

AGE & DISABILITY FRIENDLY SF IMPLEMENTATION WORKGROUP

Friday, May 2, 10-12pm

Zoom:

<https://sfhsa.zoom.us/j/81235649603?pwd=qUOCcWBbL8R1gwhciWrRsWnJ8OtC3o.1#success>

MINUTES

Friday, May 2, 2025

10 AM – 12 PM

INTRODUCTIONS – Eileen Norman, Executive Director of IHSS Public Authority and Kelly Dearman, Director of Department of Disability and Aging Services. Co-chairs of the ADF working group.

PRESENTATION: Executive Summary of 2022-2025 Workplan

Presenter: Maceo Persson

Discussion: Additional updates about the Action Plan updates included:

Engagement and Inclusion

- DAS has started undergoing an organizational change process to increase disability awareness and inclusion. Trainings have been implemented department wide.
- The Disability Cultural Center was completed in July 2024. There were 5,000 unique participants of their program over the year. The brick-and-mortar DCC will open in July 2025.
- An online resource database is being created by DAS to increase service connection for SF older adults and adults with disabilities.
- Office of Disability and Accessibility is working with the Director of Appointments to recommend candidates with disabilities for commissions.

Communication, Information & Technology

- The SF Digital Inclusion Plan was sent to state. Fundings under a federal grant and the State Digital Equity plan are uncertain.
- The Citywide Digital Accessibility and Inclusion standard has posted its guidelines and has 40 of the city departments in compliance. Departments that don't host their websites on sf.gov, must report to the city regarding meeting the citywide digital accessibility guidelines.

Transportation

- SFMTA have created a website that places all of the regional public transportation resources on one page. <https://www.sfmta.com/getting-around/transit-connections>
- SFMTA's has been developing a strategic plan for accessible transportation have engaged in an extensive process to incorporate public feedback, particularly from older adult and disability communities on their needs assessment. This will help inform the priorities of the overall Accessibility Strategy that is being developed primarily by the Accessible Services group. More information can be found at <https://www.sfmta.com/projects/accessibility-strategy>
- SFMTA issued a RFP for the Access for All program in San Francisco on March 14, 2024. Following a review of all applications, three service providers were selected: Tower Transit, Via, and Green Cab. Tower Transit launched service in January 2025 and Via launched service (Fog City Access) in March 2025. Both services provide dedicated on-demand wheelchair service, which increase the supply of wheelchair accessible taxis. More information can be found at <https://www.sfmta.com/access-all-fund>.

Outdoor Spaces and Buildings

- Recreation and Parks has improved outreach efforts to the disability and older adult communities through regular updates to the Mayor's Disability Council, participation of disability community members in initiatives such as planning for the Golden Gate Park Shuttle and Golden Gate Park way finding projects, participation in the ADF and the Citywide Inclusion Collaborative and presentations to community organizations such Senior Disability Action, Community Living Campaign.

Lessons learned from 2018-2021 and 2022-2025 Workplans

Action Plan 2018-2021

- There were 24 recommendations over 8 different domains
- This breath of recommendations made it challenging to stay focused on any given recommendation

Action Plan 2022-2025

- Some of the recommendations and actions lacked developed SMART Goals
- Made it difficult to determine successful completion of a recommendation

Takeaways

- Successful recommendations have lead organizations with resources and capacity to champion the recommendation and action.
- It's helpful to stay focused on fewer recommendations.
- You don't have to cover every domain.
- Develop clearly defined SMART goals for each recommendation.

Timeline for Creating 2026-2029 Workplan

Meetings

- **Identifying the Issues**
 - Today, Friday, May 2
- **Identifying the Recommendations and Action Items**
 - Monday, June 23, 2:00-4:00 pm
- **Prioritizing the Issues**
 - August, Time/Date TBD
- **Finalizing the Workplan**
 - September/October, Time/Date TBD

Break Out Groups: Issues facing older adults and people with disabilities

Discussion question: What are problems or issues are preventing older adults and people with disabilities from fully participating and accessing services in San Francisco?

- Install toilets 27 inches tall so people can stand more easily, install grab bars that fold down so people with walkers have space (GGP can be first place)
- People need more information. There isn't an easy way for community to access information to all things age and disability related, ranging from benefits and services that are available, how to apply for them, where to go for help, to what relevant events are going on.
- More outlets, universal chargers so people can recharge their wheelchairs.
- Access to change batteries for wheelchair. Stores are closing. Access needs to grow. Universal outlets don't exist yet.
- Both groups mentioned transportation. Next generation transportation options for aging adults and people with disabilities such as autonomous driving.
- In regard to public transportation, feedback from riders requested drivers to be more trained. Riders will require the ramp even if bus driver can't identify a disability right away. Clipper card needs a bigger sensor on the vehicles and gates so I can have my clipper card in my chair arm pocket when I drive up

- There needs to be support on how to sign up for SSDI. What are the actual steps to get started? There are services that help with enrollment but that is through case management, which requires time and eligibility.
- The kiosk at the DAS HUB needs to be available in multiple languages and various display options.
- Both groups mentioned assistance in housing. Harassing issue with landlord, property managers, accommodations in SRO denied or pushed aside (for example: heavy doors that damage wheelchairs). And fix broken elevators.
- Improving online apps for health services. Only 32% of patients use portals. Websites need to have mobile view. When people have multiple providers, communication is out of sync. People default to the library for help so there should be a public kiosk for support. There must be educational support on how to use patient portal especially for people whose primary language is not English.
- Medical equipment and medical staff make bad assumptions about blaming the disability.
- When diagnosing, medical practices allow for one primary diagnosis (Medical or Mental). The primary will cancel the other. Instead, you must look at person holistically.
- Medical policies nationwide prohibit health providers from prescribing fentanyl to the disabled and aging community. Necessary care is taken away.
- Both groups mentioned outreach about resources: ADRC can help people fill out papers, online resource directory, public kiosks. Lyft Wheelchair accessible rides have reduced rates ppl don't know about it. Paper and online formats.
- Services, programs, and events for older adults and people with disabilities is ever-evolving, how can we make learning centralized and not overwhelming?
- ADF involved in advocacy, working with ODA, and Hallidie Plaza. ADA events maybe ODA can work with ADF for events that are happening
- Creating a Disability Cultural district. Can include a space that addresses loneliness through talking benches.
- Reentry from incarceration. How do we ensure that people have dignity?

PUBLIC COMMENT: None

ANNOUNCEMENTS: None

ADJOURN: Meeting adjourned at 11:41 AM

NEXT MEETING: Monday June 23, 2:00-4:00 PM

Additional meeting information can be found here:

<https://www.sfhsa.org/about/departments/departments-disability-and-aging-services-das/age-disability-friendly-sf>