	% of Clients		Undup. Clients	% of Clients
Female	2,221	62.2%	Straight/Heterosexual	2,888	80.9%
Male	1,297	36.3%	Gay/Lesbian/Same-Gender Loving	134	3.8%
Trans Female	14	0.4%	Bisexual	55	1.5%
Trans Male	5	0.1%	Questioning/Unsure	6	0.2%
Genderqueer/Gender Non-binary	2	0.1%	с,		
Not listed, please specify			Not listed, please specify	13	0.4%
Declined/Not stated	13	0.4%	Decline to Answer	416	11.6%
Incomplete	19	0.5%	Incomplete	60	1.7%

Age

6%	6 <mark>9</mark>	%	9%	1	4%		2	3%			2	0%			2	L9%		
0	200	400	600	800	1,000	1,200	1,400	1,600	1,800	2,000	2,200	2,400	2,600	2,800	3,000	3,200	3,40	0 3,60
1	L8 thru	44	45 th	ru 54	55 t	hru 59	6	0 thru 6	54	65 thru	J74	75 tł	nru 84	85	and ov	er	Unkno	wn

Home-Delivered Meals

The Home-Delivered Meals program delivers meals to seniors and adults with disabilities who are unable to shop or prepare their own meals due to a physical or mental impairment. Meals are available citywide, served in a variety of cuisines and for many specific diet types.

 Funding
 \$10,683,235

 Providers
 8

Service Objectives

	Clients	Meals
Actual	6,509	2,222,879
Target	6,821	2,311,330
	0 1,000 2,000 3,000 4,000 5,000 6,000 7,000	0 1,000,000 2,000,000 3,000,000

Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed			
Community Stability &	Clients report that the service helps maintain their independence	1,377	Actual	66	5%
Independence*			Target		75%
Healthy Nutrition Habits*	Clients report increased consumption of fruits or vegetables	1,377	Actual	6	59%
	-		Target	65	5%
Service Connection	Clients identified as "lonely" are connected to appropriate resources (based on	0	Actual		
	evidence-based screening tool)		Target	65	5%
	Clients with high nutritional risk are connected with appropriate resources	0	Actual		
			Target	65	5%
Service Quality	Clients are satisfied with meal quality	1,377	Actual		70%
			Target		85%
				0% 20% 40% 60%	80% 100%

*Key Measurement Theme for Service Area

Note: DAAS is working with service providers to implement and evaluate new performance metrics.

Unduplicated Clients	5,537
Enrollments	5,942

Analysis based on unduplicated clients

Zip Code of Residence



Race/Ethnicity



Primary Language



Gender Identity

Sexual Orientation

	Undup. Clients	% of Clients		Undup. Clients	% of Clients
Female	2,565	46.3%	Straight/Heterosexual	4,691	84.7%
Male	2,919	52.7%	Gay/Lesbian/Same-Gender Loving	334	6.0%
Trans Female	37	0.7%	Bisexual	86	1.6%
Trans Male	7	0.1%	Questioning/Unsure	13	0.2%
Genderqueer/Gender Non-binary	5	0.1%	ς,	-	
Not listed, please specify			Not listed, please specify	21	0.4%
Declined/Not stated	3	0.1%	Decline to Answer	284	5.1%
Incomplete	1	0.0%	Incomplete	109	2.0%

Age

	8%	9%	15%		2	27%			19%			19%	
0	5	00	1,000	1,500	2,000	2,500	3,000	3,5	00 4,0	000	4,500	5,000	5,500
	18 thru	44	45 thru 54	55 t	hru 59	60 thru 64	65 t	hru 74	75 thru	84	85 and ove	er 📕 Unkr	iown

Nutrition Counseling and Education

These services support healthy food selection and eating habits. Nutrition Counseling is a one-on-one service provided to individuals with special dietary requirements, often related to health conditions. Nutrition Education is provided through public presentations or demonstrations, as well as small group discussions, and often occurs

presentations or demonstrations, as well as small group discussions, and often occurs at Congregate Meal sites.

Service Objectives

		NL	Nutrition Counseling Clients					Nutrition Education Clients						
Actual					1,931							535		
Target						2,221							652	
	0	500	1,000	1,500	2,000	2,500 0	100	200	300	400	500	600	700	

Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed		
Healthy Nutrition Habits*	Clients report increased consumption of fruits or vegetables	263	Actual	92%
			Target	65%
Physical Fitness & Health*	Clients report the program helps maintain their independence or improve their	263	Actual	94%
	nutrition status and/or overall health		Target	75%
				0% 20% 40% 60% 80% 100%

*Key Measurement Theme for Service Area

Note: Outcome objectives represent Nutrition Education clients only. DAAS is working with Nutrition Counseling service providers to strengthen outcome objectives and ensure data is available and consistently collected for future reporting.

Funding\$139,352Providers3

Unduplicated Clients	2,201
Enrollments	2,238

Analysis based on unduplicated clients

Zip Code of Residence



Race/Ethnicity



Primary Language



Gender Identity

Sexual Orientation

	Undup. Clients	% of Clients		Undup. Clients	% of Clients
Female	1,096	49.8%	Straight/Heterosexual	1,854	84.2%
Male	1,083	49.2%	Gay/Lesbian/Same-Gender Loving	136	6.2%
Trans Female	13	0.6%	Bisexual	35	1.6%
Trans Male	2	0.1%	Questioning/Unsure	4	0.2%
Genderqueer/Gender Non-binary			<u>,</u>		
Not listed, please specify			Not listed, please specify	4	0.2%
Declined/Not stated	1	0.0%	Decline to Answer	142	6.5%
Incomplete	6	0.3%	Incomplete	26	1.2%

Age

	17%	6	41%						12%		
0	200	400	600	800	1,000	1,200	1,400	1,600	1,800	2,000	2,200
18	8 thru 44	45 thru 54	55 tł	nru 59 📃	60 thru 64	65 thru	J 74 📃 75	thru 84	85 and ov	er 📕 Unkr	nown

Nutrition for Healthy Outcomes

Nutrition for Healthy Outcomes supports seniors and adults with disabilities who are food insecure and have a chronic disease (such as heart disease, diabetes, or HIV). It provides nutritious meals designed to meet dietary recommendations for disease management. Meals are supplemented with supportive services, such as one-on-one nutrition counseling and group cooking demonstrations.

Funding\$500,000Providers1

Service Objectives

Outcome Objectives

							(Clients						
Actual										18	2			
Target														250
	0	20	40	60	80	100	120	140	160	180	200	220	240	260

Outcome Theme	Outcome Objective	# Surveyed		
Healthy Nutrition Habits*	Clients develop increased knowledge of nutrition as related to management of their	28	Actual	79%
	chronic disease and/or overall health		Target	75%
Increased Food Security*	Clients report an increase in their food security	20	Actual	40%
			Target	75%
Physical Fitness & Health*	Clients report the program helps maintain their independence or improve their	28	Actual	93%
	nutrition status and/or overall health		Target	75%
	Clients with diabetes experience positive outcome related to disease management	10	Actual	50%
	(e.g., reduced HbA1c, weight loss/control, increased medication adherence)		Target	65%
	Clients with heart condition (e.g., congestive heart failure) report reduction	4	Actual	25%
	in hospitalizations		Target	65%

0% 20% 40% 60% 80% 100%

Unduplicated Clients	182
Enrollments	339

Analysis based on unduplicated clients

Zip Code of Residence



Race/Ethnicity



Primary Language



Gender Identity

Sexual Orientation

	Undup. Clients	% of Clients		Undup. Clients	% of Clients
Female	68	37.4%	Straight/Heterosexual	139	76.4%
Male	104	57.1%	Gay/Lesbian/Same-Gender Loving	10	5.5%
Trans Female	2	1.1%	Bisexual	3	1.6%
Trans Male	1	0.5%	Questioning/Unsure		
Genderqueer/Gender Non-binary			ς,		
Not listed, please specify			Not listed, please specify		
Declined/Not stated	2	1.1%	Decline to Answer	9	4.9%
Incomplete	5	2.7%	Incomplete	21	11.5%

Age

9	9%		22%			189	6		2	20%			19	9%		69	%		
0	10	20	30	40	50	60	70	80	90	100	110	120	130	140	150	160	170	180	190
	18 thru	44	45 th	nru 54	55	thru 59		60 thru	64	65 tł	nru 74	75	thru 84	1	85 and	over	Unkn	own	

Service Area: Self-Care & Safety

Self-Care & Safety services are designed to support older adults and people with disabilities to meet their needs in the most independent setting, safe from abuse and self-neglect.

SELF-CARE & SAFETY SERVICES

- Elder Abuse Prevention Services
- Emergency Short-Term Home Care
- LTC Ombudsman

- Suicide Prevention & Emotional Support
- Support at Home
- Support for Collecting Behaviors •

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 with limited experiences of crisis and/or institutionalization.

FY 2018-19 HIGHLIGHTS

- We served 295 clients* and facilitated 6,250 enrollments across Self-Care & Safety services. In total, DAAS allocated \$3.7 million for services in this area.
- We helped people to remain safely in the community. For example, 98% of clients who received homecare through our Support at Home or Emergency Short-Term Home Care programs reported that the help they received supported their stability.
- We funded training for almost 1,000 professionals to improve their skills working with consumers • experiencing high-risk behaviors and situations. Consistently across Self-Care and Safety services, at least 80% of participants reported that specialized trainings – focused on elder abuse prevention, suicidality, hoarding and cluttering behaviors, or providing in-home support to diverse populations – improved their understanding of critical challenges and better prepared them for their work.
- Clients were empowered to meet their own needs and improve their well-being across services. • 98% of Support at Home clients reported that the program helped them meet their personcentered goals; 100% participants in Support for Collecting Behaviors reported being able to better managing their hoarding and cluttering behaviors, or to support a loved one to do so.
- We launched a new Workforce Support program with \$225,000 in funding to provide paid personal caregivers and homecare workers serving older people and adults with disabilities with the training and support they need to provide quality care.

Dignity Fund FY 2018-19: Self-Care & Safety Services						
Total	Total	Total				
Enrollments Unduplicated Clients* Funding						
6,250	295	\$3,652,248				

Dignity Fund EV 2019 10: Salf Caro & Safaty S

*Does not include services for which client-level data is not captured/available (LTC Ombudsman, Suicide 'Prevention and Emotional Support, Support at Home, and Workforce Support)

Elder Abuse Prevention Services

Elder Abuse Prevention Services provide outreach and trainings to professionals and the general public to prevent and mitigate abuse of older adults and adults with disabilities. This also includes a 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	\$238,086
Providers	2

Service Objectives

		Elder Abuse Prevention Training Participants						Forensic Center Meetings					
Actual							1,189						23
Target					750								24
(0	200	400	600	800	1,000	1,200 1,400	0	5	10	15	20	25

Outcome Objectives

Service	Outcome Theme	Outcome Objective	# Surveyed				
Elder Abuse Prevention	Provider Training and	Trainees report that they are more likely to report suspected abuse as a	292	Actual			83%
	Professional Development*	result of the training		Target			75%
Forensic Center	Provider Training and	Participants find educational components of meetings to be	12	Actual			83%
	Professional Development*	ssional informative		Target			80%
		Participants report the Forensic Center and Multidisciplinary Team	12	Actual			100%
		meetings have been useful		Target			80%
					0%	50%	100%

Emergency Short-Term Home Care

Emergency Short-Term Home Care provides time-limited help at home with personal care, homemaker, and chore needs to allow older adults to live safely in the community. A program model outlined by the California Department of Aging, this is focused on seniors discharging from hospital and/or applying for In-Home Supportive Services (a Medi-Cal benefit).

Funding	\$75,554
Providers	1

Service Objectives

			С	lients			_		Н	omecar	e Hours		
Actual						238							2,821
Target					2	15						2,5	534
0	0	50	100	150	200	250	0	500	1,000	1,500	2,000	2,500	3,000

Outcome Objectives

Outcome Theme	Outcome Objective	# Surve	yed			
Stability in the Community*	Clients report the services help them remain at home	35	Actual			100%
			Target			85%
Service Quality	Clients are satisfied with the services provided	35	Actual			100%
	provided		Target			85%
				0%	50%	100%

Unduplicated Clients	238
Enrollments	714

Analysis based on unduplicated clients

Zip Code of Residence



Race/Ethnicity



Primary Language



Gender Identity

Sexual Orientation

	Undup. Clients	% of Clients		Undup. Clients	% of Clients
Female	144	60.5%	Straight/Heterosexual	183	76.9%
Male	93	39.1%	Gay/Lesbian/Same-Gender Loving	8	3.4%
Trans Female	1	0.4%	Bisexual	2	0.8%
Trans Male			Questioning/Unsure		
Genderqueer/Gender Non-binary			<u>,</u>		
Not listed, please specify			Not listed, please specify	1	0.4%
Declined/Not stated			Decline to Answer	11	4.6%
Incomplete			Incomplete	33	13.9%

Age

9%			45%	ó			3	1%			16%	
0	20	40	60	80	100	120	140	160	180	200	220	240
60	thru 64	65 thru	74 7	'5 thru 84	85 and	over						

Self-Care & Safety Services Dignity Fund Data & Evaluation Report FY 2018-19

LTC 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	Funding	\$473,755
residential care facilities, and other settings in accordance with California Law.	Providers	1

Service Objectives



Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed						
Service Quality	Complaints investigated and addressed by LTC Ombudsman are resolved to residents'	614	Actual				72%	
	satisfaction							70%
				0%	20%	40%	60%	80%

*Key Measurement Theme for Service Area

Outcome Objective

Development*	depression within the senior and disability populations		Target	
Quality of Life	Clients who participate in Grief Group Counseling develop strategies to better	14	Actual	
	cope with their grief/loss		Target	
	Clients who receive Formal Emotional Support phone calls have a better sense of	49	Actual	
	well-being		Target	

Service Objectives

			Crisis I	Interven	tion Calls	5			Outbour	nd Emotiona	al Support C	alls
Actual							546					201
Target					400						150	
	0	100	200	300	400	500	600	0	50	100	150	200

Surveyed

Actual

0%

50%

Outcome Objectives

Outcome Theme

Provider Training

and Professional

Development*

Suicide Prevention and Emotional Support

Suicide Prevention and Emotional Supports services provide counseling, grief support, well-being checks, referrals, and more. This includes 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.

Professionals who attend trainings develop 100

better understanding of grief, loss, and

Funding \$425,274 Providers 1

100%

97%

85%

85%

86%

85%

100%

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. This program employs a sliding scale payment model and offers consumers the choice of hiring their own homecare worker or receiving services through an agency.

Funding	\$1,650,000
Providers	1

Service Objectives



Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	ł			
Empowerment & Self-	Clients report that the program helped them towards their person-centered goals	69	Actual			98%
Determination*			Target			85%
Stability in the Community*	Clients have improved healthcare-related outcomes	69	Actual			97%
			Target			85%
Quality of Life	Clients report reduced financial strains related to home care costs	73	Actual			74%
			Target			85%
Service Quality	Clients are satisfied with the voucher administration process	69	Actual			87%
			Target			85%
				0%	50%	100%

*Key Measurement Theme for Service Area

Note: Due the timing of Support at Home's program evaluation schedule, performance data is not available for this report. Performance here represents FY 2017-18 performance levels; DAAS will review FY 2018-19 actuals to ensure similar achievement.

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	\$290,089
Providers	1

Service Objectives

		Hours of Community Training						Hours of Family Support Groups					
Actual					174				30				
Target					200						45		
	0	50	100	150	200	0	10	20	30	40	50		

Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed					
Empowerment & Self-	Clients participating in support and treatment groups report a reduction in	12	Actual				100%
Determination*	their compulsive hoarding and cluttering behaviors		Target			70%	
	Family and friends participating in support groups feel better able to support	17	Actual				100%
	themselves and the individual with hoarding and cluttering behaviors		Target			70%	
Provider Training and Professional	Professionals have an improved understanding of compulsive hoarding and systems linkages	601	Actual			9	94%
Development*			Target			70%	
Service Quality	Clients indicate information and referral services are appropriate and useful	314	Actual			81%	<i>,</i> D
			Target			70%	
				0%	50%	10	0%

Workforce Support

The Workforce Support program provides training for paid personal caregivers and/or homecare workers who support older people and adults with disabilities. The program encompasses multiple levels of training to support skilled and quality caregiving in home and community-based settings.

Funding	\$98,935
Providers	1

Service Objectives

		٦	Trainee Grad	duates					(Dutread	h Hours	5	
Actual						20							62
Target					18								60
	0	5	10	15	2	0	0	10	20	30	40	50	60

Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed						
Provider Training and Professional Development*	Trainees demonstrated increased caregiver competencies (based on pre/post	20	Actual			859	%	
Development	assessment)		Target			80%		
	Trainees report the program provided useful information that will improve their caregiving abilities.	20	Actual				100%	
			Target			75%		
	Trainees report they have developed	20	Actual			100%		
	additional skills to work more competently					1		
	in diverse community-based and long-term care settings.		Target			75%		
				0%	50%	10	0%	

Appendix A. List of Services and Service Areas.

The table below provides an alphabetical list of Dignity Fund services included in this report and funded by DAAS in FY 2018-19.

Service	Service Area
Adult Day Health Centers	Community Connection & Engagement
Adult Day Programs	Caregiver Support
Advocacy Services	Access & Empowerment
Aging and Disability Resource Centers	Access & Empowerment
Alzheimer's Day Care Resource Centers (included in "Adult Day Programs")	Self-Care & Safety
Caregiver Respite	Caregiver Support
Case Management	Case Management & Care Navigation
Chronic Disease Management	Nutrition & Wellness
Community Bridge (included in "Village Programs")	Community Connection & Engagement
Community Connector	Community Connection & Engagement
Community Liaisons (included in "DAAS Ambassadors and Community Liaisons")	Access & Empowerment
Community Living Fund	Case Management & Care Navigation
Community Service Centers	Community Connection & Engagement
Community Service Program Pilot	Community Connection & Engagement
Congregate Meals	Nutrition & Wellness
DAAS Ambassadors and Community Liaisons	Access & Empowerment
DAAS Integrated Intake and Referral Unit	Access & Empowerment
Elder Abuse Prevention Services	Self-Care & Safety
Emergency Short-Term Home Care	Self-Care & Safety
Employment Support	Community Connection & Engagement
Empowerment	Access & Empowerment
Family Caregiver Supportive Services Program	Caregiver Support
Food Pantry Assistance	Nutrition & Wellness
Health Insurance Counseling and Advocacy Program (HICAP)	Access & Empowerment
Health Promotion	Nutrition & Wellness
Home-Delivered Groceries	Nutrition & Wellness
Home-Delivered Meals	Nutrition & Wellness
Housing Subsidies	Housing Support
Intergenerational Programs	Community Connection & Engagement
Legal Assistance	Access & Empowerment

Service	Service Area
LGBTQ Care Navigation	Case Management & Care Navigation
LGBTQ Cultural Competency Trainings	Access & Empowerment
LGBTQ Financial Literacy	Access & Empowerment
LGBTQ Legal and Life Planning	Access & Empowerment
LTC Ombudsman	Self-Care & Safety
Money Management	Case Management & Care Navigation
Naturalization	Access & Empowerment
Nutrition Counseling and Education	Nutrition & Wellness
Nutrition for Healthy Outcomes	Nutrition & Wellness
Public Information Campaigns	Access & Empowerment
Rental Assistance Demonstration	Housing Support
Scattered Site Housing	Housing Support
Senior Companion	Community Connection & Engagement
SF Connected	Community Connection & Engagement
Suicide Prevention and Emotional Support	Self-Care & Safety
Support at Home	Self-Care & Safety
Support for Collecting Behaviors	Self-Care & Safety
Technology at Home	Community Connection & Engagement
Transportation	Access & Empowerment
Veterans Services Connect	Housing Support
Village Programs	Community Connection & Engagement
Volunteer Visitors	Community Connection & Engagement
Workforce Support	Self-Care & Safety

Appendix B. Map of San Francisco Zip Codes



Zip	San Francisco	San Francisco	San Francisco
Code	Neighborhood	Neighborhood	Neighborhood
94102	Hayes Valley/Civic Center/	94118	Inner Richmond
	Tenderloin		
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		