DIGNITY FUND OVERSIGHT AND ADVISORY COMMITTEE
September 17th, 2018; 3:00pm to 5:00pm
1650 Mission Street, 5th Floor, Golden Gate Conference Room
Minutes

Attending: Marcy Adelman, Ramona Davies, Jessica Lehman, Elinor Lurie, Sandy Mori, Allen Ng, Gustavo Serina, Monique Zmuda, Melissa McGee (DAAS), Tiffany Kearney (DAAS)

Call to Order: The meeting was called to order at 3:05 p.m.

Roll Call: Ms. McGee called roll. The excused absences were Margy Baran and Beverly Taylor.

Approval of the Agenda: Members approved the OAC meeting agenda for September 17th, 2018.

Approval of the Minutes: Members approved the August 20th, 2018 minutes.

Update on the RFP schedule / activities, by Melissa McGee: A copy of the DAAS Dignity Fund - FY 18/19 Prop. I Growth - $3 Million Allocation and Disbursement Plan was provided to committee members. Ms. McGee reviewed the initiatives, types of service, budget, procurement strategies and timeline. The intergenerational RFP for the enhanced community services initiative was released on 8/20/18 and responses are due 9/20/18 by 5:00 p.m. Modifications to nutrition grant agreements will be presented to the DAAS commission in October for the expansion of home delivered meal initiative. A public information campaign RFP is projected for release in the spring. The public information campaign will be shaped by a report and strategic plan that is being developed by a consultant recently funded by DAAS. The consultant is expected to create a collaborative campaign focused on reframing the public view of aging and disability and educating the community about the array of services and supports available to older adults and adults with disabilities in the city and/or offered through DAAS. DAAS is working on the RFPs for both the peer ambassador and volunteer visitor program. These RFPs will be released in October. The phone/tech intervention and support for the mitigating social isolation initiative and expansion of caregiver support under the caregiver network initiative were grant modifications, both approved at the September commission. A RFP for workforce support for caregivers and a RFP for the evaluation of case management are being developed by DAAS.   Training for community based providers in working with consumers with complex needs will be a grant modification and is scheduled for presentation at the November commission. An OAC member requested that DAAS share with the committee the award results of RFPs released this fiscal year with respect to the FY 18/19 Prop. I Growth - $3 Million Allocation and Disbursement Plan.   DAAS acknowledged the request and will provide information at the appropriate time.

SPWG Presentation, Ashley McCumber: Mr. McCumber introduced himself as the CEO and Executive Director of Meals on Wheels and the co-chair of the Service Providers Working Group (SPWG). Anni Chung, President and CEO of Self-Help for the Elderly, is the other co-chair of the SPWG. Mr. McCumber reported that the SPWG met on September 12th and explained that the group was charged with providing suggestions for four of the five recommendation areas in the dignity fund community needs assessment (DFCNA). The four areas were accessibility, collaboration, service delivery, and inclusiveness/responsiveness. Mr. McCumber described the process. SPWG members split into four breakout groups, one group for each of the four recommendations to brainstorm and provide recommendations. The breakout groups were provided with copies of their designated recommendations

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from the DFCNA and a copy of the gap analysis that was also part of the DFCNA report. Mr. McCumber proceeded to provide a summary of the SPWG suggestions for each area.

Accessibility: The DFCNA uncovered a lack of awareness about DAAS services. Members in this group acknowledged that the first line of consumer referral and education is the existing service providers' network and therefore ongoing staff trainings about the array of DAAS services is needed. Staff turnover can impact the ability of an agency to keep current and retain knowledge on the availability of DAAS services. There is a robust network of adult day resource centers and increased awareness about these networks may be helpful. The centralized intake process can offer opportunities for consumer referral and education. Tackling the stigma of ageism and eligibility myths is needed. There is a need for simple and widespread marketing materials to publicize services and how consumers can connect to them. Outreach to consumers' family members is needed. Members in this group stated that word of mouth remains a primary referral source and should not be disregarded. Members suggested cross-marketing with other city departments such as Recreation and Park and Department of Health. It was recommended to strengthen relationships with other organizations, such as churches, health care providers, farmers markets, neighborhood associations, etc. that have relationships or interactions with eligible consumers.

Collaboration: There was a general consensus from the members in this group that there is a need for more collaboration. Members suggested co-location of services and the need to develop partnerships with the city homelessness and supportive housing department and/or its service providers as well as other city departments such as Recreation and Park and Department of Health. Members in the group recommended that service providers consider reducing competition with one and another. Members in this group expressed the desire for DAAS to define and support collaboration by incentivizing it in the RFP process. It was suggested that DAAS encourage partnerships among smaller and larger service providers when appropriate and to facilitate MOUs between partners.

Service Delivery: The first topic of discussion was community building and social interaction. The recommendations from this group included focusing on individuals who are housing challenged and provide more navigation and support services at housing sites. Members articulated that increased support for language capacity is necessary. There is a need to conduct targeted outreach to eligible consumers who are not accessing services and to address barriers if they exist. The second topic was caregiver support and the suggestions within this area included education for caregivers and the need for affordable housing for caregivers. The third topic concerned data collection. Members in this group expressed the need to standardize data collection and to ensure that the data collected is consistent and meaningful for providers. This group also stated that service providers need financial support and staffing to accommodate thorough data collection. The fourth topic was reducing the burden of service navigation. The group suggested the introduction of navigation services in housing sites. It was recommended that service providers assess the referral process to better understand when and where referrals are made and to invest in referral processes that have been productive. This group emphasized the need to maximize awareness and participation in service navigation by all DAAS providers. Lastly, there were general suggestions regarding service delivery and these included the following: minimize duplicative services; the service allocation plan should reflect disparities across all districts; service delivery must be sensitive to cultural differences and language barriers; it would be helpful if DAAS provided IT support to service providers; shortages in staffing create challenges in service delivery.

Inclusiveness and Responsiveness: Ways for providers to be more inclusive and responsive of the adult with disabilities (AWD) population were discussed. Suggestions include the development of employment pathways for AWD populations; expansion of ADRC to include activities that are of interest to an AWD population; the creation of targeted programming in neighborhood and senior centers that is appealing to

an AWD population. Members in this group also noted the importance for providers to recognize there is diversity within the AWD population and it was recommended that all service providers receive training on ways to expand access and promote equity across the AWD population as well as any other marginalized populations. It was noted by the members in this group that data collection for the AWD population and the service provided is important to help address barriers and create measurements for evaluation and improvement.

Next, Mr. McCumber relayed general comments made by members of the breakout groups. Providers often invest and train employees who later choose to work for the city and/or other organizations who can offer better compensation, both salary and benefits. This is especially true for employees who are culturally and linguistically competent. SPWG members would like for DAAS to invest in workforce training to help address gaps; to help providers attract employees who are culturally and linguistically competent through financial incentives; and to consider funding the placement of interns at community organizations that are providers. SPWG members noted that capacity of organizations as a whole need to be considered when the service allocation plan is developed. It was noted that everyone should be mindful of a potential for an economic downturn which may lead to the need to pare down services in the future.

Lastly, Mr. McCumber reported that the participation in the SPWG was less than anticipated. Leadership from some organizations was not present and some larger organizations were not present at all. The vice chair of the OAC, Ms. Sandy Mori, noted that there were ~35 people at the SPWG meeting on September 12th. Ms. Mori added that she presented to CASE (Coalition of Agencies Serving the Elderly) earlier in the month and reminded the group about the SPWG meeting. Ms. Mori stated that she stressed the importance of attendance to CASE members and emphasized that it was an opportunity to provide input on the service allocation plan, the RFP process, and any other matters related to serving older adults and adults with disabilities. Ms. Mori also reported that some providers said they could not attend the SPWG meeting because of another DAAS event and asked that DAAS avoid scheduling competing meetings. Ms. Ramona Davis, chair of the OAC, observed that only current DAAS contractors were present at the SPWG meeting. Ms. Davis commented that the method used to establish the breakout groups created an even distribution of participants in each group which was helpful in generating suggestions for the four recommendation areas.

Ms. Mori also relayed feedback she received about DAAS and the solicitation process from CASE. Feedback included that agencies funded by DAAS need an increase in financial support for operating cost and that there was a desire to have the contracts department automatically provide panelists' feedback and scoring of a submitted proposal for an RFP without having to request it. With respect to the increase funding for operating cost, Ms. Shireen McSpadden, executive director of DAAS, commented that the cost of doing business (CODB) increase each year is intended to help providers with increasing operating cost. A member asked how that CODB increases is determined. Ms. McSpadden explained that city departments, including DAAS, meet to discuss CODB increases and how to best support contractors and grantees providing services in the city. A member of the OAC asked if providers are successful at fundraising to help with operating cost. Another member responded and said that while larger agencies are successful at fundraising, smaller agencies have a more difficult time. Mr. McCumber added that there has recently been an increase in awareness among philanthropic organizations about the need to support services for older adults. A member asked what could the OAC do to promote awareness and also asked if DAAS was promoting awareness in the philanthropic community. Ms. McSpadden stated that members of the department including her meet with a network of philanthropic organizations interested in funding aging at least quarterly. Mr. McCumber proposed that CASE consider looking into how its members could promote awareness among philanthropic organizations.

Discussion ensued among the OAC members about the DFCNA recommendations and the SPWG suggestions regarding recommendations. A member of the OAC suggested a type of programming that connects unemployed adults with disabilities who are able to work with providers that need staffing. This type of program may be a way to help providers with staffing issues, support workforce development, and at the same time create employment opportunities for the AWD population. Another member commented that a workforce task force might be helpful in shaping general recommendations for wages, benefits, education etc. for agencies serving older adults and adults with disabilities. An OAC member added that if a workforce task force was created, the inclusion of members from other workforce stakeholders such as the EOC (Economic Opportunity Council of San Francisco) could be beneficial. Another member said that a workforce task force could explore how employee turnover impacts providers and services to consumers. An OAC member also suggested a provider work group to discuss data collection, meaningful outcomes, and troubleshoot areas of concern.

A member of the OAC asked if SPWG participants suggested ways to help incentivize collaboration or examples of beneficial collaboration. Ms. Davies relayed an example shared which involved caregiver support training being provide in an ADHC setting where both the caregiver and care recipient can attend. An OAC member restated an earlier comment made by the SPWG which was that the capacities of all organizations need to be considered when addressing ways to meet consumer need and creating the service allocation plan.

A member of the OAC stated that it is import for the new mayor and new supervisors to be are aware of the needs of older adults, adults with disabilities, and the needs of the CBOs that provide services to DAAS consumers. The member also suggested strategic outreach to both the mayor's office and supervisors' offices to advocate for ongoing support of needed services for older adult and adult with disabilities. Another member commented that outreach to the mayor and supervisors should be efficient and at the same time build awareness. Another OAC member stated that inviting the mayor and supervisors to forums has proven to be a successful way to build awareness. Ms. McSpadden reminded those in attendance that DAAS through the formation of the Age and Disability Friendly Implementation Workgroup is responsible for ensuring, implementing and facilitating the Age and Disability Friendly Action Plan, a long-range and collaborative planning effort that aims to incorporate an age and disability friendly lens to all SF policies, programs, and priorities.

Public Comment: Karyn Skultety, the Executive Director of Openhouse shared that she recently attended the reframing aging work group recently launched by DAAS, and one of the goals of the group and the reframing campaign is to generate more corporate interest and funding of services for older adults and adults with disabilities.

Announcements: Jessica Lehman announced that the SDA annual fundraising event is October 5th, 5:30 p.m. to 8:00 p.m. at 1446 Market Street, in San Francisco. The theme is community pride.

Adjournment: 4:15 p.m.

Next meeting: Monday, 10/15/18, 3:00 p.m. to 5:00 p.m.
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