



SAN FRANCISCO HUMAN SERVICES AGENCY
**Department of Disability
and Aging Services**

Dignity Fund Data & Evaluation Report

FY 2024-25



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This report was prepared by SFHSA Planning on behalf of the Department of Disability and Aging Services. Please contact Izzy Clayter (Isabel.m.clayter@sfgov.org) with any questions.

Introduction

With the November 2016 passage of Proposition I, San Francisco voters established the **Dignity Fund**, creating protected funding for social services that support older people and adults with disabilities to safely live and engage in the community. The Dignity Fund is administered by the **San Francisco Department of Disability and Aging Services (DAS)**, the City's lead agency focused on older adults and adults with disabilities.

The Dignity Fund legislation guided DAS to **institute a rigorous planning and evaluation process** to ensure that funds are distributed responsibly and transparently to best address community needs. The Department is committed to **tracking meaningful and measurable objectives that help us understand the performance and impact of services** supported by the Dignity Fund. To this end, we publish an annual data and evaluation report that summarizes this information on our programs, and ultimately serves as an important resource for DAS service providers, staff, and other city and community stakeholders.

This Data & Evaluation Report is focused on Dignity Fund services¹ in FY 2024-25. This document, and the data snapshots it contains, provides rich insight into the scope and scale of Dignity Fund services. When paired with the Department's qualitative research, collaborative discussions with service providers and partners, and ongoing engagement with community voice, we can develop an even fuller picture of our programs and impact.

In FY 2024-25, **DAS and our network of community-based service providers facilitated more than 150,400 program enrollments and served nearly 65,500 unduplicated clients.**

We engaged diverse older and disabled San Franciscans in our programs by operating a large portfolio of services for the community that are both responsive to population needs and carefully managed. DAS staff and our provider network execute their work with a high degree of dedication and precision, taking professional responsibility for monitoring, analyzing, and quantifying the impact of the services we choose to fund. We use the Data & Evaluation Report as an opportunity to calibrate our service offerings and improve performance so we can continue supporting strategies that we know work, explore new approaches to meeting unmet community needs, and use data to keep improving service delivery across our portfolio. The data summarized in this report reflect the success of our programs in supporting our clients to live safely and thrive in the community.

Please see the *Highlights from FY 2024-25* section of this report for a summary of key achievements across Dignity Fund services in this period.

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

Background

San Francisco Department of Disability and Aging Services

Within the City and County of San Francisco, **the Department of Disability and Aging Services (DAS)** 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, DAS is responsible under the federal Older Americans Act to serve as the lead on local aging issues.

DAS is located within the San Francisco Human Services Agency, which delivers a safety net of services and public benefits to promote wellbeing and independence. Each year, **DAS serves over 70,000 unduplicated clients directly through our department programs and through partnerships with community-based organizations**. Additionally, through the San Francisco Office on Disability and Accessibility newly housed within DAS as of April 2025, the Department **advocates for disability rights and ensures people with disabilities have equal access** to City services, facilities, and information. With an overall budget of \$510 million in FY 2024-25, DAS is supported by a staff of 450 employees and contracts with over 65 community organizations to deliver services.

Dignity Fund

The **Dignity Fund** was established via a 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 services² that help San Francisco's seniors and adults with disabilities to age with dignity in their communities, with particular attention to improving equity among historically disadvantaged groups and underserved neighborhoods. The allocation of Dignity Fund dollars in FY 2024-25 was informed by the **2022 Dignity Fund Community Needs Assessment** and subsequent four-year funding plan, the **Dignity Fund Service and Allocation Plan for FY 2023-24 to FY 2026-27**. These reports, as well as additional information about the Dignity Fund, are available online at <https://www.sfhsa.org/das>.

² The Dignity Fund legislation describes services that are eligible for funding through this revenue source. It also outlines ineligible services, such as mandated programs funded by the federal or state government.

Ongoing Efforts to Track Progress and Measure Success

Tracking program deliverables and service outcomes is critical to ensure that the Dignity Fund is achieving its intended impact in the community and making best use of available resources. Building on our existing efforts to ensure robust data collection across our service network, and to use data to inform continuous quality improvement, equity considerations, and other policy and program decisions, DAS formalized and implemented a coordinated three-part framework for performance measurement and outcome evaluation:

- **Annual Data & Evaluation Report:** A fiscal year snapshot of service deliverables and outcomes for all Dignity-Fund eligible services. This snapshot includes metrics describing client demographic profile, service units provided, and program outcomes aggregated by service and grouped further by service area.
- **Focus Area Reports:** Program- or topic-specific analyses that delve more deeply into key issues of interest DAS identifies through the Dignity Fund Community Needs Assessment, Data & Evaluation Reports, and with input from the Oversight and Advisory Committee. Examples of past reports include equity analysis of service engagement among communities of color and LGBTQ+ populations, assessment of caregiver needs, and analysis of Housing Subsidies program trends.
- **Cycle-End Evaluation Report:** A report synthesizing information from the Annual Data & Evaluation Reports and Focus Area Reports to analyze trends and impact of the Dignity Fund over the funding cycle.

MEASURING OUTCOMES AND IMPACT ACROSS OUR SERVICES

Continuous performance measurement is an essential part of the Dignity Fund Outcome and Evaluation Plan. **In all our direct services and community-based programs, DAS tracks key metrics** over time to understand how our services support older adults and people with disabilities to live in the community. Following the passage of the Dignity Fund, DAS began a process to **improve performance measurement across our services** by adopting more meaningful and reliable outcome measures at the individual service level, and by **developing a shared outcome objective framework** structured by our service areas.

This framework — which we developed with input from the Dignity Fund Oversight and Advisory Committee and Service Provider Working Group — allows the Department to **more effectively describe the combined impact of our services**. Under this framework, DAS services are organized into seven broad service areas based on shared underlying goals. For each service area, this shared purpose provides direction for outcome themes that guide our development of measurable objectives for those services. While we may tailor specific outcome measures to a specific program model or population, we also ensure outcome objectives for each service align with priority outcome themes. Using this approach, the Department can understand and describe the shared impact of our nearly 70 Dignity Fund programs within and across service areas.

Reading this Report

This report is organized into seven sections, each of which corresponds to one of **seven DAS service areas**. The Department groups services into service areas based on their primary underlying goal. This framework helps us better understand the scope and collective impact of DAS services in improving the lives of older and disabled San Franciscans. These areas are:

- **Access & Empowerment:** Educate, empower, and support older adults and people with disabilities to access needed benefits and participate in services.
- **Caregiver Support:** Support the wellbeing of family and friend caregivers and their care recipients through education, counseling, resources, and connection.
- **Case Management & Care Navigation:** Facilitate service connections and support individuals with complex needs to navigate available resources and promote stability in the community.
- **Community Connection & Engagement:** Provide opportunities for older people and adults with disabilities to socialize, build community, and participate in a meaningful way in their community.
- **Housing Support:** Support seniors and adults with disabilities to maintain stable housing through service connection and community engagement.
- **Nutrition & Wellness:** Promote physical health and wellbeing for older adults and adults with disabilities by providing nutritious foods and supporting healthy lifestyles.
- **Self-Care & Safety:** 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, including the primary themes for outcome measurement and key highlights from FY 2024-25 for those services.

Sections also contain service-specific performance profiles that summarize key service and outcome objectives. Outcome measures are grouped by theme; key themes for a service area marked with an asterisk. Where client-level data is available,³ demographic profiles by service are also included, capturing characteristics like race/ethnicity, sexual orientation and gender identity, residential zip code, and age.

ADDITIONAL REFERENCE MATERIALS

This report contains several appendices that may help inform interpretation of the data, including a list of DAS services (Appendix A), a list of DAS contractors by service (Appendix B), a zip code map (Appendix C), a population profile of seniors and adults with disabilities in San Francisco (Appendix D), and a profile of clients served in FY 2024-25 (Appendix E).

³ Most Dignity Fund services use the centralized DAS GetCare 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 in DAS GetCare, and has not been summarized in a client profile.

Highlights from FY 2024-25

In FY 2024-25, DAS partnered with community providers throughout the city to deliver Dignity Fund services to nearly 65,500 unduplicated individuals, across more than 150,400 enrollments. In total, we allocated approximately \$105 million administering these programs.

DIGNITY FUND FY 2024-25: OVERALL SERVICE LEVELS AND FUNDING

Total Enrollments	Total Unduplicated Clients*	Total Funding
150,434	65,464	\$105,119,973

**This figure is based on Dignity Fund services for which client-level data (including name and date of birth) is collected and made available for analysis and reporting. It does not include clients enrolled in programs for which this information is not available. As such, this figure does not represent the full count of all individuals served by the Dignity Fund. Additional information on which programs are excluded from this count is available in the Service Area overviews that appear later in this report.*

The DAS service network and the reach of our services remained steady in FY 2024-25.

This performance is a reflection of various factors, including flexibility and creative solutions in the wake of citywide budget constraints. DAS maximized its resources to maintain the continuity and quality of its programs, strengthening collaboration and providing robust support to our community partners. The data on program performance and client demographics summarized in this report underscore DAS's commitment to managing a diverse **portfolio of high-impact services while strengthening data-informed decision-making**.

The performance and client data in this report are drawn primarily from the centralized DAS GetCare database — a system used by nearly all community-based service providers of Dignity Fund services to track information on client demographics, program enrollments, and service delivery. The DAS Office of Community Partnerships launched this new database in June 2023, and staff continued to facilitate data quality assurance and system refinements throughout the reporting period in FY 2024-25.

The Department's use of **DAS GetCare has strengthened our ability to report more complete data on Dignity Fund programs and clients**. Nevertheless, there remain opportunities for us to improve data collection and quality both within this data system and in other contexts in which performance data is captured, such as contract monitoring.

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 nearly 23,200 clients* with about 31,700 enrollments across all Access & Empowerment services.
 - We provided information, referral, and assistance support to 32,200 individuals through the Aging and Disability Resource Centers and DAS Intake.
 - In its first year of service provision, the Disability Cultural Center (DCC) launched virtual programming, including activities to foster and celebrate disability community. Nearly 90% of clients said that they felt welcome at the DCC, and 80% of clients reported getting the help they needed connecting to available services.
 - Our Naturalization program continued to see strong demand, serving more than 2,100 clients — over 20% above our contracted targets — and delivering more than 1,000 additional service hours beyond baseline expectations. During this fiscal year 288 clients submitted naturalization applications. Meanwhile, 282 current or past participants successfully became U.S. citizens.
- **Caregiver Support:** We served 830 clients with more than 1,500 enrollments across all Caregiver Support services.
 - Adult Day Programs, including Adult Social Day Care and Alzheimer's Day Care Resource Centers, served over 280 unique clients. Nearly 100% of caregivers reported being better able to provide care to recipients living with dementia-related disorders as a result of participation in ADRC services and reported receiving valuable respite through the program.
 - Across our Caregiver Support programs,⁴ 95% of caregivers experienced positive outcomes with respect to their health and wellbeing.
- **Case Management & Care Navigation:** We served nearly 1,800 clients* with a total of 2,200 enrollments across all Case Management & Care Navigation services.
 - We provided Case Management services to approximately 1,080 clients, helping them to navigate and access the services they need to live safely in the community.
 - We provided 12,808 care navigation hours to 507 LGBTQ+ Care Navigation clients, including social isolation prevention and pet support. About 90% of clients receiving pet support through the program indicated they felt less isolated through their engagement in care navigation, peer support, and other supportive services offered through the program.
- **Community Connection & Engagement:** We served over 31,100 clients* across 41,700 enrollments in Community Connection & Engagement services.

⁴ Caregiver Support services include: Adult Day Programs, Caregiver Respite, and the Family Caregiver Support Program.

- Our Intergenerational Programs facilitated new connections between older adults and individuals belonging to other generations. At the Bayview Hunters Point Multipurpose Senior Center, this program served well over double the target number of clients, offering gardening and creative arts programming to foster social engagement across generations.
 - We supported positive outcomes with respect to engagement and socialization: 95% of surveyed clients across Community Connection & Engagement services reported positive social outcomes such as having increased opportunities for socialization, friendships, and feeling a greater sense of social connection and community.
- **Housing Support:** We served about 2000 clients* with nearly 2,100 enrollments across all Housing Support services.
 - We provided rental subsidies to prevent eviction and stabilize housing for 436 Housing Subsidies clients. About 98% of clients remained stably housed twelve months after entering the program.
 - We served 186 unduplicated Veterans Services Connect clients residing in veterans housing developments.
- **Nutrition & Wellness:** We served about 35,200 clients* with over 64,200 enrollments across all Nutrition & Wellness services.
 - DAS community-based nutrition partners provided a range of nutrition services including nearly 4.5 million meals and/or food bags to 35,239 unduplicated clients.
 - As part of our Chronic Disease Management Programs, we supported the launch of the Aging Mastery Program (AMP), promoting positive aging through a holistic approach to health, finances, relationships, and community engagement. Developed by the National Council on Aging, our community partner administering the program, On Lok, is the first organization to translate the program into Chinese.
- **Self-Care & Safety:** We served over 2,200 clients* with a total of about 7,100 enrollments across all Self-Care & Safety services.
 - Our Long-Term Care Ombudsman Program delivered exceptional advocacy for San Francisco's long-term care residents, exceeding key contractual goals. The program resolved 79% of complaints, and provided targeted multilingual outreach to monolingual — particularly Chinese speaking — residents. In total, the program served 2,616 unduplicated clients.
 - Wheelchair Repair offered 14 clinic sessions and served 51 clients, providing repairs, preventative maintenance, and education on upkeep to the community.

Access & Empowerment

Access & Empowerment services 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 (ADRCs)
- CalFresh Outreach
- *County Veterans Service Office (CVSO)*
- DAS Intake
- Disability Cultural Center
- Employment Navigation and Benefits Support
- Empowerment Programs
- Health Insurance Counseling and Advocacy Program (HICAP)
- Legal Assistance
- LGBTQ+ Cultural Competency Trainings
- LGBTQ+ Financial Literacy
- LGBTQ+ Legal & Life Planning
- Naturalization
- Peer Ambassadors
- 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 2024-25 HIGHLIGHTS

- We served nearly 23,200 clients* with about 31,700 enrollments across all Access & Empowerment services. In total, DAS allocated \$13.9 million for services in this area.
- We provided information, referral, and assistance support to 32,200 individuals through the Aging and Disability Resource Centers and DAS Intake.
- In its first year of service provision, the Disability Cultural Center (DCC) launched virtual programming, including activities to foster and celebrate disability community. Nearly 90% of clients said that they felt welcome at the DCC, and 80% of clients reported getting the help they needed connecting to available services.
- Our Naturalization program continued to see strong demand, serving more than 2,100 clients — over 20% above our contracted targets — and delivering more than 1,000 additional service hours beyond baseline expectations. During this fiscal year 288 clients submitted naturalization applications. Meanwhile, 282 current or past participants successfully became U.S. citizens.

- High community demand for Transportation services continues to drive client engagement with this program. This program gave over 20,000 group van rides to community service centers and grocery stores and administered nearly 700 taxi vouchers for trips to vital services, such as medical appointments.
- Our providers administered nearly 190 class hours educating participants on skills related to leadership, civic engagement, and advocacy through our Empowerment Programs.

DIGNITY FUND FY 2024-25: ACCESS & EMPOWERMENT SERVICES

Total Enrollments	Total Unduplicated Clients*	Total Funding
31,698	23,186	\$13,940,366

** Does not include services for which client-level data is not captured in DAS GetCare (Advocacy Services, CalFresh Outreach, HICAP, Legal Assistance, LGBTQ+ Cultural Competency Trainings, LGBTQ+ Legal & Life Planning, Naturalization, Peer Ambassadors, and Transportation)*

Aging and Disability Resource Centers (ADRCs)

Aging and Disability Resource Centers (ADRCs) are centralized resources for free information, service referral, and assistance on issues affecting old adults and people with disabilities, regardless of their income. These hubs are located throughout the City, with at least one ADRC located in each Supervisorial District; information, referral, and assistance are offered in multiple languages to meet the needs of non-English speaking residents.

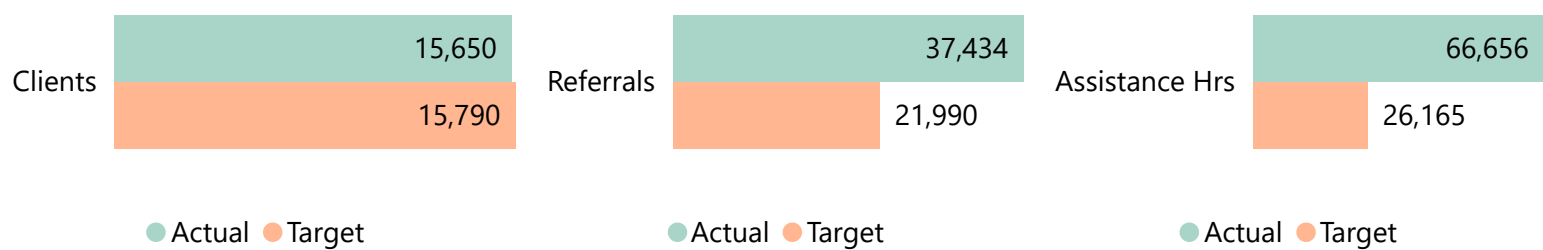
Funding

\$2,395,106

Providers

11

Service Objectives



Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Service Connection*	Clients obtain the assistance they requested to fill out an application for some type of financial benefit	4,837	92%	85%
Provider Training & Professional Development*	ADRC staff are able to provide better service to clients due to the training and support from ADRC coordinator	11	100%	95%
Service Quality	Clients report that ADRC services are provided in a respectful manner	4,835	100%	95%

*Key Measurement Theme for Service Area

Note: There were 11 ADRC providers in FY 2024-25, including 10 ADRC service providers and 1 Citywide ADRC Coordinator provider.

Aging and Disability Resource Centers (ADRCs)

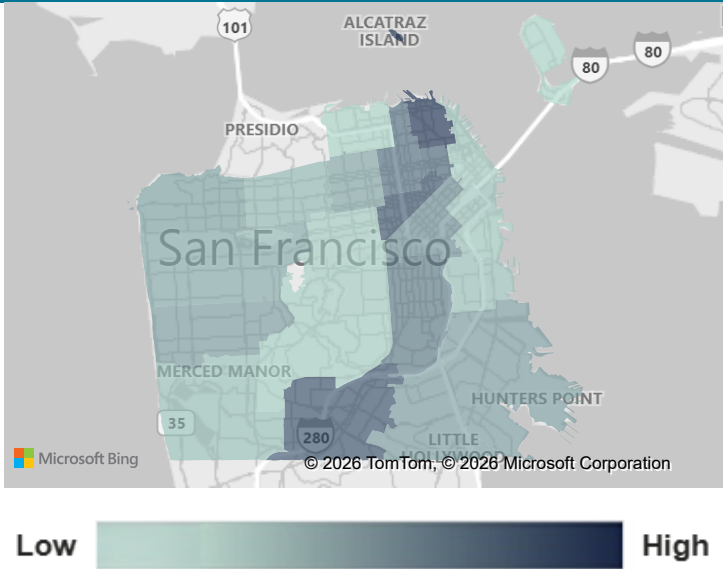
Client Profile

Service Levels

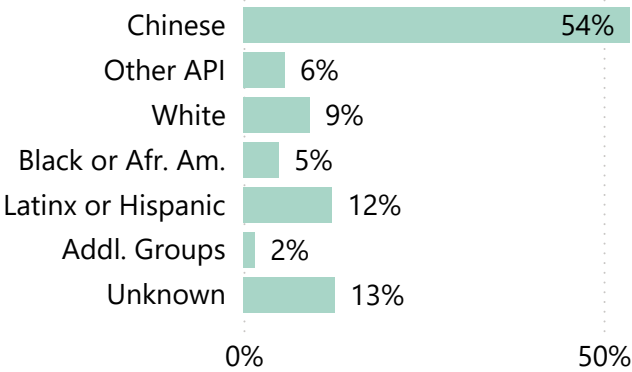
Unduplicated Clients	15,650
Enrollments	18,709

Analysis based on unduplicated clients

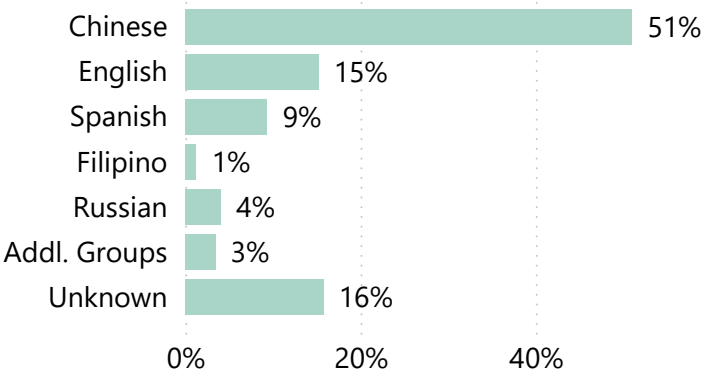
Zip Code of Residence



Race/Ethnicity



Primary Language



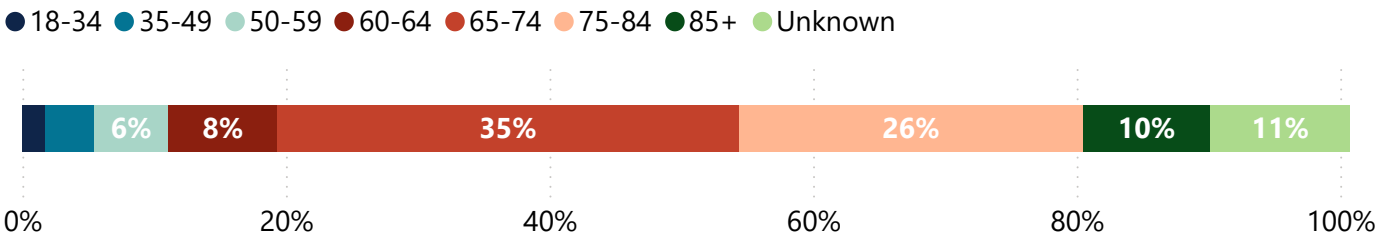
Gender Identity

	#	%
Female	8,969	57%
Male	5,791	37%
Trans Female	53	0%
Trans Male	15	0%
Addl. Groups	29	0%
Unknown	793	5%
Total	15,650	100%

Sexual Orientation

	#	%
Straight/Heterosexual	12,307	79%
Gay/Lesbian/Same-Gender Loving	365	2%
Bisexual	252	2%
Addl. Groups	8	0%
Unknown	2,718	17%
Total	15,650	100%

Age



Advocacy Services

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

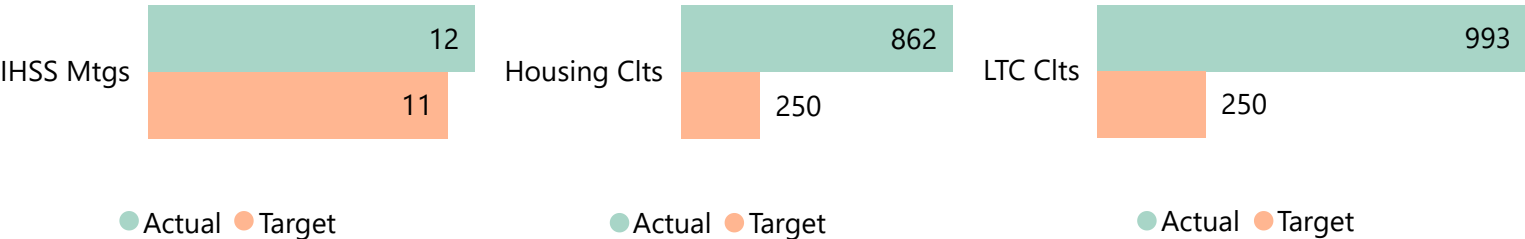
Funding

\$502,104

Providers

1

Service Objectives



Outcome Objectives

Service	Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Home Care Advocacy	Empowerment*	Participants are engaged with the operation and accomplishments of the Healthcare Action Team	19	100%	85%
Housing Counseling & Advocacy	Empowerment*	Clients report receiving accurate and current tenants rights information to help them with their housing issue	81	98%	85%
LTC Advocacy	Education & Awareness of Services*	Clients develop new knowledge of services available to older people and adults with disabilities	35	77%	70%
LTC Advocacy	Service Connection*	Clients seeking support report they are connected to resources that enable them to better access long-term care services	35	80%	70%

*Key Measurement Theme for Service Area

CalFresh Outreach

CalFresh Outreach services provide outreach and application assistance to encourage enrollment and participation in CalFresh benefits.

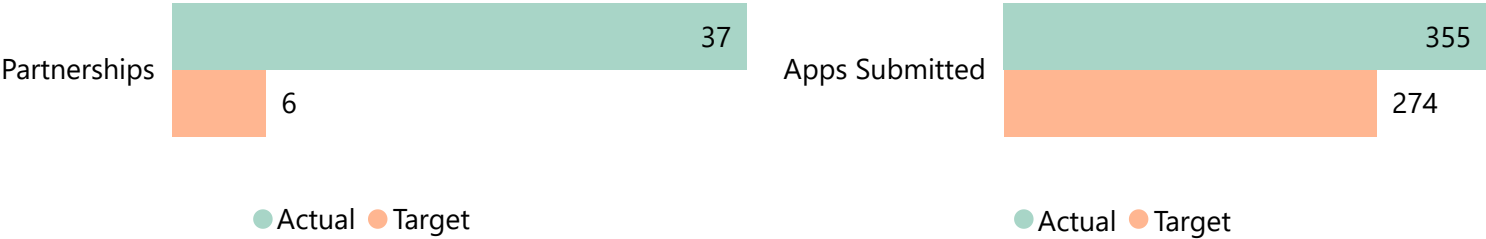
Funding

\$60,987

Providers

1

Service Objectives



Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Empowerment*	Consumers feel safe and welcomed by program staff	0		85%
Service Quality	Consumers rate the quality of services as excellent or good	0		85%

*Key Measurement Theme for Service Area

Note: Provider did not submit outcome data for this program.

DAS Intake

DAS Intake serves as a centralized hub for accessing Department services. Through a single call or visit to the DAS Benefits and Resource Hub at 2 Gough, older adults and adults with disabilities may receive information about and assistance applying for various services, including Case Management, Community Living Fund, Home-Delivered Meals, and In-Home Supportive Services. Information, referral, and assistance services are offered in multiple languages to meet the needs of non-English speaking residents.

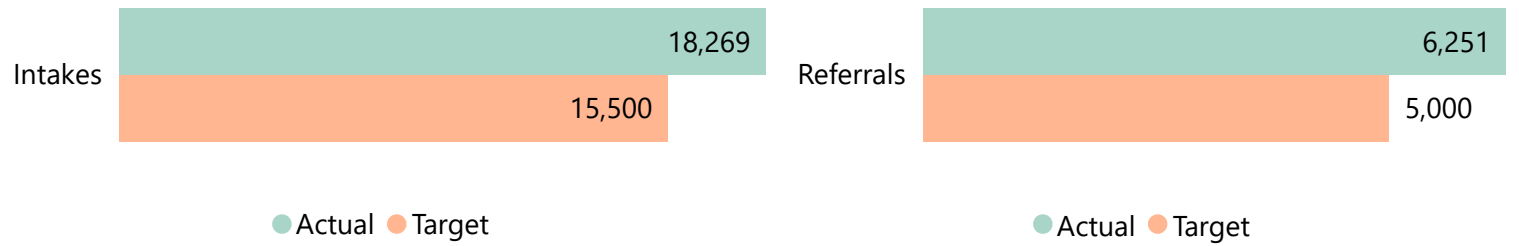
Funding

\$3,642,092

Providers

1

Service Objectives



Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Service Quality	Clients easily reach information and referral specialists (measured by call abandonment rate)	39,943		

*Key Measurement Theme for Service Area

DAS Intake

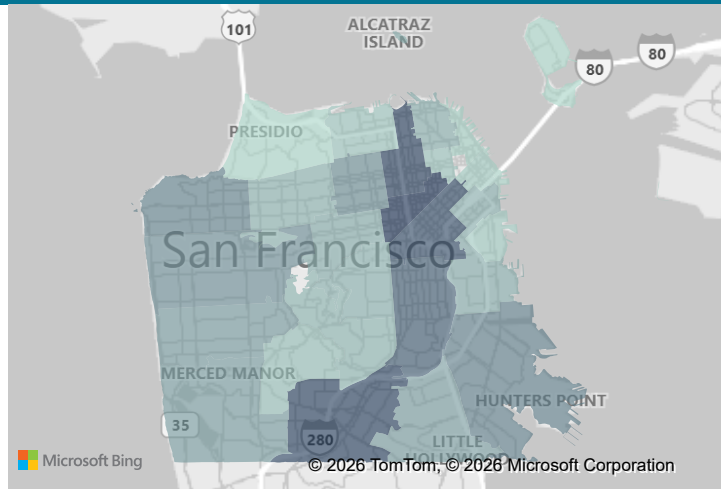
Client Profile

Service Levels

Unduplicated Clients	3,079
Enrollments	3,079

Analysis based on unduplicated clients

Zip Code of Residence

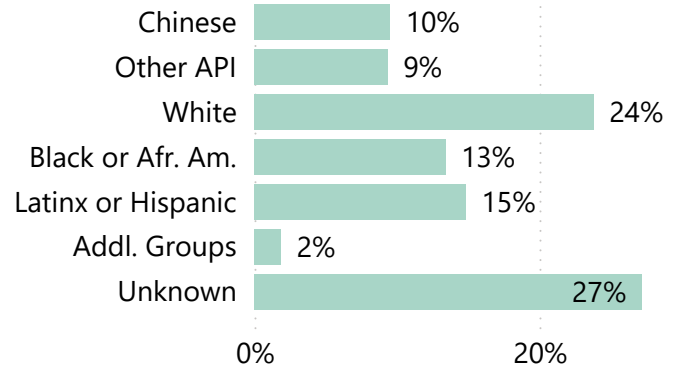


Low High

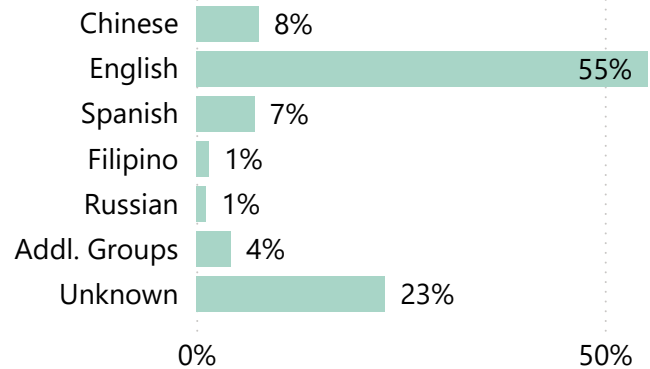
Gender Identity

	#	%
Female	1,581	51%
Male	1,272	41%
Trans Female	13	0%
Trans Male	8	0%
Addl. Groups	12	0%
Unknown	193	6%
Total	3,079	100%

Race/Ethnicity



Primary Language

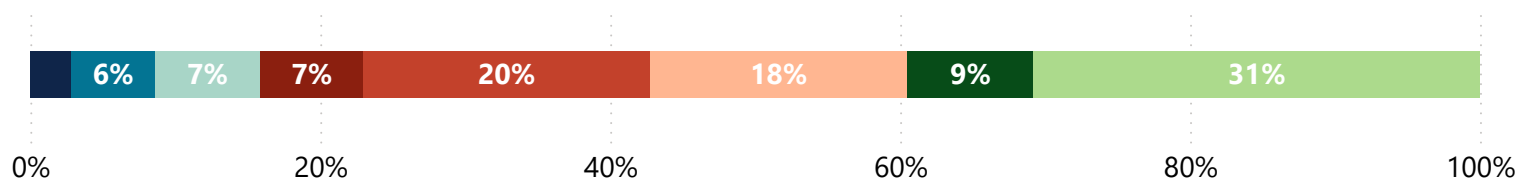


Sexual Orientation

	#	%
Straight/Heterosexual	1,637	53%
Gay/Lesbian/Same-Gender Loving	152	5%
Bisexual	86	3%
Addl. Groups	13	0%
Unknown	1,191	39%
Total	3,079	100%

Age

18-34 35-49 50-59 60-64 65-74 75-84 85+ Unknown



Disability Cultural Center

The Disability Cultural Center brings diverse people with disabilities together to access resources, advance social justice, and foster Disability culture, community, and pride. Programming is available in a mix of in-person, virtual, and hybrid formats.

Funding

\$997,080

Providers

1

Service Objectives



Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Empowerment*	Clients report having more opportunities to make positive change for the disability community	147	65%	
Service Connection*	Clients report getting the help they needed connecting to available services for people with disabilities	166	79%	
Service Quality	Clients feel welcome at the DCC	157	89%	

*Key Measurement Theme for Service Area

Note: In FY24–25, DCC operated virtually while preparing its facility for a July 2025 opening; in-person programming began in FY25–26. Early phases did not include targets for all service unit and outcome objectives due to a lack of historical data.

Disability Cultural Center

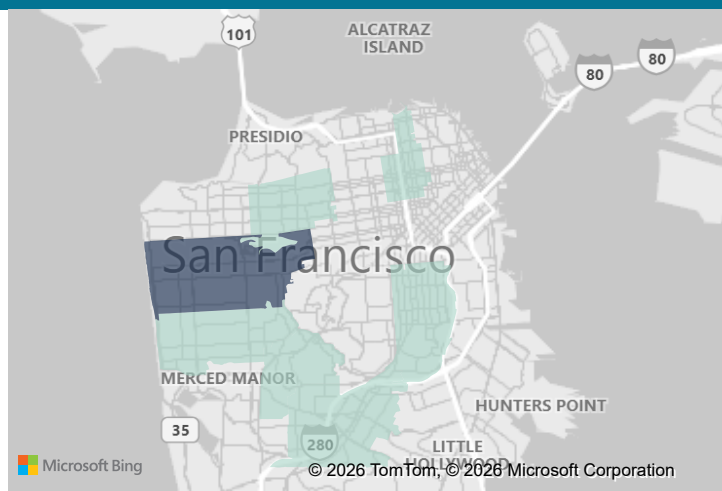
Client Profile

Service Levels

Unduplicated Clients	339
Enrollments	339

Analysis based on unduplicated clients

Zip Code of Residence

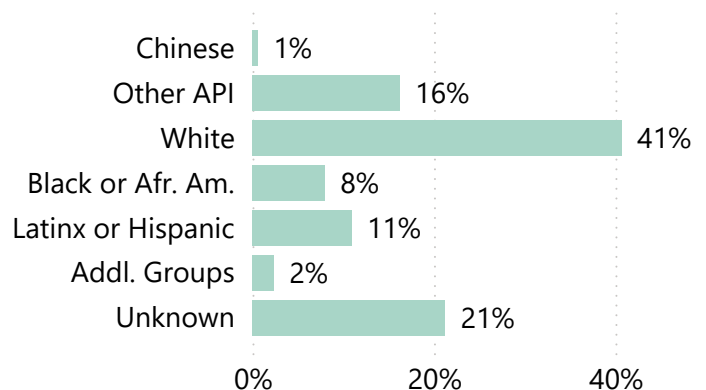


Low High

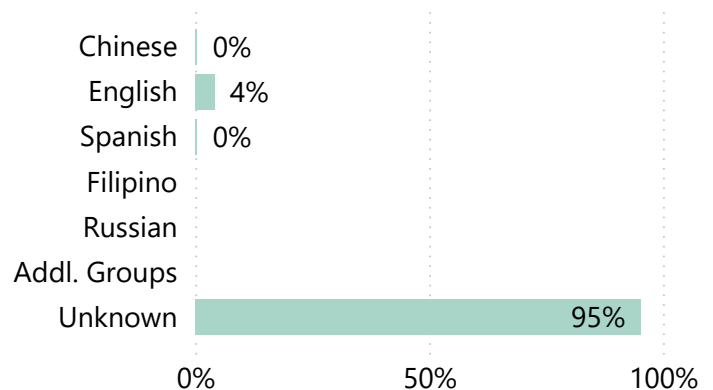
Gender Identity

	#	%
Female	157	46%
Male	32	9%
Trans Female	2	1%
Trans Male	7	2%
Addl. Groups	68	20%
Unknown	73	22%
Total	339	100%

Race/Ethnicity



Primary Language

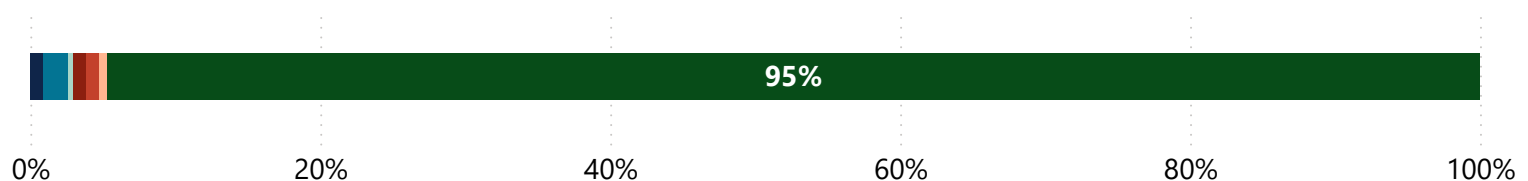


Sexual Orientation

	#	%
Straight/Heterosexual	10	3%
Gay/Lesbian/Same-Gender Loving	2	1%
Bisexual	3	1%
Addl. Groups	0	0%
Unknown	324	96%
Total	339	100%

Age

● 18-34 ● 35-49 ● 60-64 ● 65-74 ● 75-84 ● 85+ ● Unknown



Employment Navigation and Benefits Support

Employment Navigation and Benefits Support provides education and ongoing support in navigating means tested benefit rules for people interested in working but unsure how it will impact their benefits.

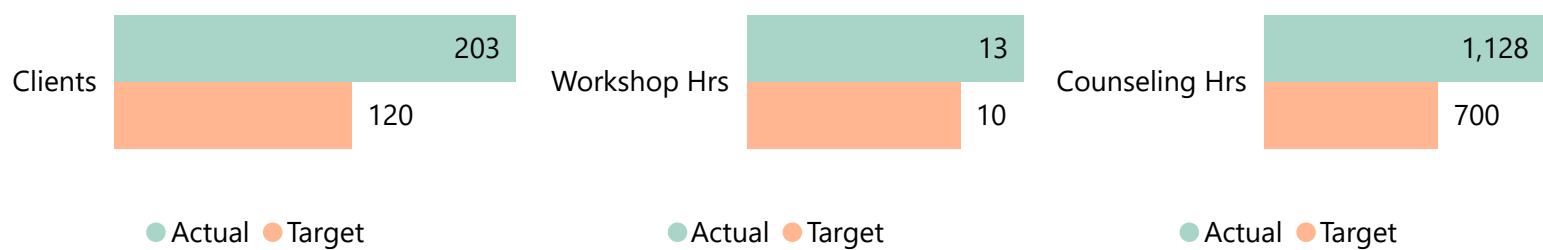
Funding

\$265,859

Providers

1

Service Objectives



Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Service Connection*	Clients were able to seek or continue employment due to program participation	85	99%	75%
Empowerment*	Clients report enhanced understanding of their benefit eligibility and the effect of employment income	85	99%	75%
Service Connection*	Clients report that the program helped maintain or increase their overall benefits and income	85	84%	75%

*Key Measurement Theme for Service Area

Employment Navigation and Benefits Support

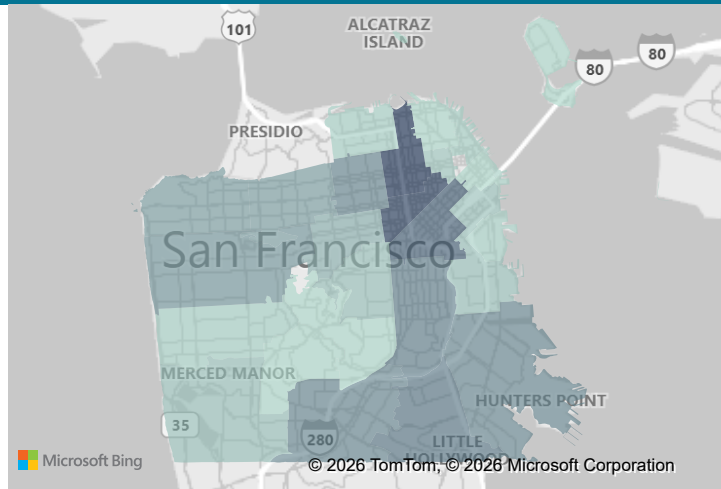
Client Profile

Service Levels

Unduplicated Clients	203
Enrollments	203

Analysis based on unduplicated clients

Zip Code of Residence

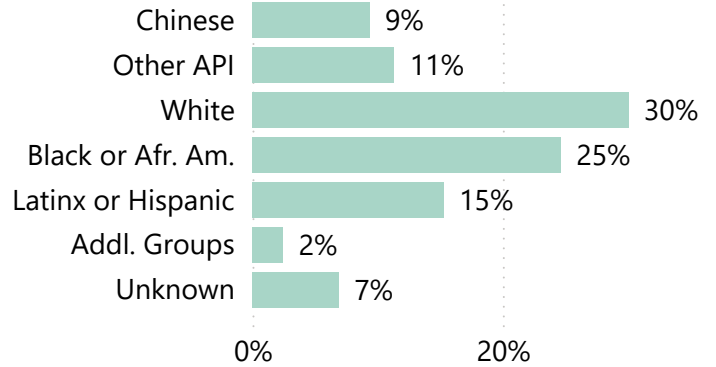


Low High

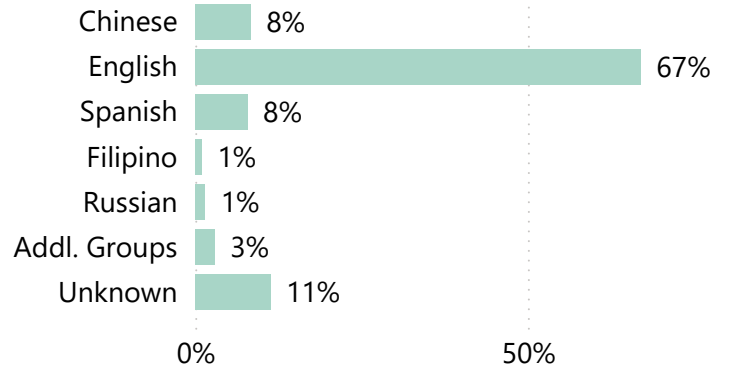
Gender Identity

	#	%
Female	109	54%
Male	84	41%
Trans Female	0	0%
Trans Male	0	0%
Addl. Groups	5	2%
Unknown	5	2%
Total	203	100%

Race/Ethnicity



Primary Language



Sexual Orientation

	#	%
Straight/Heterosexual	141	69%
Gay/Lesbian/Same-Gender Loving	22	11%
Bisexual	2	1%
Addl. Groups	0	0%
Unknown	38	19%
Total	203	100%

Age

18-34 35-49 50-59 60-64 65-74 75-84 85+ Unknown



Empowerment Programs

Empowerment Programs provide trainings on organizing, leadership, and civic engagement and advocacy. Participants have the opportunity to build tangible skills like conducting effective meetings and resolving conflict, and also learn how to access essential benefits and services in the community.

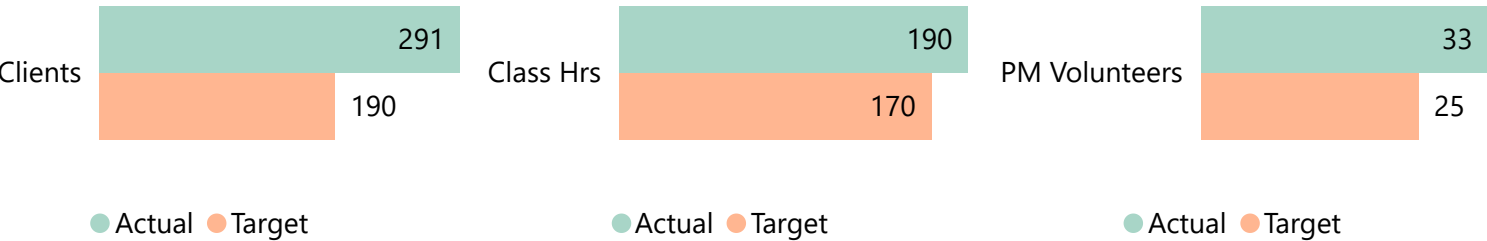
Funding

\$536,207

Providers

3

Service Objectives



Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Empowerment*	Clients report improved awareness of available services, their rights as consumers, and how to ensure those services and rights	55	87%	85%
Service Quality	Clients are satisfied with the training, support, consultation, and coordination provided	55	93%	85%
Empowerment*	Clients access new services - such as a supportive resource, transportation, or social activity - as a result of information and support from their peer mentor	24	71%	75%

*Key Measurement Theme for Service Area

Empowerment Programs

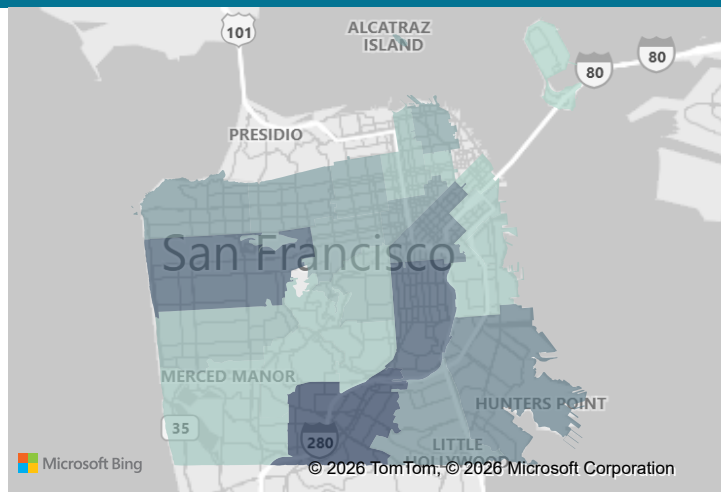
Client Profile

Service Levels

Unduplicated Clients	291
Enrollments	307

Analysis based on unduplicated clients

Zip Code of Residence

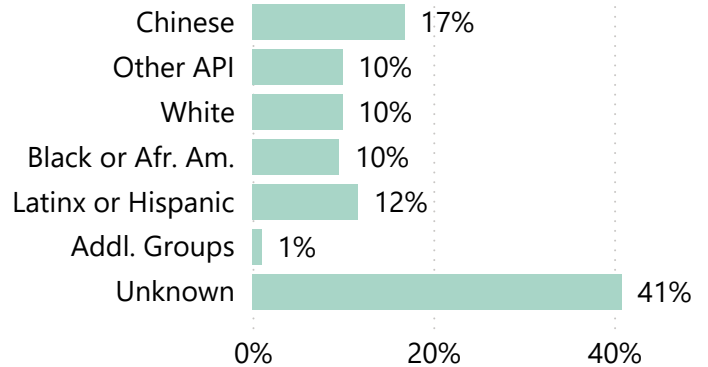


Low High

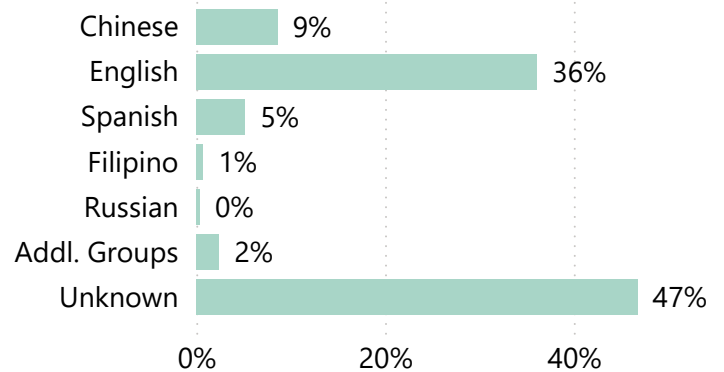
Gender Identity

	#	%
Female	111	38%
Male	122	42%
Trans Female	0	0%
Trans Male	0	0%
Addl. Groups	2	1%
Unknown	56	19%
Total	291	100%

Race/Ethnicity



Primary Language

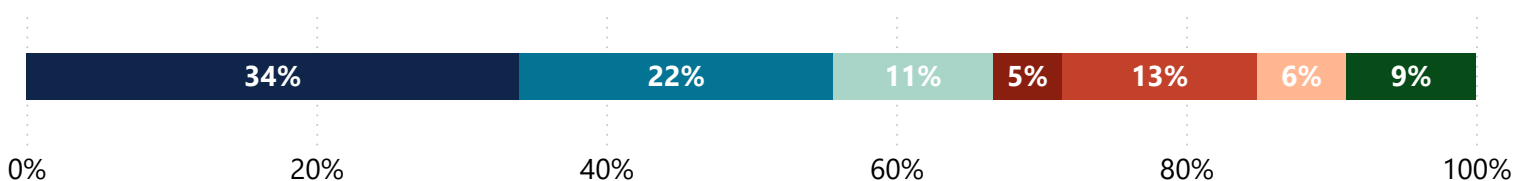


Sexual Orientation

	#	%
Straight/Heterosexual	112	38%
Gay/Lesbian/Same-Gender Loving	7	2%
Bisexual	4	1%
Addl. Groups	1	0%
Unknown	167	57%
Total	291	100%

Age

● 18-34 ● 35-49 ● 50-59 ● 60-64 ● 65-74 ● 75-84 ● Unknown



Health Insurance Counseling and Advocacy Program (HICAP)

Health Insurance Counseling and Advocacy Program (HICAP) services support San Francisco residents receiving Medicare to maximize their health benefits. HICAP Counselors provide consumers with 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 their claims are denied.

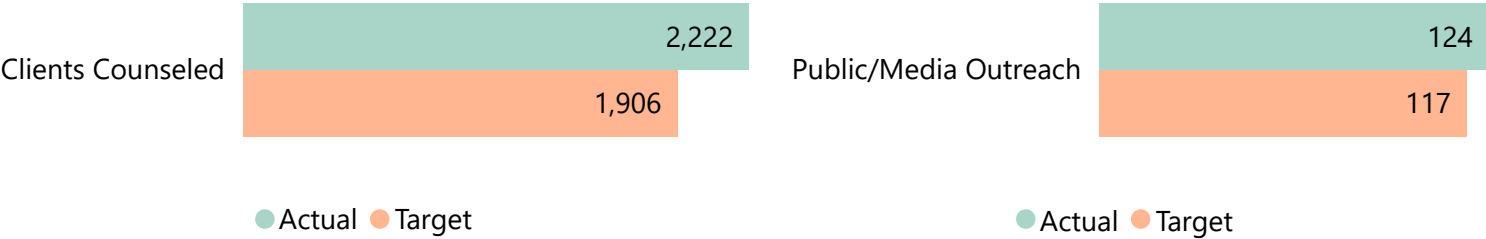
Funding

\$1,039,179

Providers

1

Service Objectives



Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Empowerment*	Clients report that HICAP services helped them make an informed decision	105	67%	75%
Service Connection*	Clients report that counseling sessions helped them maintain or increase their insurance benefits.	105	82%	75%
Service Quality	Clients rate their HICAP counselor's communication skills as good or very good	105	96%	75%

*Key Measurement Theme for Service Area

LGBTQ+ Cultural Competency Trainings

DAS funds two LGBTQ+ trainings for service providers. One is a cultural sensitivity training, focused on improving awareness of current issues faced by LGBTQ+ seniors and adults with disabilities. The other is an LGBTQ+ Dementia Care Training, focused on facilitating service provider efforts to assist LGBTQ+ persons with dementia and to connect these clients to needed services and supports.

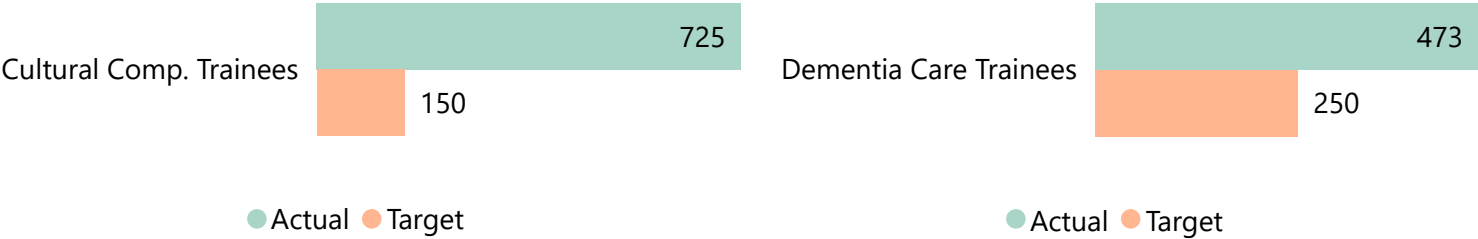
Funding

\$319,235

Providers

2

Service Objectives



Outcome Objectives

Service	Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
LGBTQ Cultural Competency Training	Provider Training & Professional Development*	Agencies participating in training implement at least 1 best practice into agency policies and procedures			80%
LGBTQ Cultural Competency Training	Service Quality	Trainees rate the quality of the training received as good or excellent	310	96%	85%
LGBTQ Dementia Care Training	Provider Training & Professional Development*	Trainees are confident in facilitating efforts to assist LGBTQ clients with dementia to feel more welcomed in the community and their agency	171	91%	75%
LGBTQ Dementia Care Training	Provider Training & Professional Development*	Trainees can identify at least 5 best practices for increasing safety and inclusion for LGBTQ seniors and adults with disabilities	171	95%	85%
LGBTQ Dementia Care Training	Provider Training & Professional Development*	Trainees have helped clients to use appropriate services for LGBTQ clients with dementia after the training	171	100%	85%

*Key Measurement Theme for Service Area

Note: Training outcomes are dependent on requests for trainings submitted by providers. Any items showing no data indicate that technical assistance was not requested during the reporting period.

LGBTQ+ Financial Literacy

LGBTQ+ Financial Literacy provides one-on-one counseling to empower LGBTQ+ clients to manage their finances and achieve financial goals. Services are tailored to each client’s needs and work toward countable outcomes, 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 scores. This program was launched in response to a recommendation of the LGBT Aging Policy Task Force.

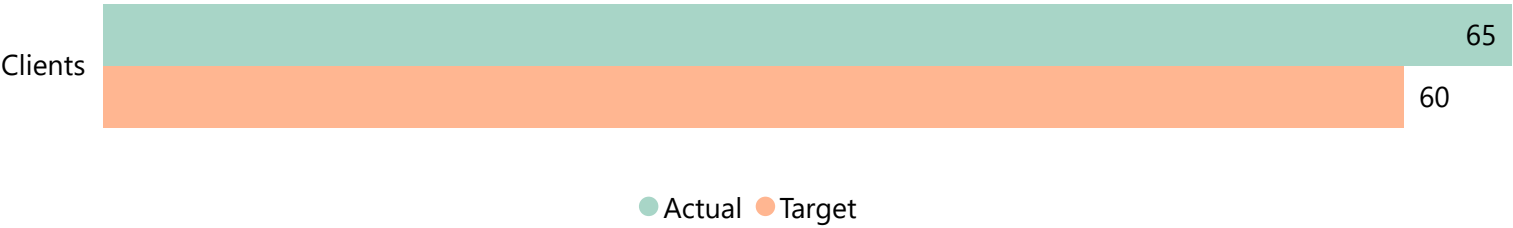
Funding

\$89,992

Providers

1

Service Objectives



Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actuals	Target
Empowerment*	Clients achieve at least one positive financial outcome (such as establishing a savings or checking account or increasing savings)	65	32%	50%

Numeric Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Empowerment*	# of positive financial outcomes achieved (such as establishing a savings or checking account, increasing savings, or decreasing debt)	65	113	40

*Key Measurement Theme for Service Area

Note: The San Francisco Office of Financial Empowerment (OFE) oversees this program. In lieu of client surveys, OFE monitors program outcomes through data collected and submitted to their own database system.

LGBTQ+ Legal & Life Planning

LGBTQ+ Legal & Life Planning helps LGBTQ+ clients identify and memorialize their end of life decisions. The goal of this service is 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. This program was launched in response to a recommendation of the LGBT Aging Policy Task Force.

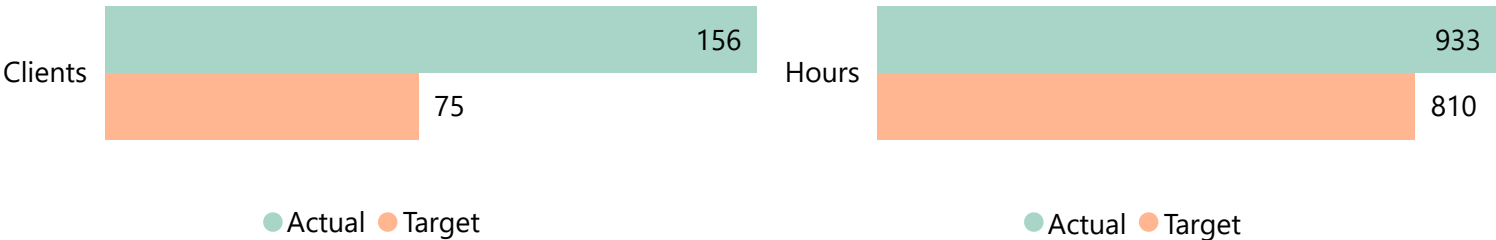
Funding

\$87,364

Providers

1

Service Objectives



Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Service Quality	Clients have an increased understanding of life planning services available to them	28	100%	100%
Education & Awareness of Services*	Clients feel more confident that their wishes and decisions will be honored in the event they are incapacitated and/or upon their death	28	93%	75%
Empowerment*	Clients feel safe and welcomed by program staff	28	100%	100%
Service Quality	Clients rate the quality of services as good or excellent	28	100%	100%

*Key Measurement Theme for Service Area

Naturalization

Naturalization services help older adults and adults with disabilities who are legal permanent residents to complete the process of becoming United States citizens. Services include citizenship and English as a Second Language classes to help clients successfully pass their naturalization tests; one-on-one counseling and support 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.

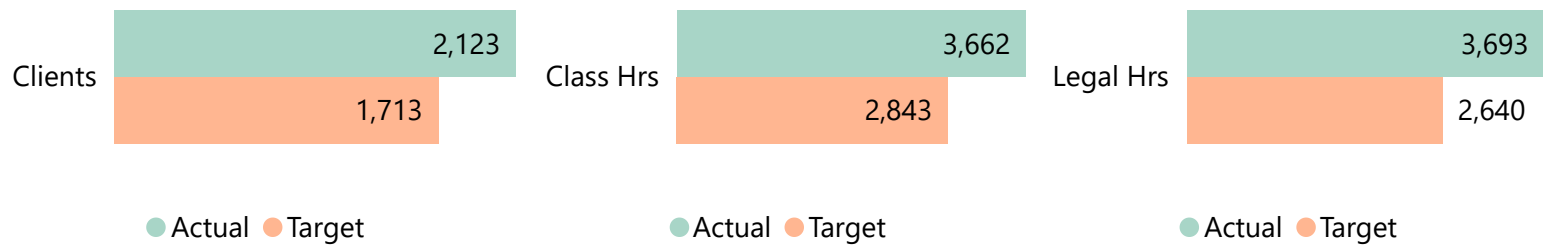
Funding

\$895,129

Providers

6

Service Objectives



Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Empowerment*	Consumers feel more knowledgeable about the naturalization process due to program participation	555	100%	75%
Empowerment*	Consumers feel more prepared for the naturalization test due to their attendance at ESL/Citizenship classes	545	96%	75%
Service Quality	Consumers received the help they needed navigating the naturalization process	555	99%	75%

Numeric Outcome Objectives

Outcome Theme	Outcome Objective	Actual
Service Connection*	Total clients who complete the naturalization process (become citizens)	282
Quantity/Service Objective	Total disability waivers (N-648s) submitted on behalf of clients	55
Quantity/Service Objective	Total language waivers submitted on behalf of clients	55
Quantity/Service Objective	Total naturalization applications (N-400s) submitted on behalf of clients	288

*Key Measurement Theme for Service Area

Note: Numeric outcome objectives for this service do not have associated performance targets.

Peer Ambassadors

Peer Ambassadors are older adults or adults with disabilities trained to conduct outreach and share information about DAS programs and services widely in the community. This program not only helps to raise consumer awareness of and connection to DAS services, but also offers seniors and disabled adults opportunities for meaningful employment.

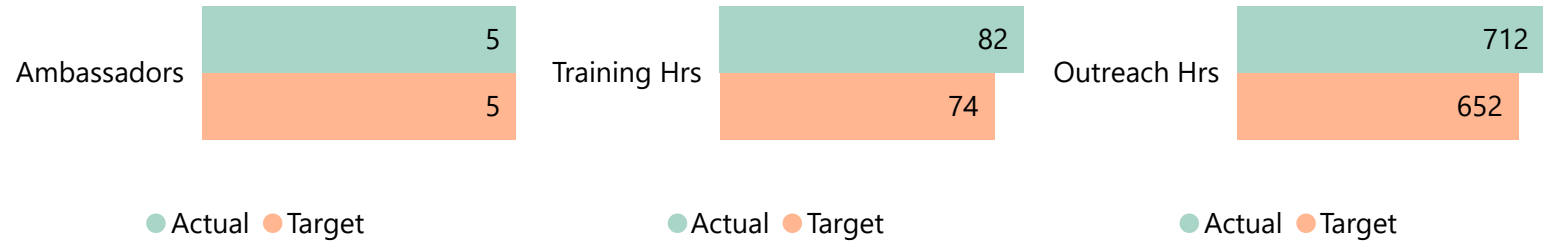
Funding

\$323,227

Providers

4

Service Objectives



Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Provider Training & Professional Development*	Community partners develop new knowledge of aging and disability services that address community needs	73	100%	83%
Provider Training & Professional Development*	Ambassadors develop new knowledge of aging and disability services that address community needs	2	100%	85%
Provider Training & Professional Development*	Ambassadors feel more confident assisting older adults and adults with disabilities due to training they received	2	100%	85%
Engagement & Socialization	Participants feel valued through their service as a Peer Ambassador	5	100%	80%

*Key Measurement Theme for Service Area

Transportation

DAS-funded Transportation services are designed to increase accessibility to services that support older adults and adults with disabilities. This includes group van services to community service centers and grocery stores, taxi vouchers for trips to vital services such as medical appointments, and assistance accessing reduced cost Paratransit and taxi services.

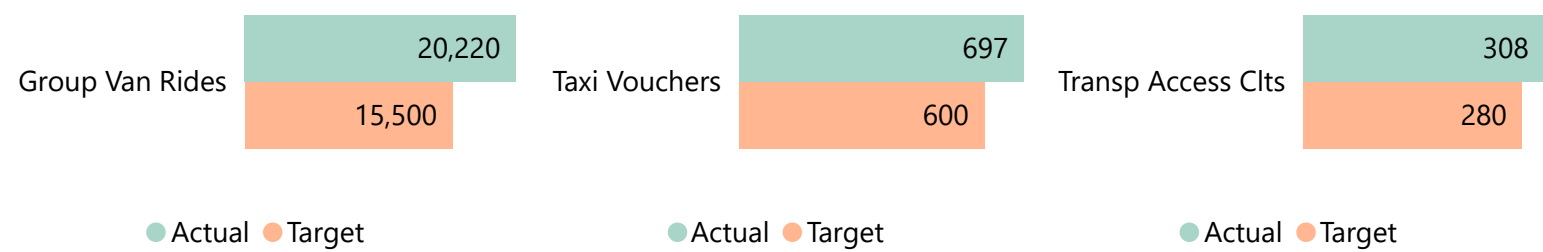
Funding

\$113,330

Providers

2

Service Objectives



Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Empowerment*	Clients report that the program helped them to live more independently	106	94%	80%
Service Connection*	Clients report that the program helped them access services that improved their health or quality of life	104	95%	80%

*Key Measurement Theme for Service Area

Caregiver Support

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

CAREGIVER SUPPORT SERVICES

- Adult Day Programs (Adult Social Day, Alzheimer's Day Care Resource Centers)
- Caregiver Respite
- Family Caregiver Support 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 wellbeing and/or reduced feelings of stress and exhaustion.

FY 2024-25 HIGHLIGHTS

- We served 830 clients with more than 1,500 enrollments across all Caregiver Support services. In total, DAS allocated \$3.7 million for services in this area.
- Adult Day Programs, including Adult Social Day Care and Alzheimer's Day Care Resource Centers, served over 280 unique clients. Nearly 100% of caregivers reported being better able to provide care to recipients living with dementia-related disorders as a result of participation in ADRC services and reported receiving valuable respite through the program.
- Collectively across our Caregiver Support programs, 98% of caregivers experienced positive outcomes with respect to their health and wellbeing. These outcomes include:
 - 94% of Alzheimer's Day Care Resource Center clients report to have better health and wellbeing due to their participation in services
 - 97% of Caregiver Respite clients report better health and well-being
 - 95% of Family Caregiver Support Program clients report reduced stress and an increased sense of being valued.

DIGNITY FUND FY 2024-25: CAREGIVER SUPPORT SERVICES

Total Enrollments	Total Unduplicated Clients	Total Funding
1,538	833	\$3,656,406

Adult Day Programs

Adult Day Programs are hosted at state-licensed, community-based centers to provide social and recreational activities, nutrition, and personal care support for clients who require help with basic daily tasks. Serving clients who need supervision and thus are not able to independently participate in Community Service Centers, these programs provide respite for family and friend caregivers during daytime hours. Some sites have specialized programs for persons with moderate-to-late stage dementia and Alzheimer’s disease.

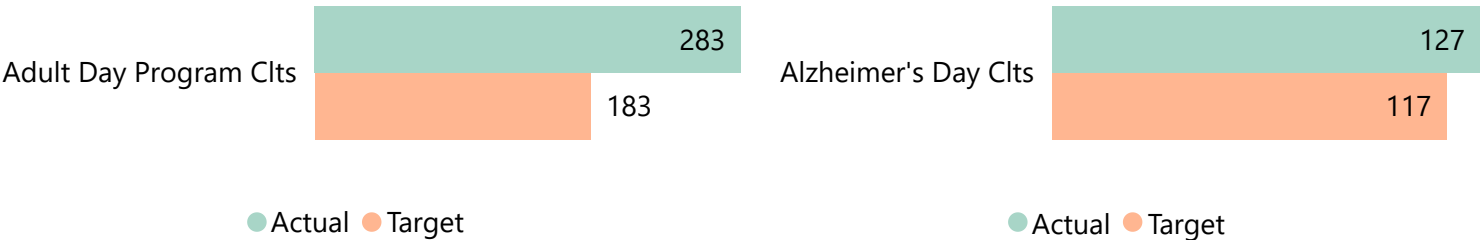
Funding

\$1,503,300

Providers

6

Service Objectives



Outcome Objectives

Service	Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Adult Day Care	Service Quality	Clients rate the quality of services as excellent or good	102	99%	85%
Alzheimer’s Day Care Resource Center	Ability to Care for Recipient*	Caregivers are better able to provide care to their care recipient due to the education and training they received	86	93%	85%
Alzheimer’s Day Care Resource Center	Caregiver Health & Wellbeing*	Caregivers report better health and wellbeing due to their participation in services	87	94%	85%

*Key Measurement Theme for Service Area

Adult Day Programs

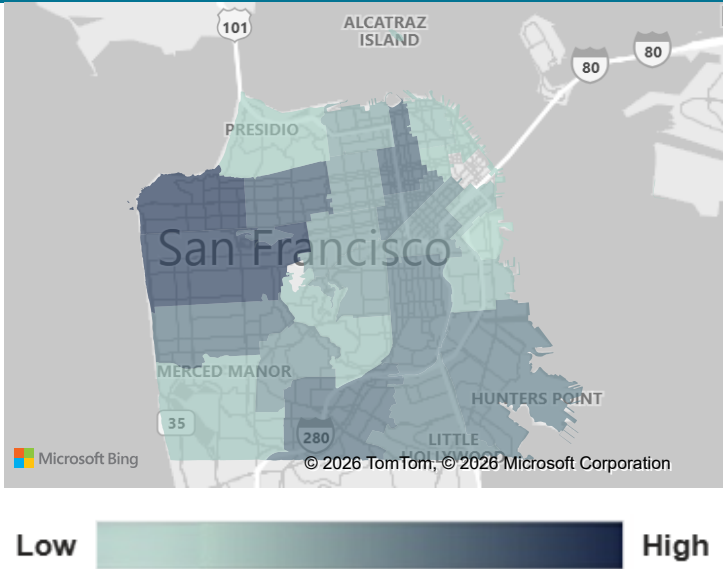
Client Profile

Service Levels

Unduplicated Clients	283
Enrollments	294

Analysis based on unduplicated clients

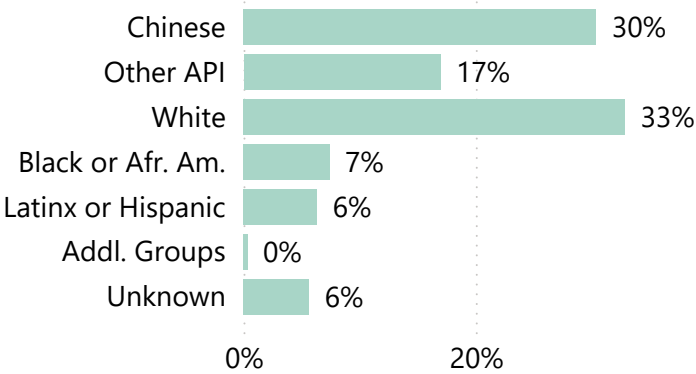
Zip Code of Residence



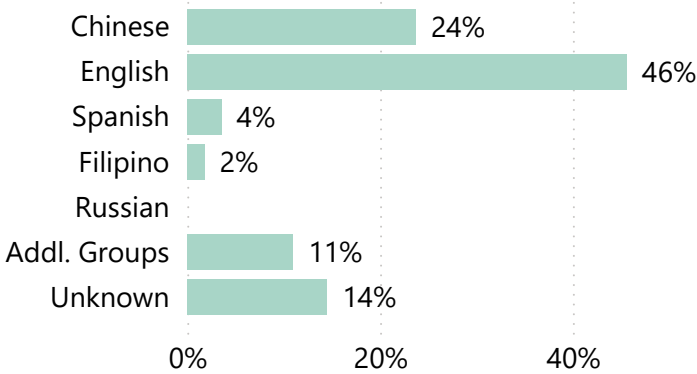
Gender Identity

	#	%
Female	176	62%
Male	102	36%
Trans Female	2	1%
Trans Male	0	0%
Addl. Groups	2	1%
Unknown	1	0%
Total	283	100%

Race/Ethnicity



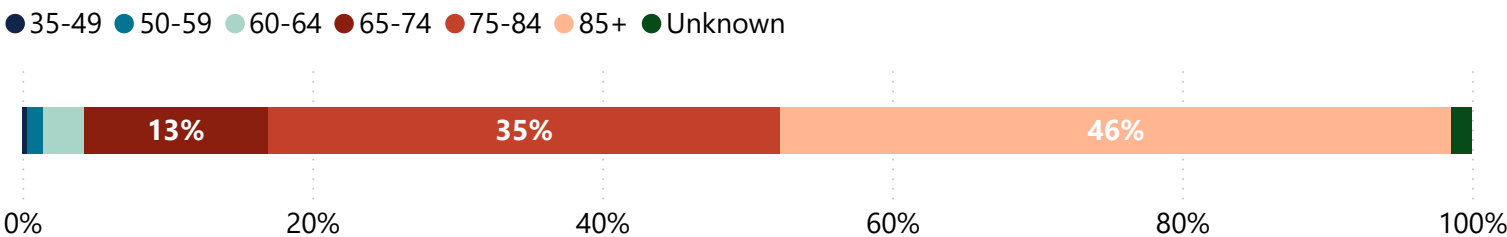
Primary Language



Sexual Orientation

	#	%
Straight/Heterosexual	225	80%
Gay/Lesbian/Same-Gender Loving	11	4%
Bisexual	7	2%
Addl. Groups	0	0%
Unknown	40	14%
Total	283	100%

Age



Caregiver Respite

Caregiver Respite provides in-home and out-of-home respite care, such as attendance at an Adult Day Program, to unpaid caregivers of older adults and adults with disabilities. Respite services may be provided for intermittent periods and/or in the event of an emergency. The program seeks to reduce caregiver burden and prevent or delay institutionalization of the care recipient, thereby enabling care recipients to live safely in their own homes and communities.

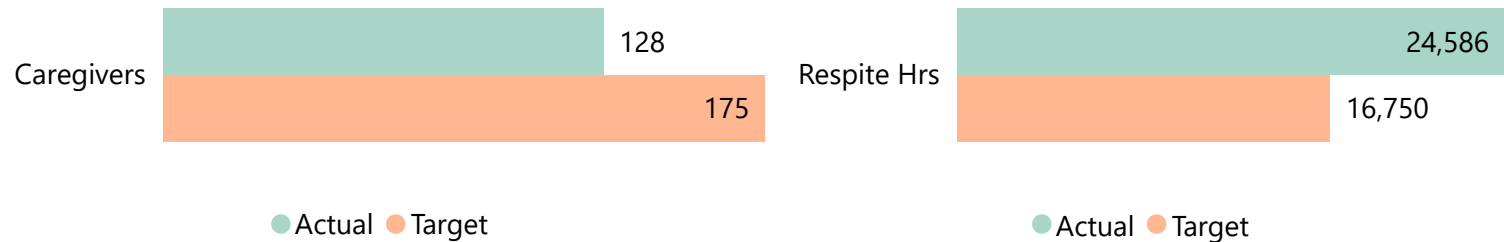
Funding

\$1,104,620

Providers

1

Service Objectives



Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Ability to Care for Recipient*	Caregivers report that respite care enables them to provide quality care suited to the needs of their care recipient	117	83%	75%
Caregiver Health & Wellbeing*	Caregivers are able to take care of other responsibilities due to respite care	117	80%	75%
Caregiver Health & Wellbeing*	Clients experience less mental exhaustion	117	81%	75%
Caregiver Health & Wellbeing*	Clients experience less physical exhaustion	117	81%	75%
Caregiver Health & Wellbeing*	Caregivers report that respite care services supported their general well-being	117	97%	75%

*Key Measurement Theme for Service Area

Caregiver Respite

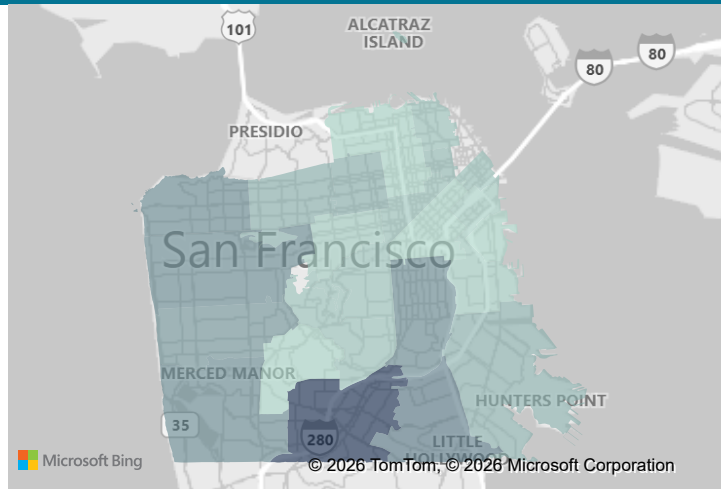
Client Profile

Service Levels

Unduplicated Clients	128
Enrollments	128

Analysis based on unduplicated clients

Zip Code of Residence

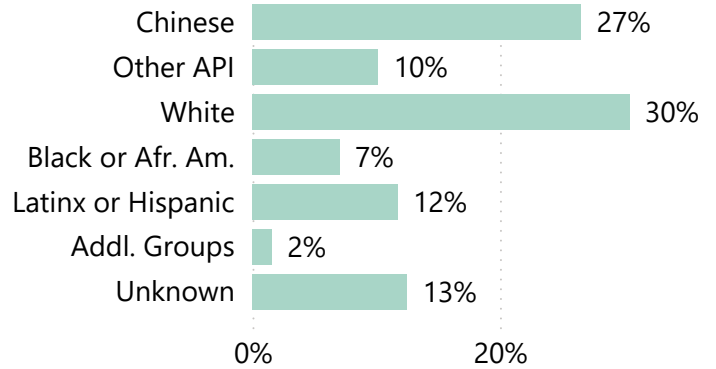


Low High

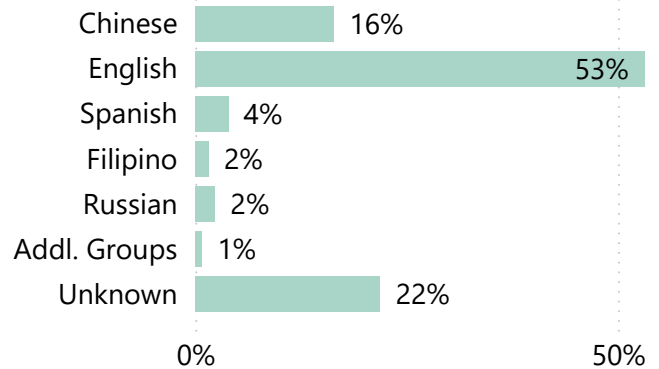
Gender Identity

	#	%
Female	91	71%
Male	34	27%
Trans Female	0	0%
Trans Male	0	0%
Addl. Groups	0	0%
Unknown	3	2%
Total	128	100%

Race/Ethnicity



Primary Language

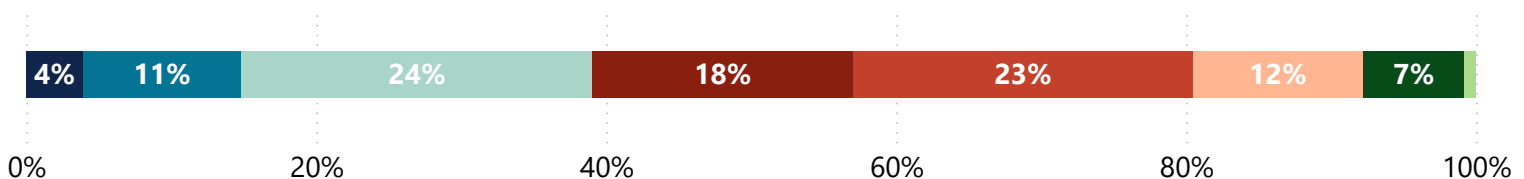


Sexual Orientation

	#	%
Straight/Heterosexual	106	83%
Gay/Lesbian/Same-Gender Loving	4	3%
Bisexual	1	1%
Addl. Groups	0	0%
Unknown	17	13%
Total	128	100%

Age

18-34 35-49 50-59 60-64 65-74 75-84 85+ Unknown



Family Caregiver Support Program

The Family Caregiver Support Program provides a variety of services to unpaid caregivers, including counseling, caregiver training, and respite care. The program also provides caregivers with referrals to other supportive services, such as case management.

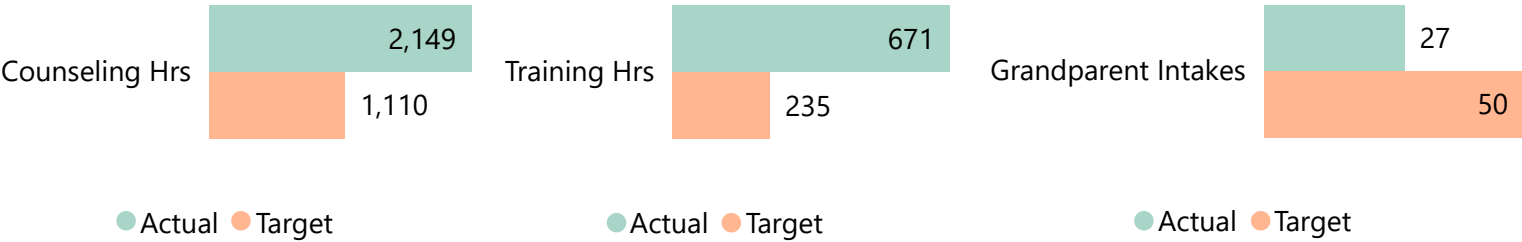
Funding

\$1,048,486

Providers

2

Service Objectives



Outcome Objectives

Service	Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Family Caregiver Support Program	Caregiver Health & Wellbeing*	Caregivers report reduced stress and an increased sense of being cared about/valued	68	95%	75%
Family Caregiver Support Program	Education & Awareness of Services	Clients developed new knowledge of available resources and services	68	100%	75%
Family Caregiver Support Program	Service Quality	Caregivers report they are satisfied with the respite care services provided	68	100%	85%
FCSP Grandparent Services	Ability to Care for Recipient*	Caregivers feel better able to be a caregiver due to services received			75%

*Key Measurement Theme for Service Area

Note: Provider did not collect survey responses to all outcome-related questions.

Family Caregiver Support Program

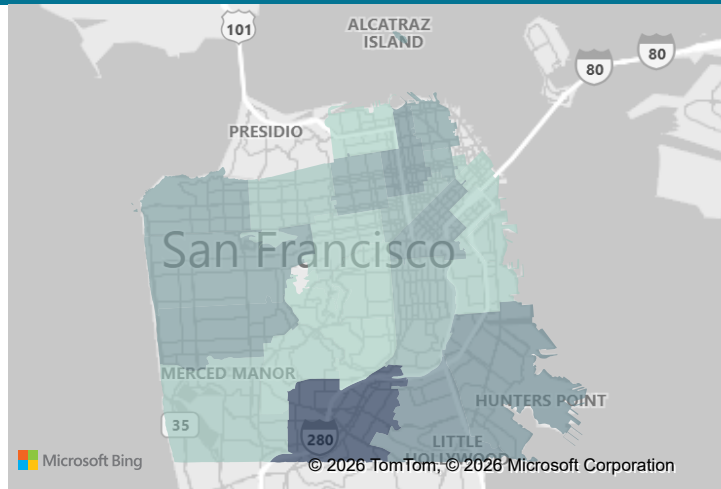
Client Profile

Service Levels

Unduplicated Clients	440
Enrollments	1,116

Analysis based on unduplicated clients

Zip Code of Residence

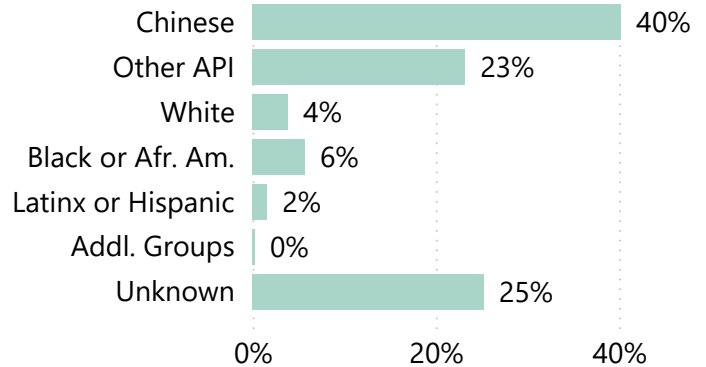


Low High

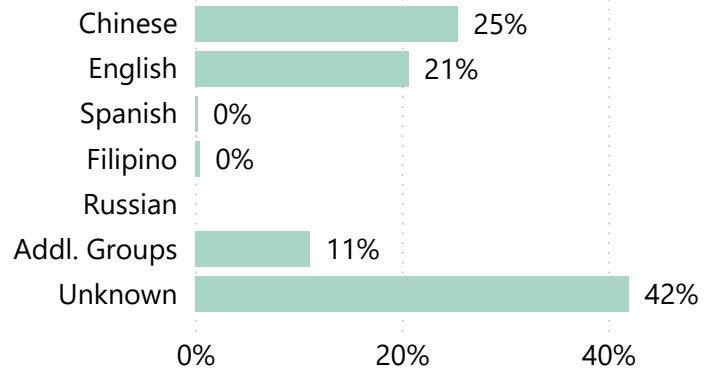
Gender Identity

	#	%
Female	282	64%
Male	101	23%
Trans Female	1	0%
Trans Male	0	0%
Addl. Groups	0	0%
Unknown	56	13%
Total	440	100%

Race/Ethnicity



Primary Language



Sexual Orientation

	#	%
Straight/Heterosexual	296	67%
Gay/Lesbian/Same-Gender Loving	0	0%
Bisexual	3	1%
Addl. Groups	0	0%
Unknown	141	32%
Total	440	100%

Age

● 18-34 ● 35-49 ● 50-59 ● 60-64 ● 65-74 ● 75-84 ● 85+ ● Unknown



Case Management & Care Navigation

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

CASE MANAGEMENT & CARE NAVIGATION SERVICES

- Case Management
- Community Living Fund (CLF)
- LGBTQ+ Care Navigation (including Pet Support)
- Money Management
- Veterans Justice Court Case Management

PRIMARY 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

FY 2024-25 HIGHLIGHTS

- We served nearly 1,800 clients* with a total of 2,200 enrollments across all Case Management & Care Navigation services. In total, DAS allocated \$11.5 million for services in this area.
- We provided Case Management services to approximately 1,080 clients, helping them to navigate and access the services they need to live safely in the community.
- We provided 12,808 care navigation hours to 507 LGBTQ+ Care Navigation clients, including social isolation prevention and pet support. About 90% of clients receiving pet support through the program indicated they felt less isolated through their engagement in care navigation, peer support, and other supportive services offered through the program.
- We promoted clients' stability in the community. Through the Community Living Fund program, we served 391 clients, providing a community-based alternative to institutionalization at a Skilled Nursing Facility.

Total Enrollments	Total Unduplicated Clients*	Total Funding
2,198	1,751	\$11,546,685

** Does not include services for which client-level data is not captured in DAS GetCare (Community Living Fund and Veterans Justice Court Case Management)*

Case Management

Case Management services help clients navigate and access services needed to live safely in the community. Case managers provide a range of support to clients, including client needs assessment, service planning and monitoring, and coordination of services across providers.

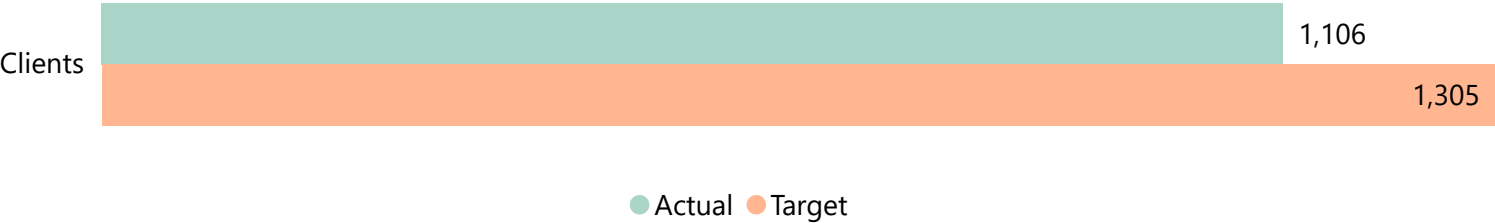
Funding

\$3,815,604

Providers

10

Service Objectives



Outcome Objectives

Service	Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Case Management	Service Connection*	Clients are connected with needed resources (based on Service Plan completion)	413	91%	85%
Case Management	Stability in the Community*	Clients report improved wellbeing due to program participation	370	88%	85%
Case Management: Clinical Collaborative	Provider Training & Professional Development	Case Management supervisors and directors report Clinical Collaborative improved their case managers skill level and performance	5	100%	85%
Case Management: Clinical Collaborative	Provider Training & Professional Development	Case managers report that Clinical Collaborative helped improve their skill level and performance	18	94%	85%

*Key Measurement Theme for Service Area

Case Management

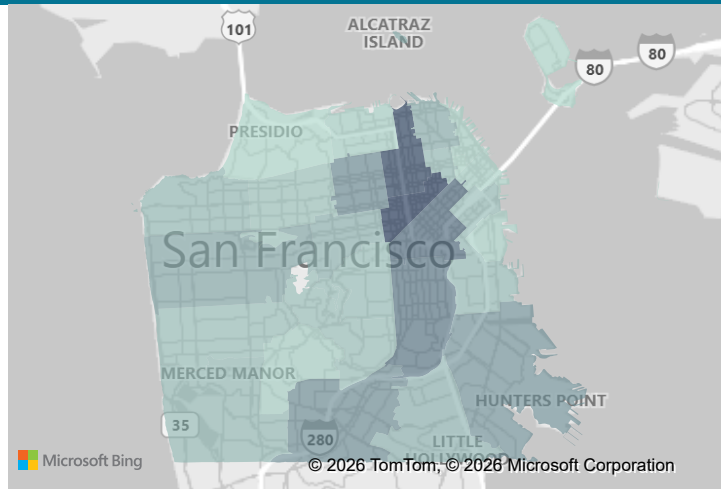
Client Profile

Service Levels

Unduplicated Clients	1,106
Enrollments	1,119

Analysis based on unduplicated clients

Zip Code of Residence

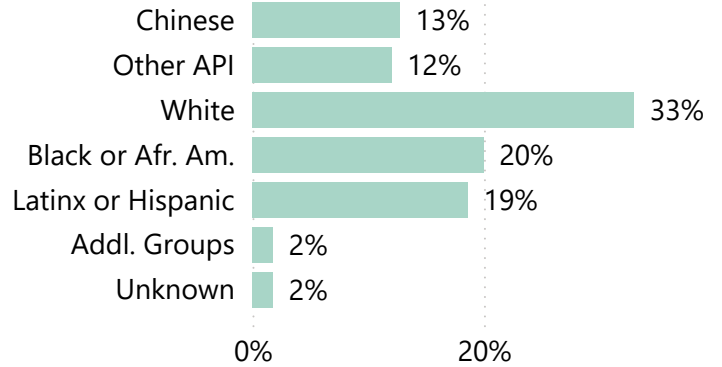


Low High

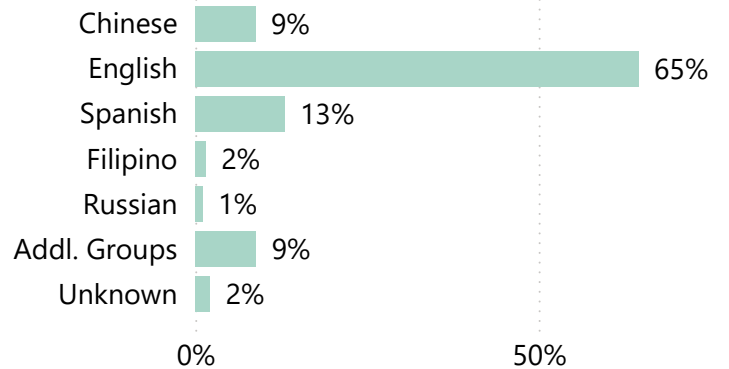
Gender Identity

	#	%
Female	579	52%
Male	509	46%
Trans Female	6	1%
Trans Male	3	0%
Addl. Groups	9	1%
Unknown	0	0%
Total	1,106	100%

Race/Ethnicity



Primary Language



Sexual Orientation

	#	%
Straight/Heterosexual	884	80%
Gay/Lesbian/Same-Gender Loving	90	8%
Bisexual	83	8%
Addl. Groups	6	1%
Unknown	43	4%
Total	1,106	100%

Age

● 18-34 ● 35-49 ● 50-59 ● 60-64 ● 65-74 ● 75-84 ● 85+



Community Living Fund (CLF)

The Community Living Fund (CLF) program provides a variety of services to support safety and stability in the community, as an alternative to institutionalization at a Skilled Nursing Facility. These services include intensive case management and purchase of goods and services that promote stability in the community. They also include CalAIM Enhanced Care Management and select CalAIM Community Supports services to help clients discharging from nursing facilities transition safely to community-based settings.

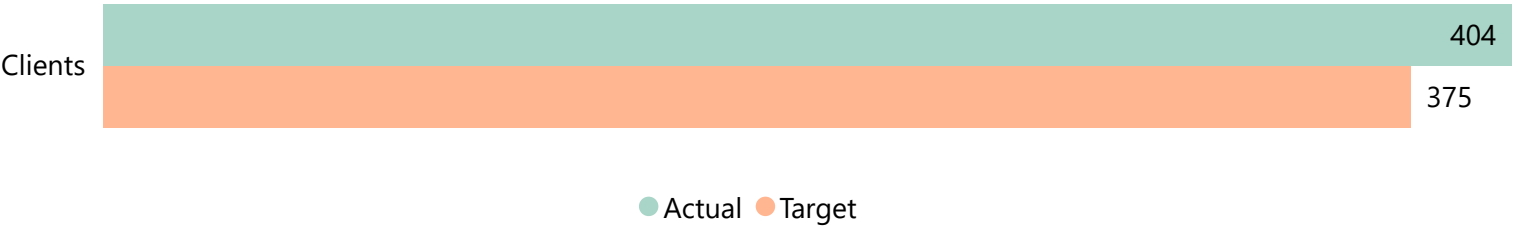
Funding

\$5,026,471

Providers

1

Service Objectives



Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actuals	Target
Stability in the Community*	Clients report that services helped maintain or improve their ability to live in the community	85	83%	90%
Service Connection*	Clients are connected with needed resources (average rate of Service Plan item completion)			70%

*Key Measurement Theme for Service Area

Note: Certain outcome data was not available for this program due to databse transitions related to new Cal-AIM Enhanced Care Management (ECM) service components.

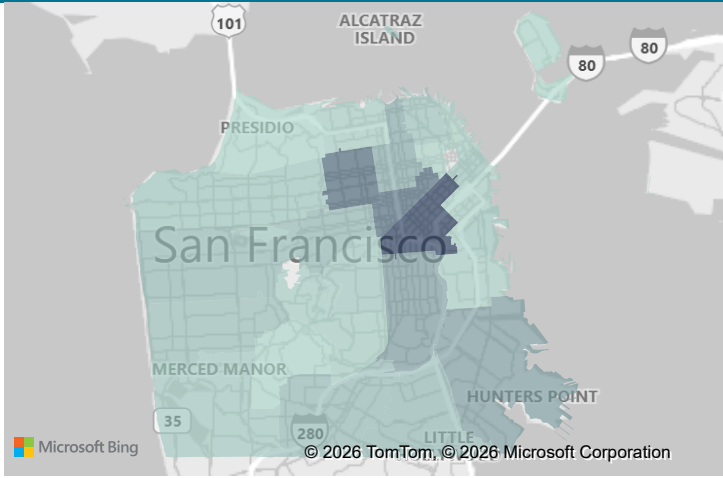
Community Living Fund

Client Profile

Service Levels

Unduplicated Clients	404
Enrollments	404

Zip Code of Residence

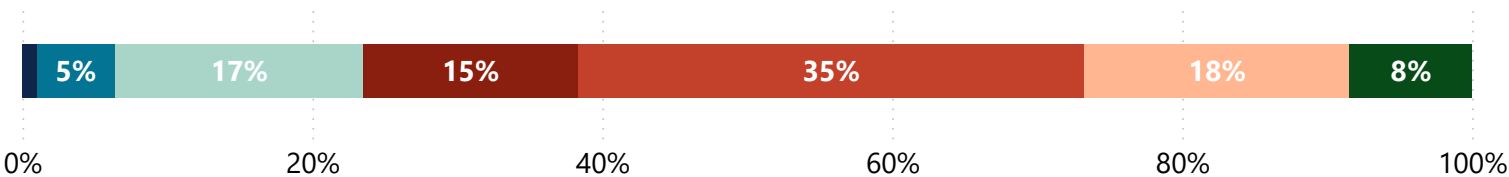


Gender Identity

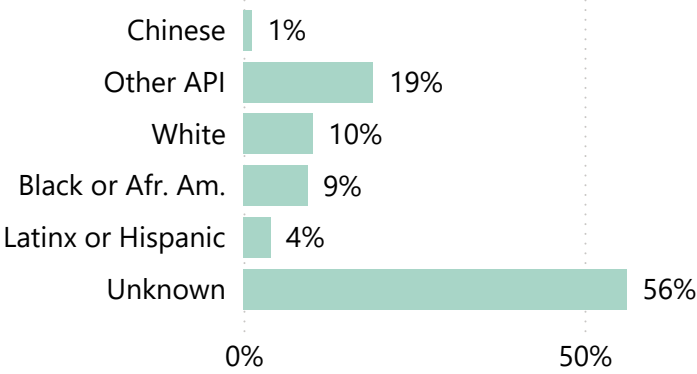
Gender	#	%
Female	181	45%
Male	219	54%
Trans Female	2	0%
Trans Male	0	0%
Addl. Groups	2	0%
Unknown	0	0%
Total	404	100%

Age

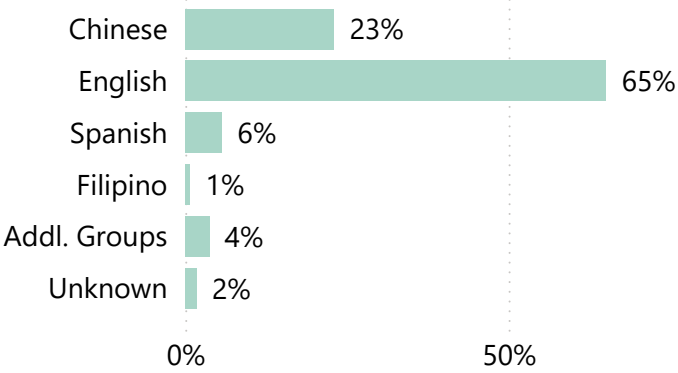
18-34 35-49 50-59 60-64 65-74 75-84 85+



Race/Ethnicity



Primary Language



Sexual Orientation

	#	%
Straight/Heterosexual	237	59%
Gay/Lesbian/Same-Gender Loving	23	6%
Bisexual	8	2%
Addl. Groups	1	0%
Unknown	135	33%
Total	404	100%

LGBTQ+ Care Navigation

LGBTQ+ Care Navigation helps LGBTQ+ older adults and adults with disabilities navigate service systems to access healthcare resources and social supports. Peer volunteers visit clients regularly to reduce isolation, also helping them overcome barriers that may inhibit accessing of needed services. Many clients have pets that represent the only consistent source of compassion and unconditional love in their lives; for those struggling to care for their animal companion, this program also provides pet care resources to maintain this important source of support.

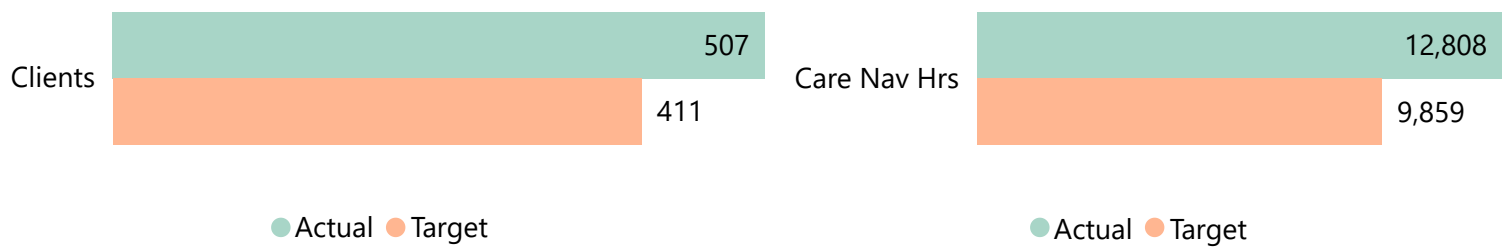
Funding

\$2,265,012

Providers

1

Service Objectives



Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Service Connection*	Clients are better able to navigate the service system due to their participation in care navigation and peer support services	21	67%	75%
Reduced Social Isolation	Clients feel less isolated through their engagement in care navigation, volunteer peer support activities, and supportive programming	26	69%	70%
Reduced Social Isolation	Clients receiving animal support services feel less isolated through their engagement in care navigation, volunteer peer support activities, and supportive programming	139	93%	70%
Quality of Life	Clients receiving animal support services are able to keep their pet	139	94%	70%
Service Quality	Peer support volunteers report their training was comprehensive and helpful to their role in program	31	89%	73%

*Key Measurement Theme for Service Area

LGBTQ+ Care Navigation

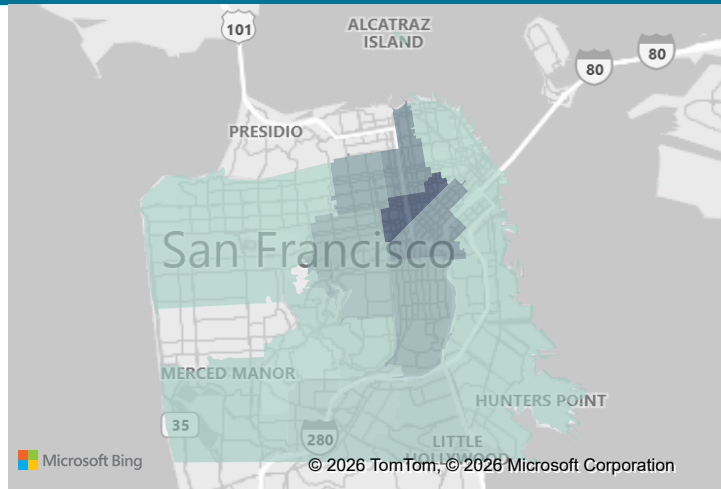
Client Profile

Service Levels

Unduplicated Clients	507
Enrollments	519

Analysis based on unduplicated clients

Zip Code of Residence

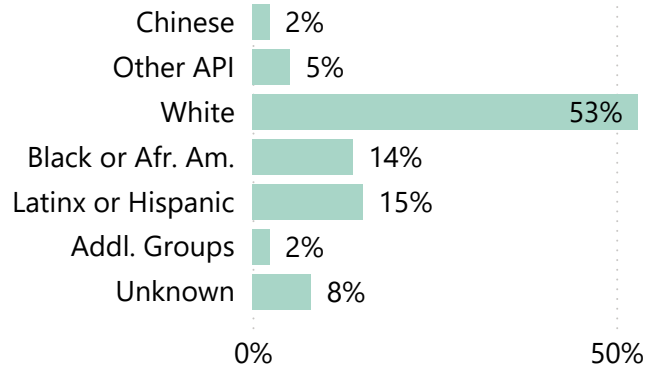


Low High

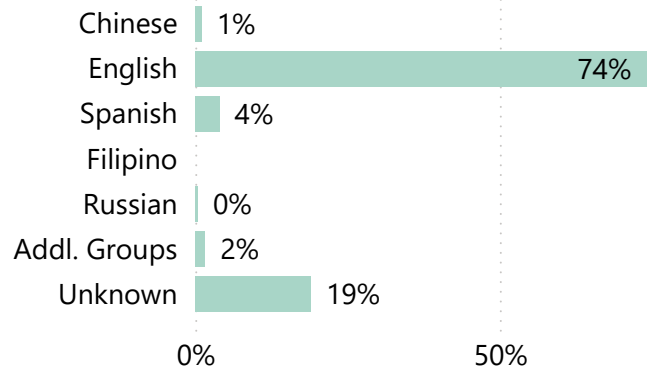
Gender Identity

	#	%
Female	136	27%
Male	293	58%
Trans Female	41	8%
Trans Male	11	2%
Addl. Groups	11	2%
Unknown	15	3%
Total	507	100%

Race/Ethnicity



Primary Language

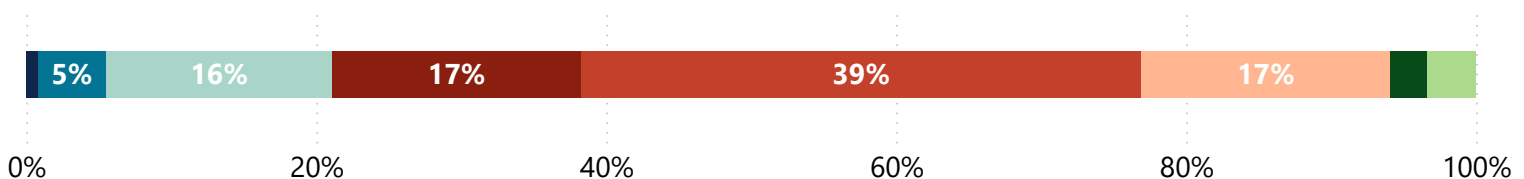


Sexual Orientation

	#	%
Straight/Heterosexual	130	26%
Gay/Lesbian/Same-Gender Loving	265	52%
Bisexual	46	9%
Addl. Groups	0	0%
Unknown	66	13%
Total	507	100%

Age

18-34 35-49 50-59 60-64 65-74 75-84 85+ Unknown



Money Management

Money Management is a voluntary program that provides assistance to consumers in the management of 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.

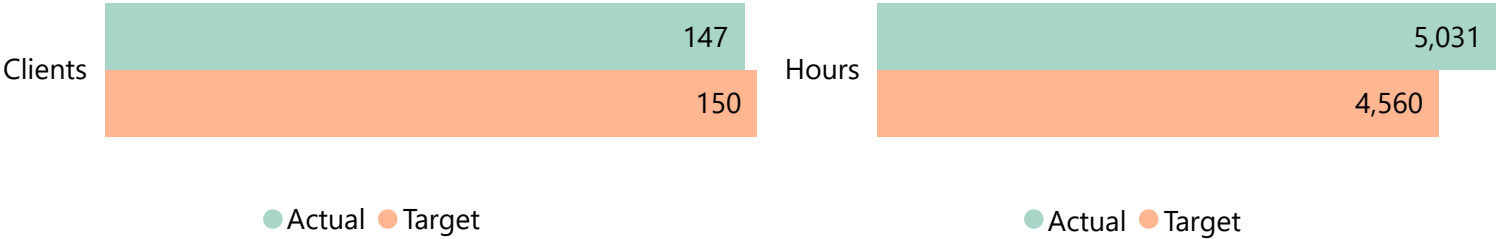
Funding

\$232,013

Providers

2

Service Objectives



Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Stability in the Community*	Clients maintain stable housing (housing retention rate)	147	98%	85%
Service Quality	Clients report receiving the services they need from the agency	98	98%	85%

*Key Measurement Theme for Service Area

Money Management

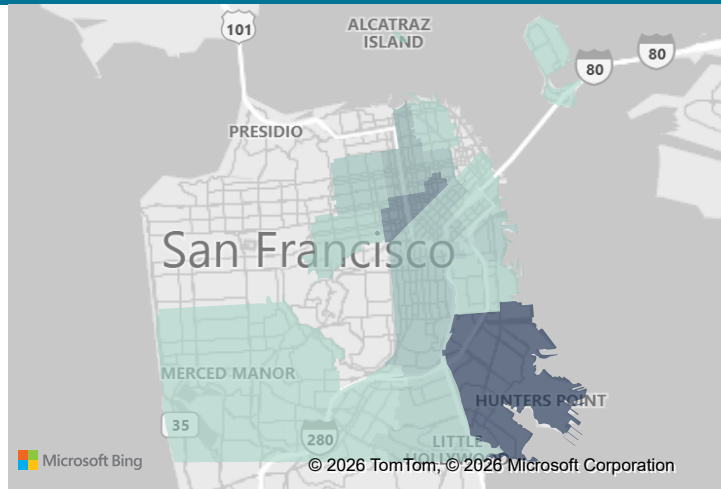
Client Profile

Service Levels

Unduplicated Clients	147
Enrollments	147

Analysis based on unduplicated clients

Zip Code of Residence

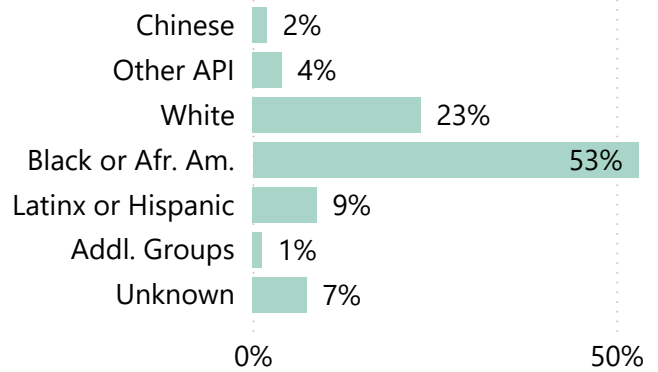


Low High

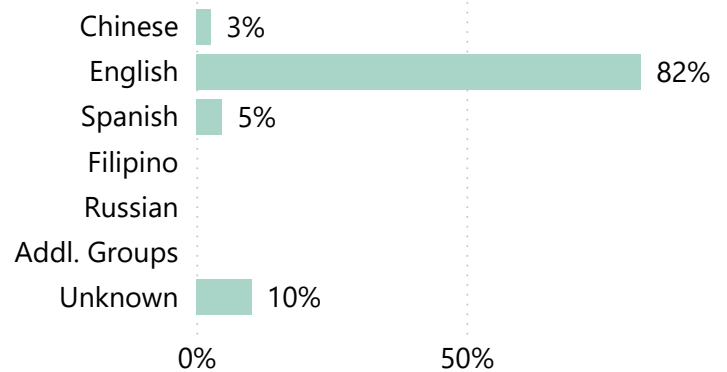
Gender Identity

	#	%
Female	43	29%
Male	97	66%
Trans Female	2	1%
Trans Male	1	1%
Addl. Groups	0	0%
Unknown	4	3%
Total	147	100%

Race/Ethnicity



Primary Language

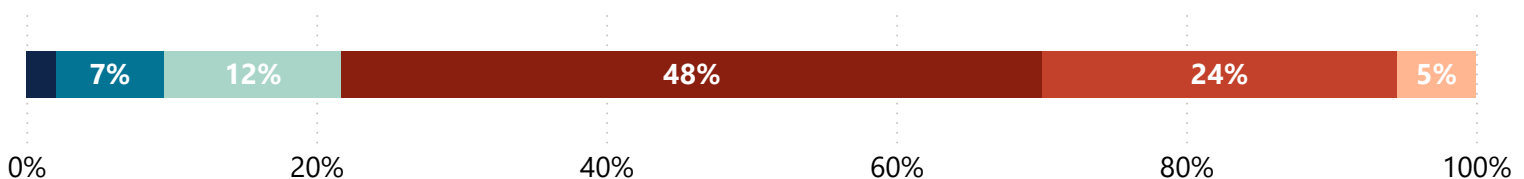


Sexual Orientation

	#	%
Straight/Heterosexual	124	84%
Gay/Lesbian/Same-Gender Loving	2	1%
Bisexual	9	6%
Addl. Groups	0	0%
Unknown	12	8%
Total	147	100%

Age

35-49 50-59 60-64 65-74 75-84 85+



Veterans Justice Court Case Management

Veterans Justice Court Case Management provides specialized case management support to veterans facing criminal charges in San Francisco’s Veterans Justice Court, helping them access social service, education, and other supports they need to lead productive and independent lives.

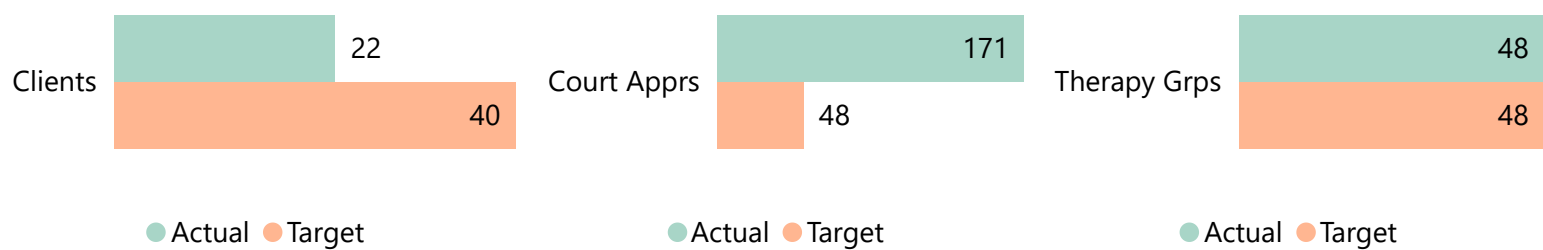
Funding

\$207,586

Providers

1

Service Objectives



Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Service Connection*	Clients are connected to support services such as medical or mental health services, employment supports, legal assistance, etc.	6	100%	85%
Stability in the Community*	Clients will complete the VJC program	4	50%	75%

*Key Measurement Theme for Service Area

Community Connection & Engagement

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

COMMUNITY CONNECTION & ENGAGEMENT SERVICES

- Adult Day Health Centers (ADHCs)
- Community Connector
- Community Service Centers
- Creative Arts for Older Adults and Adults with Disabilities
- Employment Support
- Intergenerational Programs
- LGBTQ+ Community Services in ADHCs
- LGBTQ+ Mental Health Connections
- Neighborhood-Based Programs
- Senior Companion
- Senior Ex-Offender Program
- SF Connected
- Technology at Home
- Transgender and Gender Non-Conforming (TGNC) Supports
- Veterans Drop-In Center
- Village Programs
- Volunteer Visitors

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:** Client 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 2024-25 HIGHLIGHTS

- We served over 31,100 clients* across 41,700 enrollments in Community Connection & Engagement services. DAS allocated about \$22.7 million in this area.
- Our SF Connected program collaborated with the SF Tech Council to launch a pilot program focused on helping older adults and people with disabilities confidently use online health tools, especially MyChart. The new program, called the Patient Portal Training Model, uses an adapted platform and a tailored digital navigator approach to offer accessible and inclusive training. SF Connected developed curriculum and recruited participants for the pilot.
- Our Intergenerational Programs facilitated new connections between older adults and individuals belonging to other generations. At the Bayview Hunters Point Multipurpose Senior Center, this program served more than twice the target number of clients, offering gardening and creative arts programming to foster social engagement across generations.

- We supported positive outcomes with respect to engagement and socialization: 95% of surveyed clients across Community Connection & Engagement services reported positive social outcomes such as having increased opportunities for socialization, friendships, and feeling a greater sense of social connection and community.
- We connected veterans with services and socially supportive activities, serving about 440 clients through our Veteran's Drop-In Center. Nearly 95% reported feeling more connected to their community and developing new knowledge of available resources due to participation in the program.

Total Enrollments	Total Unduplicated Clients*	Total Funding
41,724	31,159	\$22,731,926

** Does not include services for which client-level data is not captured in DAS GetCare (Adult Day Health Centers and Senior Companion)*

Community Connector

Community Connector services provide diffuse, 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 those neighborhoods not already being served by a Community Service Center.

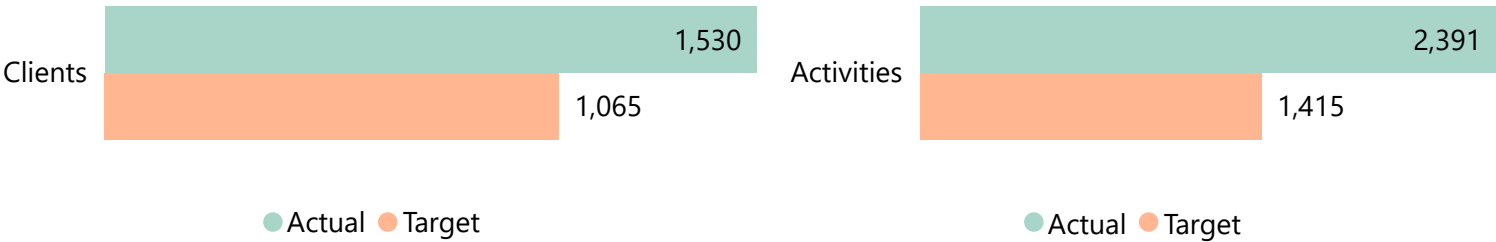
Funding

\$994,730

Providers

1

Service Objectives



Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Engagement & Socialization*	Clients feel more connected to their community	451	100%	75%
Stability in the Community	Clients report that services helped improve or maintain their independence and ability to live at home	451	84%	75%
Physical Fitness & Health	Clients report that services helped improve or maintain their health	451	99%	75%
Service Quality	Clients rate the quality of services as excellent or good	451	98%	85%

*Key Measurement Theme for Service Area

Community Connector

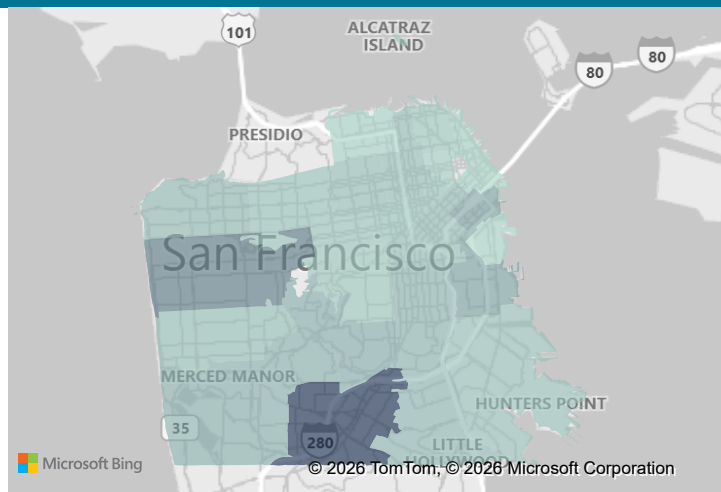
Client Profile

Service Levels

Unduplicated Clients	1,530
Enrollments	1,566

Analysis based on unduplicated clients

Zip Code of Residence

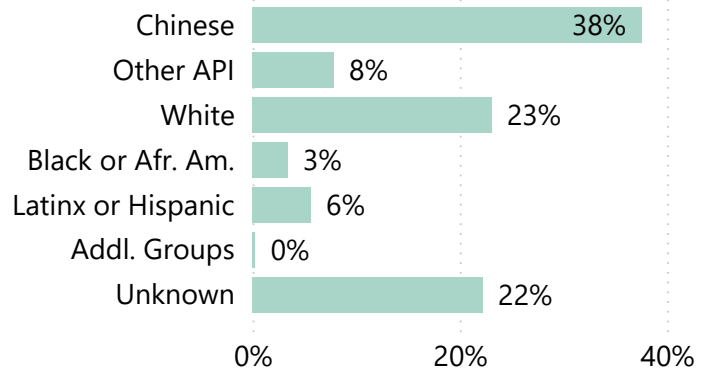


Low High

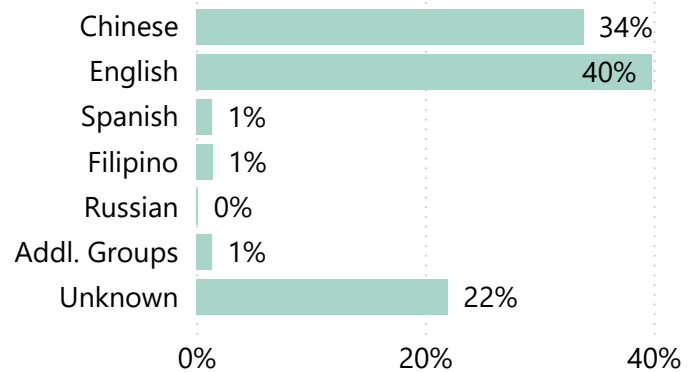
Gender Identity

	#	%
Female	1,120	73%
Male	314	21%
Trans Female	0	0%
Trans Male	0	0%
Addl. Groups	5	0%
Unknown	91	6%
Total	1,530	100%

Race/Ethnicity



Primary Language

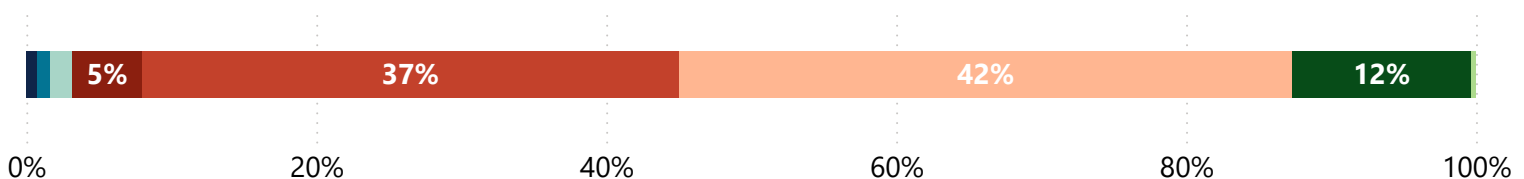


Sexual Orientation

	#	%
Straight/Heterosexual	1,016	66%
Gay/Lesbian/Same-Gender Loving	46	3%
Bisexual	32	2%
Addl. Groups	1	0%
Unknown	435	28%
Total	1,530	100%

Age

18-34 35-49 50-59 60-64 65-74 75-84 85+ Unknown



Community Service Centers

Community Service Centers provide a wealth of social activities and other programs to promote engagement and inclusion in the community. Across more than 40 service sites scattered throughout the City, participants are invited to join in programs like tai chi, painting, computer access and literacy, English as a Second Language classes, exercise classes, and many other events to participate meaningfully in their communities.

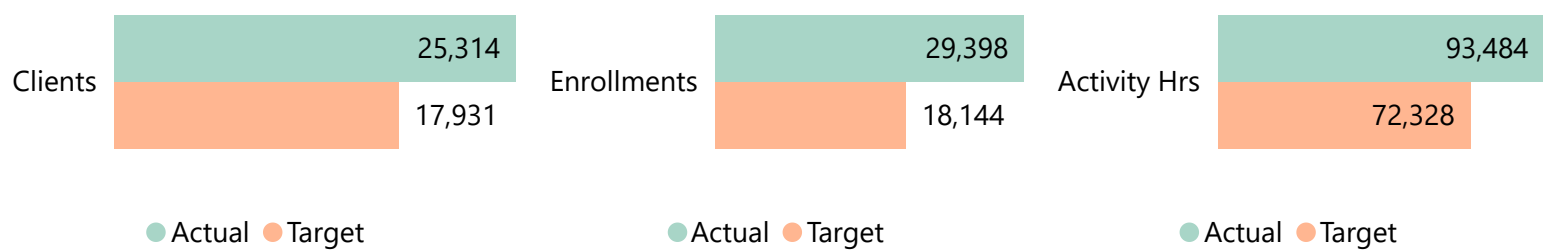
Funding

\$12,995,002

Providers

22

Service Objectives



Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Engagement & Socialization*	Clients report that services provide increased opportunities for socialization and interacting with others	8,042	98%	80%
Service Connection*	Clients report that they received the support they need (e.g., services, activities)	8,079	99%	80%
Physical Fitness & Health	Clients participating in physical activity programming report positive health impacts	7,545	99%	80%
Quality of Life	Clients who participate in social services, receive translation assistance, or participate in education program report that services help to improve their lives	7,900	99%	80%

*Key Measurement Theme for Service Area

Community Service Centers

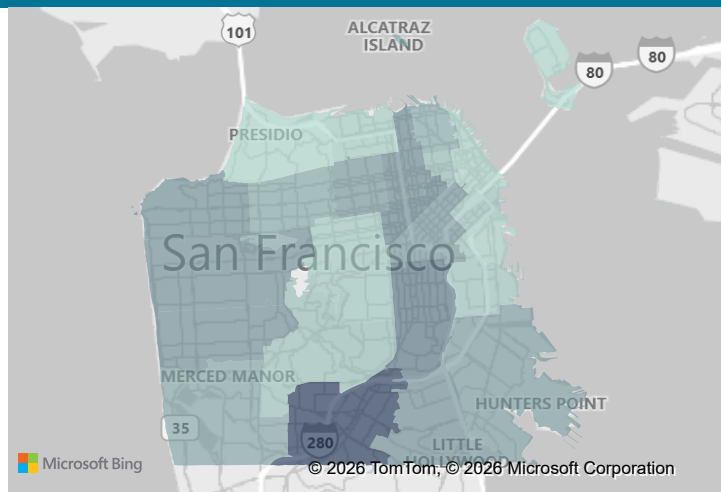
Client Profile

Service Levels

Unduplicated Clients	25,314
Enrollments	29,398

Analysis based on unduplicated clients

Zip Code of Residence

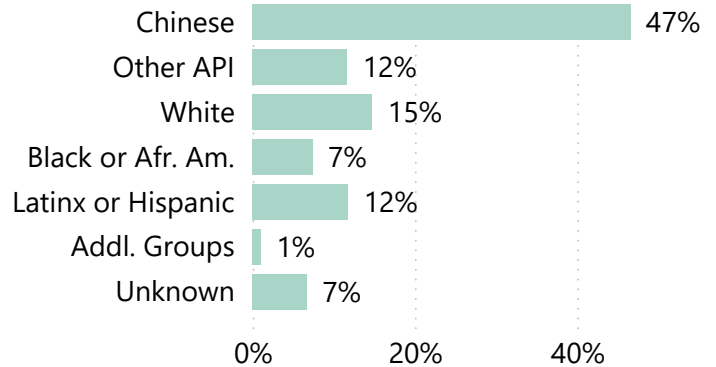


Low High

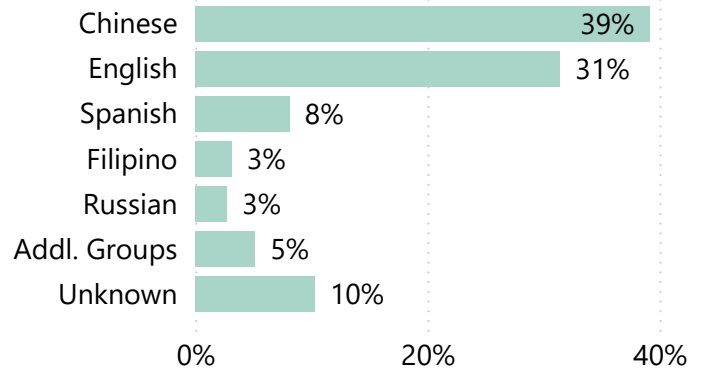
Gender Identity

	#	%
Female	15,680	62%
Male	9,179	36%
Trans Female	66	0%
Trans Male	15	0%
Addl. Groups	38	0%
Unknown	336	1%
Total	25,314	100%

Race/Ethnicity



Primary Language



Sexual Orientation

	#	%
Straight/Heterosexual	21,844	86%
Gay/Lesbian/Same-Gender Loving	726	3%
Bisexual	678	3%
Addl. Groups	41	0%
Unknown	2,025	8%
Total	25,314	100%

Age

18-34 35-49 50-59 60-64 65-74 75-84 85+ Unknown



Creative Arts for Older Adults and Adults with Disabilities

Creative Arts services include visual arts, music, and other arts programming designed to create opportunities for social connection, expression and exploration of ideas, and a sense of belonging.

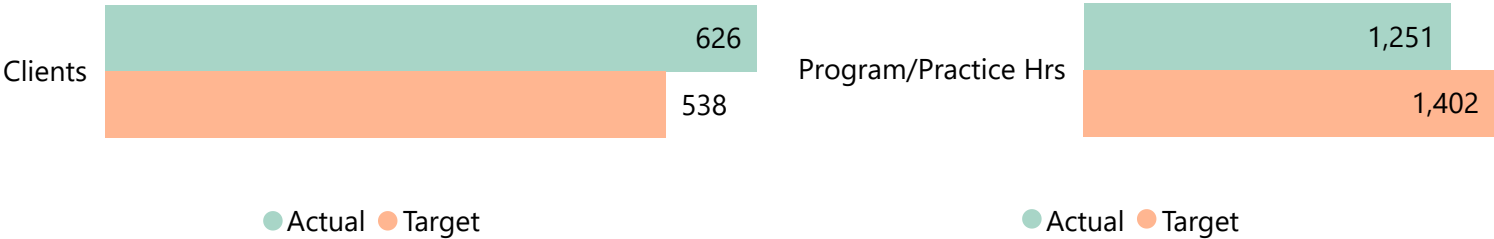
Funding

\$557,294

Providers

3

Service Objectives



Outcome Objectives

Service	Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Creative Arts for Older Adults and Adults with Disabilities	Engagement & Socialization*	Clients feel more connected to their community due to participation in the program	31	97%	85%
Creative Arts for Older Adults and Adults with Disabilities	Engagement & Socialization*	Clients report increased opportunities for socialization and interaction due to participation in program	31	100%	85%
Neighborhood Choirs	Engagement & Socialization*	Clients feel more connected to their community due to participation in the program	197	98%	90%
Neighborhood Choirs	Engagement & Socialization*	Clients report increased opportunities for socialization and interaction due to participation in program	197	98%	90%

*Key Measurement Theme for Service Area

Creative Arts for Older Adults and Adults with Disabilities

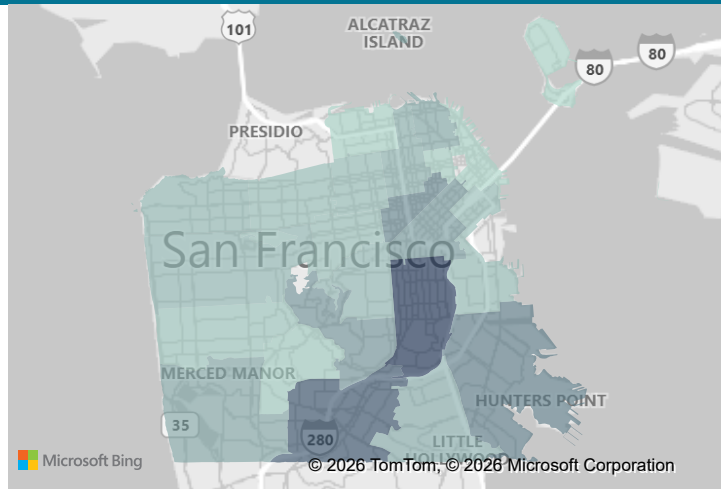
Client Profile

Service Levels

Unduplicated Clients	626
Enrollments	700

Analysis based on unduplicated clients

Zip Code of Residence

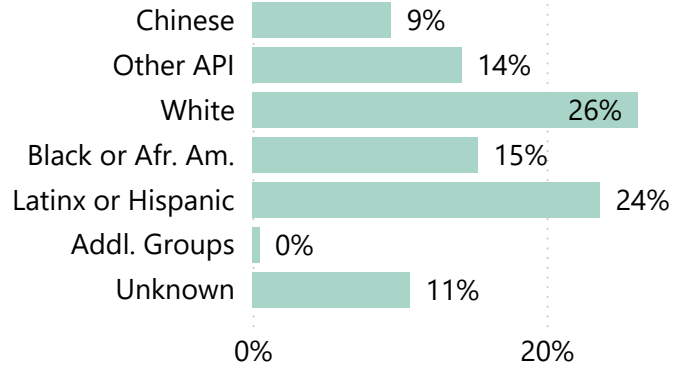


Low High

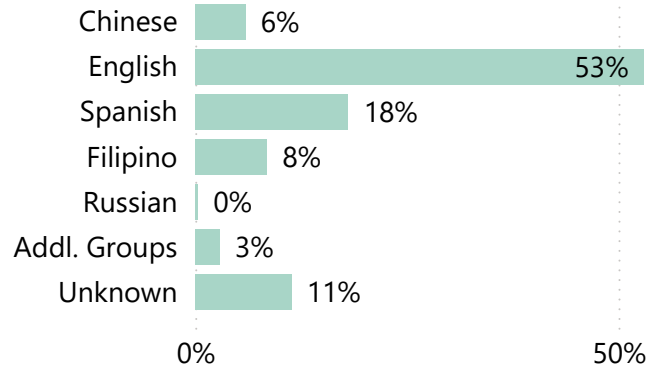
Gender Identity

	#	%
Female	476	76%
Male	117	19%
Trans Female	4	1%
Trans Male	0	0%
Addl. Groups	3	0%
Unknown	26	4%
Total	626	100%

Race/Ethnicity



Primary Language



Sexual Orientation

	#	%
Straight/Heterosexual	479	77%
Gay/Lesbian/Same-Gender Loving	44	7%
Bisexual	23	4%
Addl. Groups	0	0%
Unknown	80	13%
Total	626	100%

Age

18-34 35-49 50-59 60-64 65-74 75-84 85+ Unknown



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.

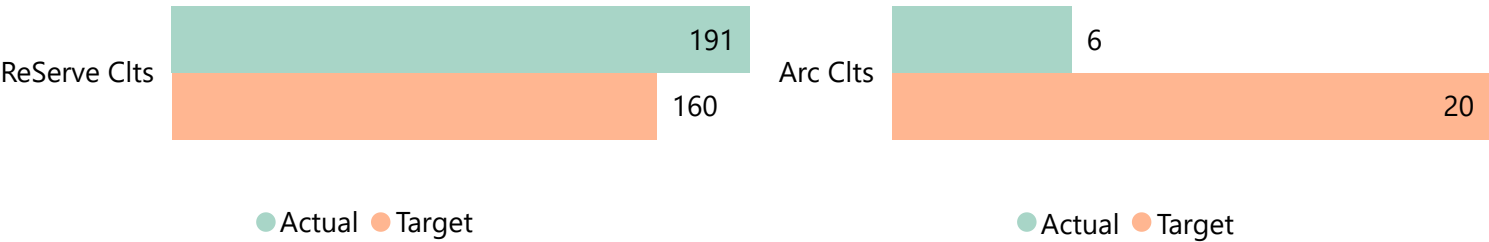
Funding

\$1,086,411

Providers

2

Service Objectives



Outcome Objectives

Service	Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
ReServe	Empowerment*	Clients placed in employment setting report that this experience helped them meet their goals for enrolling in the program	30	90%	80%
ReServe	Empowerment*	Clients report services help mitigate or remove barriers to employment	30	90%	80%
ReServe	Empowerment*	ReServe employers indicate they would consider hiring more older people and adults with disabilities based on experience with this program	5	80%	50%
Employment Support	Empowerment*	Clients maintain continued employment for at least eight months	6	100%	80%

*Key Measurement Theme for Service Area

Note: Serving fewer Arc Clients than contracted is a result of low availability of job placements.

Employment Support

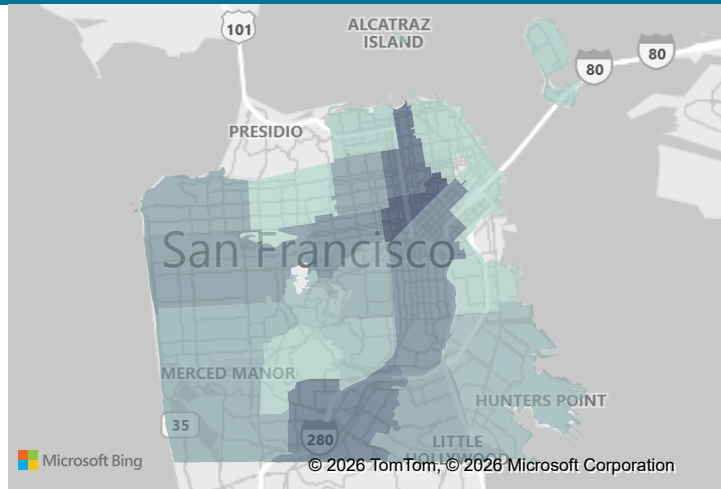
Client Profile

Service Levels

Unduplicated Clients	271
Enrollments	271

Analysis based on unduplicated clients

Zip Code of Residence

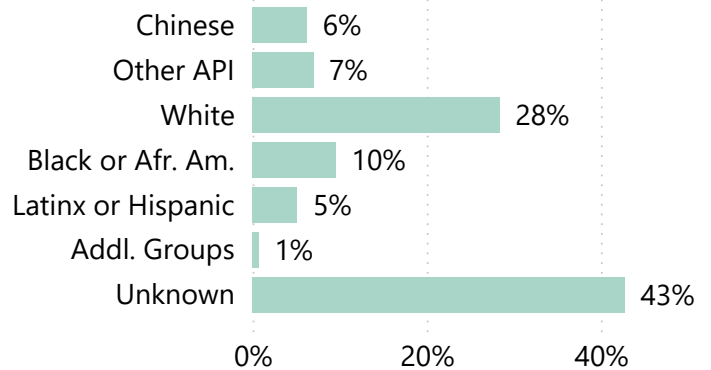


Low High

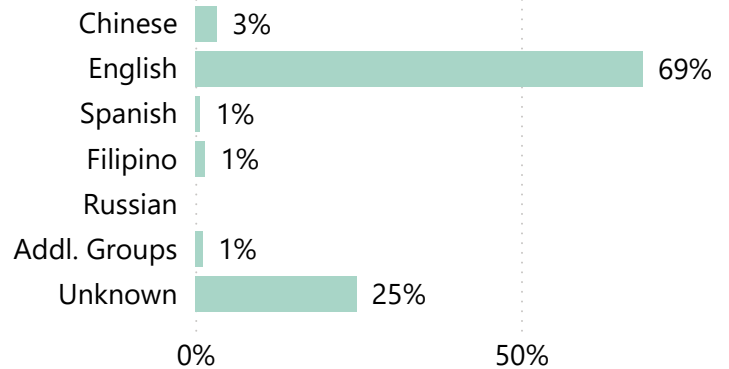
Gender Identity

	#	%
Female	112	41%
Male	91	34%
Trans Female	0	0%
Trans Male	1	0%
Addl. Groups	1	0%
Unknown	66	24%
Total	271	100%

Race/Ethnicity



Primary Language



Sexual Orientation

	#	%
Straight/Heterosexual	115	42%
Gay/Lesbian/Same-Gender Loving	19	7%
Bisexual	13	5%
Addl. Groups	2	1%
Unknown	122	45%
Total	271	100%

Age

18-34 35-49 50-59 60-64 65-74 75-84 85+ Unknown



Intergenerational Programs

Intergenerational Programs facilitate social engagement and exchange between older adults or adults with disabilities and individuals belonging to other generations.

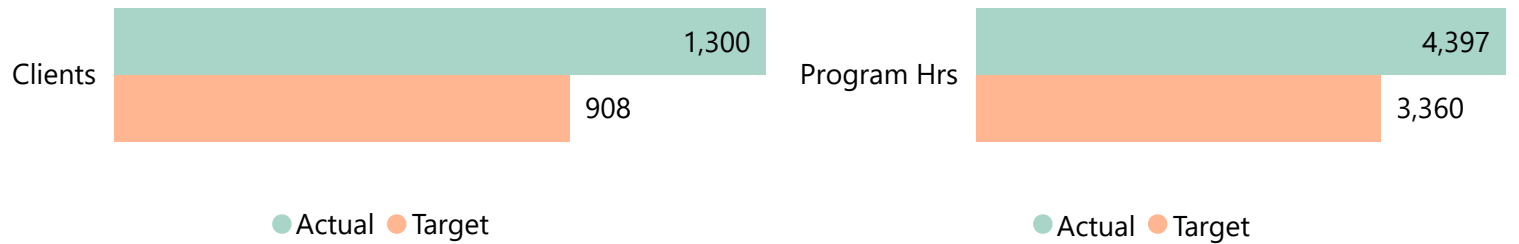
Funding

\$964,868

Providers

7

Service Objectives



Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Engagement & Socialization*	Clients develop new relationships or friendships	598	98%	80%
Engagement & Socialization*	Clients feel a greater sense of social connection	592	97%	80%
Engagement & Socialization*	Clients feel like valued community members due to opportunity to share their knowledge, skills, stories, etc., through this program	598	97%	80%
Service Quality	Clients rate the quality of services as excellent or good	602	97%	80%

*Key Measurement Theme for Service Area

Intergenerational Programs

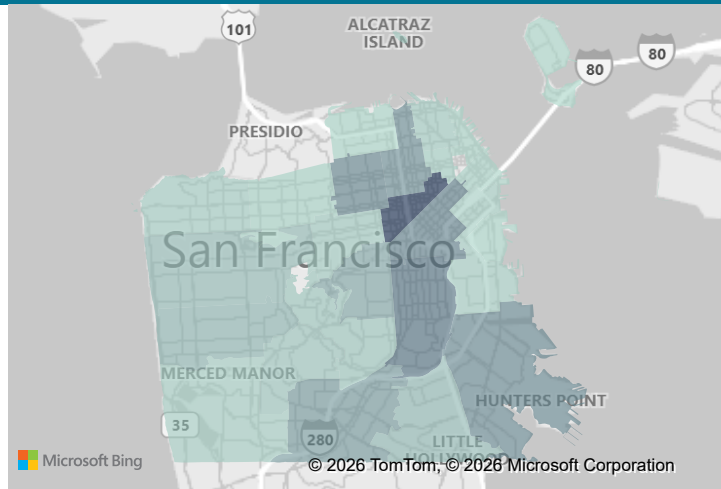
Client Profile

Service Levels

Unduplicated Clients	1,489
Enrollments	1,500

Analysis based on unduplicated clients

Zip Code of Residence

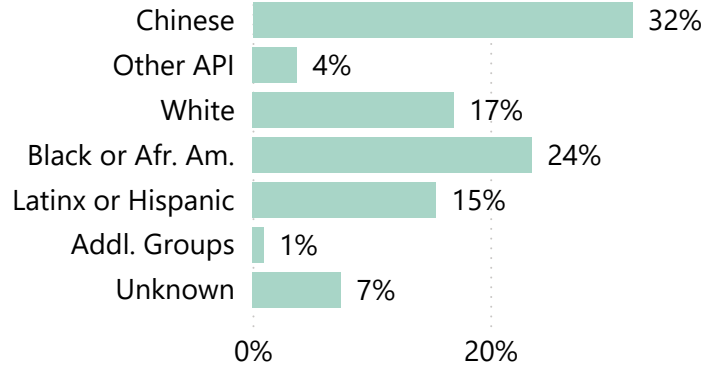


Low High

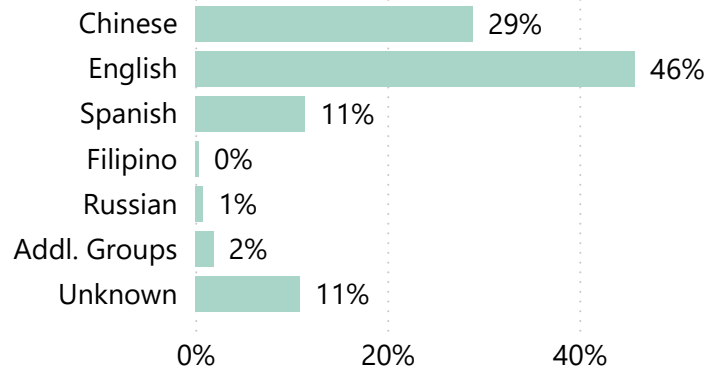
Gender Identity

	#	%
Female	927	62%
Male	507	34%
Trans Female	12	1%
Trans Male	4	0%
Addl. Groups	6	0%
Unknown	33	2%
Total	1,489	100%

Race/Ethnicity



Primary Language

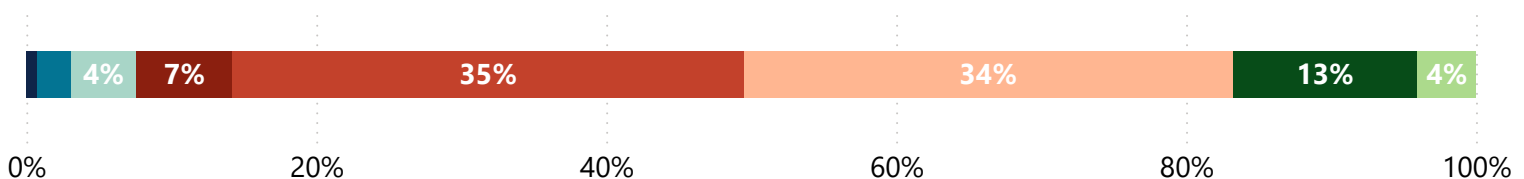


Sexual Orientation

	#	%
Straight/Heterosexual	1,116	75%
Gay/Lesbian/Same-Gender Loving	137	9%
Bisexual	47	3%
Addl. Groups	5	0%
Unknown	184	12%
Total	1,489	100%

Age

● 18-34 ● 35-49 ● 50-59 ● 60-64 ● 65-74 ● 75-84 ● 85+ ● Unknown



LGBTQ+ Mental Health Connections

The LGBTQ+ Mental Health Connections program connects older adults and adults with disabilities to culturally competent mental health services. The program engages licensed health providers through recruitment, training, and stipend support. The program also offers clients with technology support to help them access telehealth services, including tech training and even provision of digital devices. This program was launched in response to community research demonstrating the severe impact of the COVID-19 pandemic on the mental health and wellbeing of LGBTQ+ older adults.

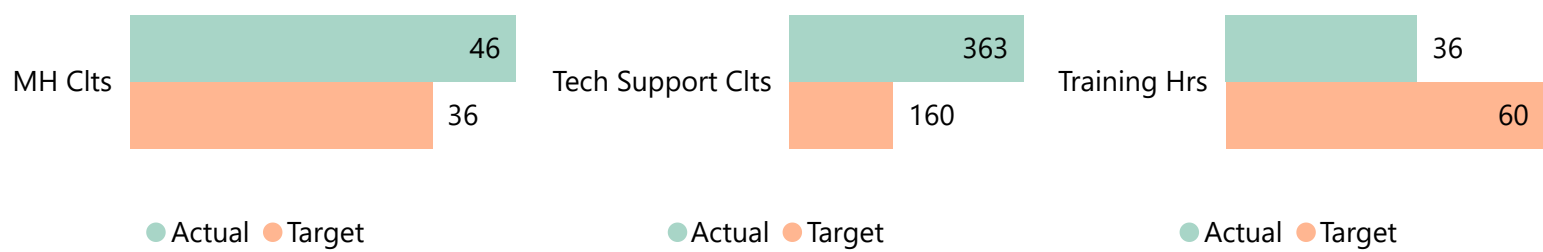
Funding

\$473,786

Providers

1

Service Objectives



Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Service Connection*	Clients accessed health services with a device they received through the program	5	100%	75%
Service Connection*	Clients accessed ongoing mental health services through their insurance with help from a mental health advocate	6	67%	50%
Service Connection*	Clients were connected to therapy services by a mental health navigator	8	88%	75%
Quality of Life	Clients report improved mental health due to participation in group/individual therapy	11	100%	75%
Service Quality	Clients rate the quality of digital literacy training as excellent or good	5	100%	75%

*Key Measurement Theme for Service Area

LGBTQ+ Mental Health Connections

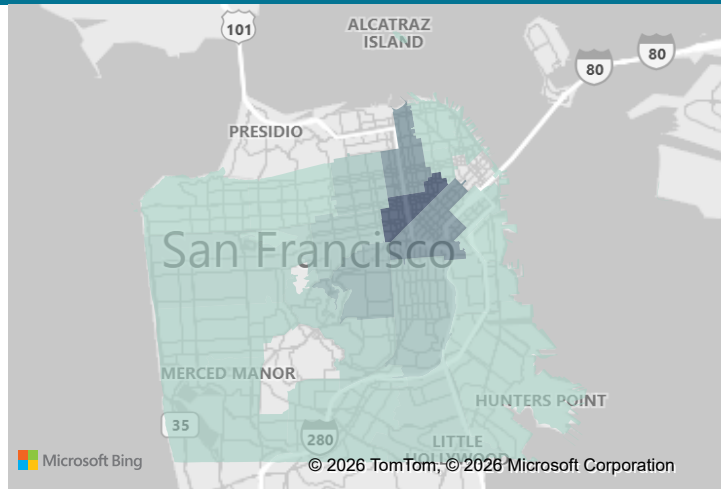
Client Profile

Service Levels

Unduplicated Clients	314
Enrollments	314

Analysis based on unduplicated clients

Zip Code of Residence

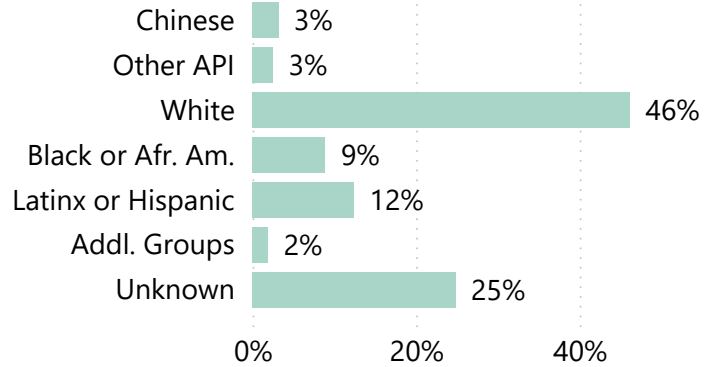


Low High

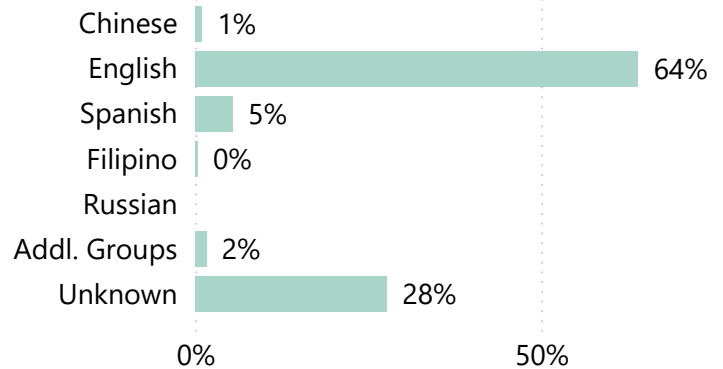
Gender Identity

	#	%
Female	62	20%
Male	154	49%
Trans Female	22	7%
Trans Male	1	0%
Addl. Groups	4	1%
Unknown	71	23%
Total	314	100%

Race/Ethnicity



Primary Language

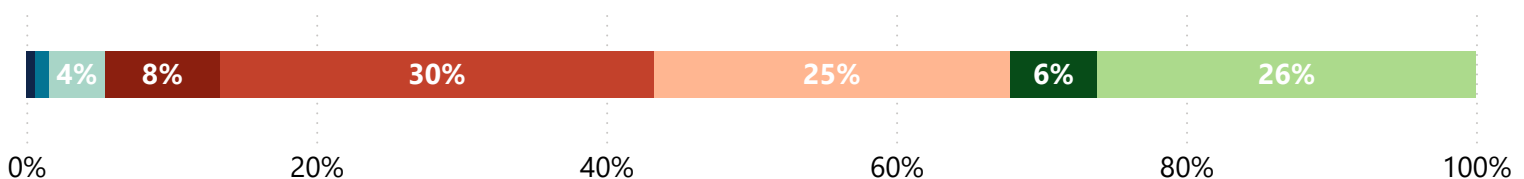


Sexual Orientation

	#	%
Straight/Heterosexual	53	17%
Gay/Lesbian/Same-Gender Loving	136	43%
Bisexual	29	9%
Addl. Groups	5	2%
Unknown	91	29%
Total	314	100%

Age

● 18-34 ● 35-49 ● 50-59 ● 60-64 ● 65-74 ● 75-84 ● 85+ ● Unknown



Neighborhood-Based Programs

Neighborhood-Based Programs are designed to engage older adults and adults with disabilities in underserved neighborhoods or districts. These programs use diverse approaches in delivering services and activities to help increase awareness of services, foster empowerment, support engagement and socialization, and reduce social isolation. Programs vary by neighborhoods and can include activities like interactive arts, field trips, reading groups, cooking classes, housing-based supports, and many more.

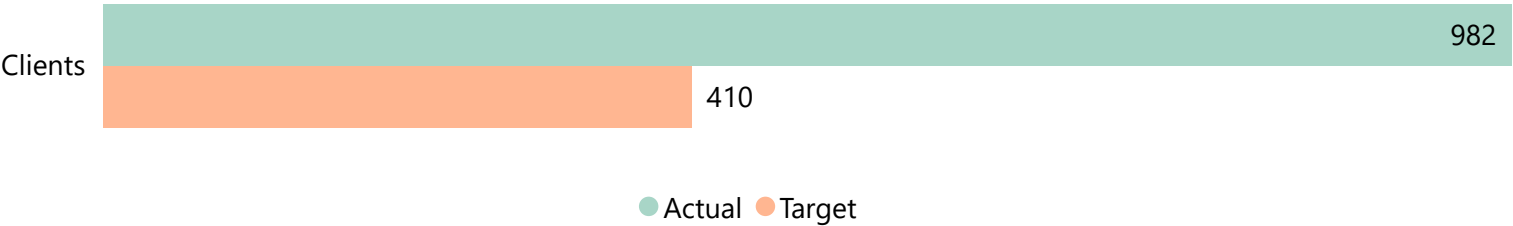
Funding

\$565,754

Providers

4

Service Objectives



Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actuals	Target
Education & Awareness of Services*	Clients develop new knowledge of services available to older people and adults with disabilities	91	100%	81%
Engagement & Socialization*	Clients feel more socially engaged in their neighborhood and/or community due to participation in the program	93	99%	80%
Engagement & Socialization*	Clients feel they have more opportunities to contribute meaningfully to their neighborhood and/or community	90	99%	81%
Physical Fitness & Health	Clients feel healthier due to their participation in physical activities available through the program	74	100%	80%
Service Quality	Clients rate the quality of services as excellent or good	93	100%	80%

*Key Measurement Theme for Service Area

Neighborhood-Based Programs

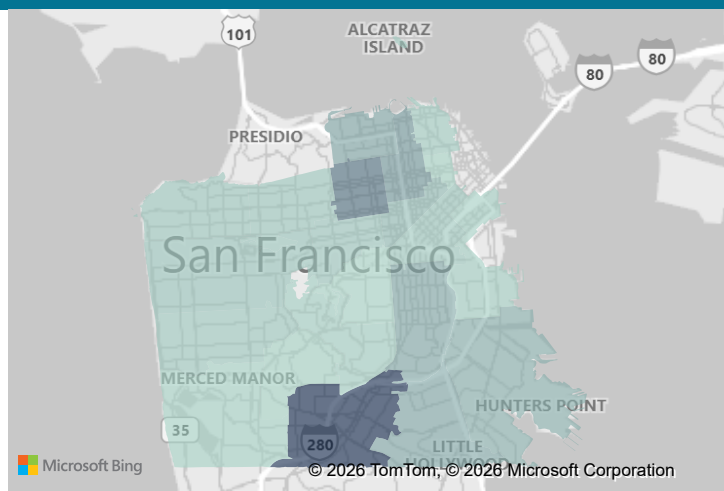
Client Profile

Service Levels

Unduplicated Clients	982
Enrollments	990

Analysis based on unduplicated clients

Zip Code of Residence

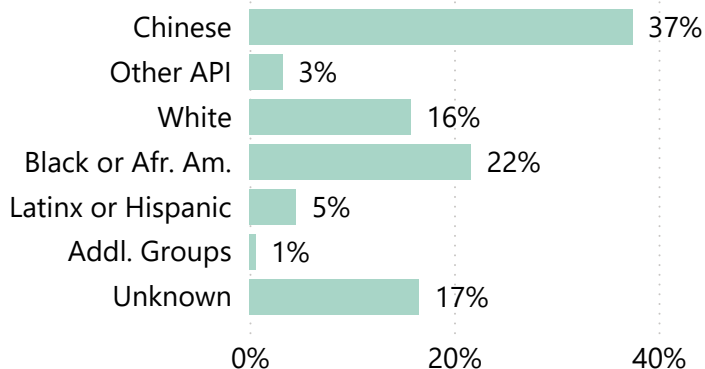


Low High

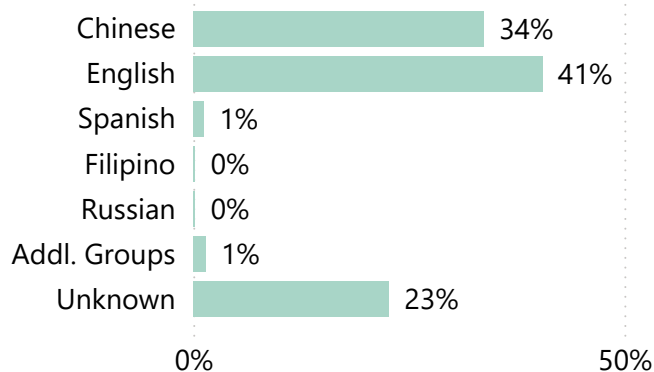
Gender Identity

	#	%
Female	650	66%
Male	224	23%
Trans Female	2	0%
Trans Male	1	0%
Addl. Groups	1	0%
Unknown	104	11%
Total	982	100%

Race/Ethnicity



Primary Language



Sexual Orientation

	#	%
Straight/Heterosexual	724	74%
Gay/Lesbian/Same-Gender Loving	24	2%
Bisexual	17	2%
Addl. Groups	1	0%
Unknown	216	22%
Total	982	100%

Age

18-34 35-49 50-59 60-64 65-74 75-84 85+ Unknown



Senior Companion

Senior Companion services provide low-to-moderate income older adults with the opportunity to volunteer at local community organizations. In addition to providing a small stipend, this program enhances participants’ feelings of self-worth and connection with the community. The organizations where these volunteers are placed benefit from their expanded capacity to deliver needed services.

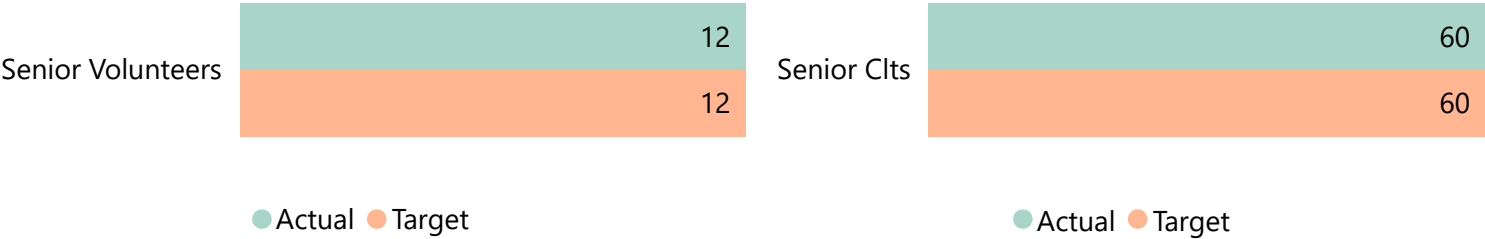
Funding

\$135,098

Providers

1

Service Objectives



Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Engagement & Socialization*	Senior Volunteers feel they are providing a meaningful service to the community	10	90%	75%
Service Quality	Senior Volunteers feel engaged in their volunteer assignment	10	100%	75%

*Key Measurement Theme for Service Area

SF Connected

Located at sites throughout the city, including many DAS-funded Community Service Centers, the SF Connected program 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. The program's goal is to address barriers to social connection and provide technology tools to help individuals overcome isolation and access resources for healthy aging.

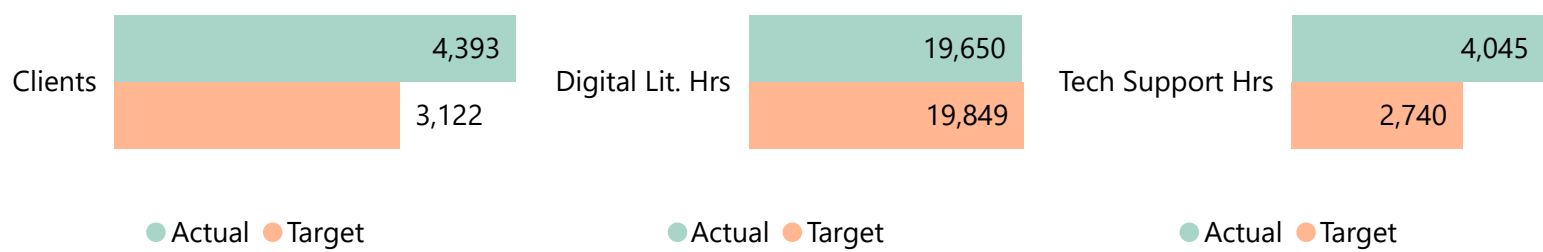
Funding

\$2,153,652

Providers

7

Service Objectives



Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Engagement & Socialization*	Clients connect with relatives and friends through email and social media using skills learned from program	1,175	97%	75%
Empowerment*	Participants improve their self-sufficiency by accessing digital services they learned through the program (e.g., housing, online maps, banking, and shopping)	1,180	97%	75%
Empowerment*	Clients keep up to date with changing technology through the program	1,184	97%	75%
Physical Fitness & Health	Clients enhance their health and wellbeing by using learned skills to search online for programs and services	1,181	96%	75%

*Key Measurement Theme for Service Area

SF Connected

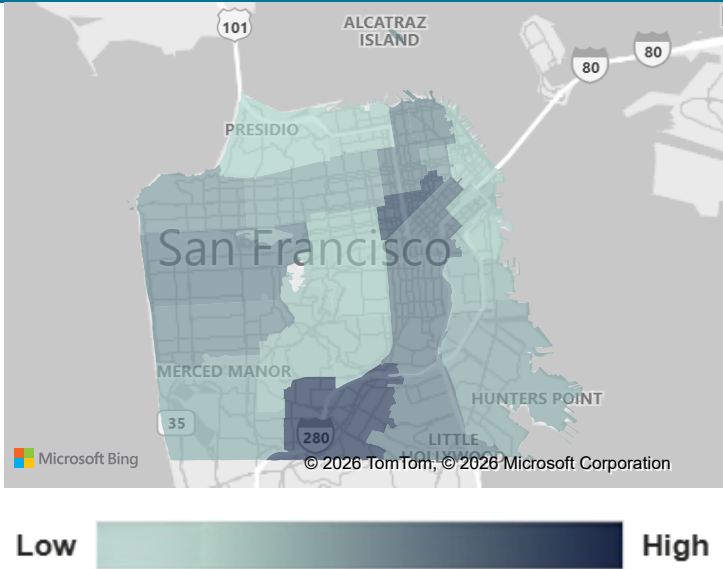
Client Profile

Service Levels

Unduplicated Clients	4,393
Enrollments	4,780

Analysis based on unduplicated clients

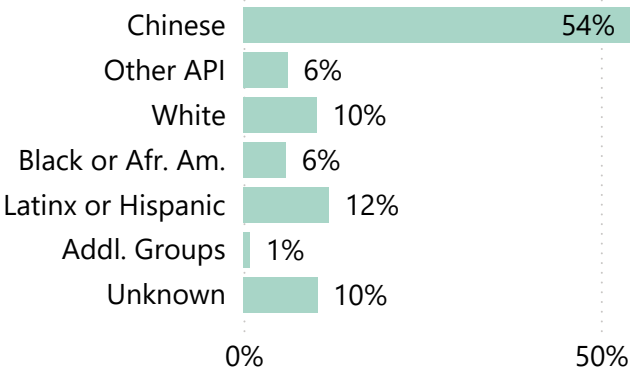
Zip Code of Residence



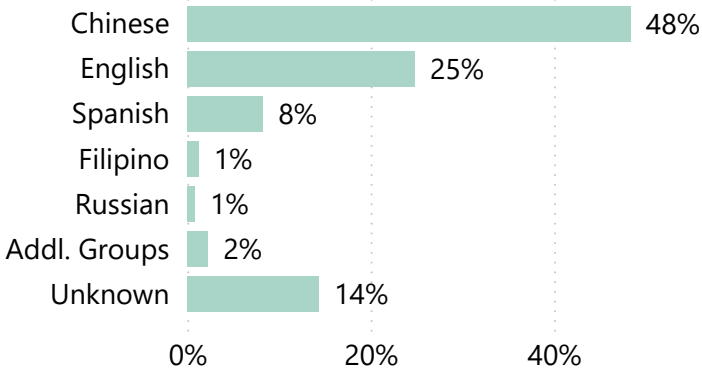
Gender Identity

	#	%
Female	2,757	63%
Male	1,366	31%
Trans Female	14	0%
Trans Male	3	0%
Addl. Groups	7	0%
Unknown	246	6%
Total	4,393	100%

Race/Ethnicity



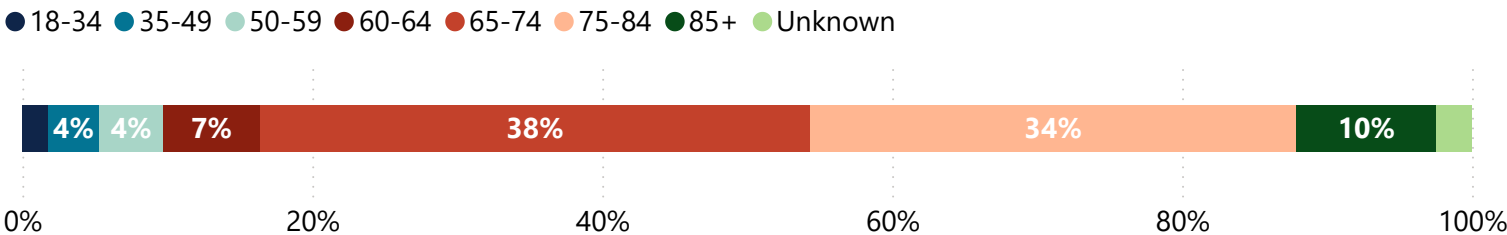
Primary Language



Sexual Orientation

	#	%
Straight/Heterosexual	3,466	79%
Gay/Lesbian/Same-Gender Loving	120	3%
Bisexual	118	3%
Addl. Groups	7	0%
Unknown	682	16%
Total	4,393	100%

Age



Technology at Home

Technology at Home 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 clients’ self-sufficiency and social engagement.

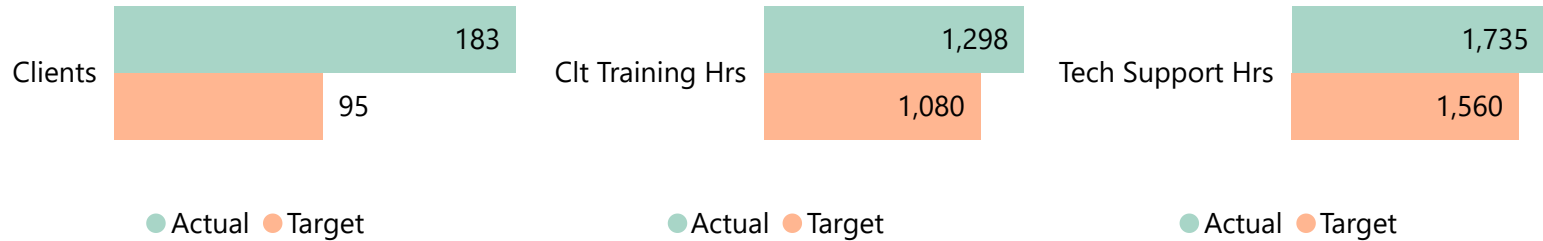
Funding

\$453,921

Providers

1

Service Objectives



Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Empowerment*	Clients report increase in self-sufficient use of technology	99	98%	65%
Empowerment*	Clients report increased self-efficacy in managing their health	99	98%	65%
Service Quality	Clients rate the quality of services as excellent or good	99	97%	85%

*Key Measurement Theme for Service Area

Technology at Home

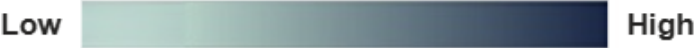
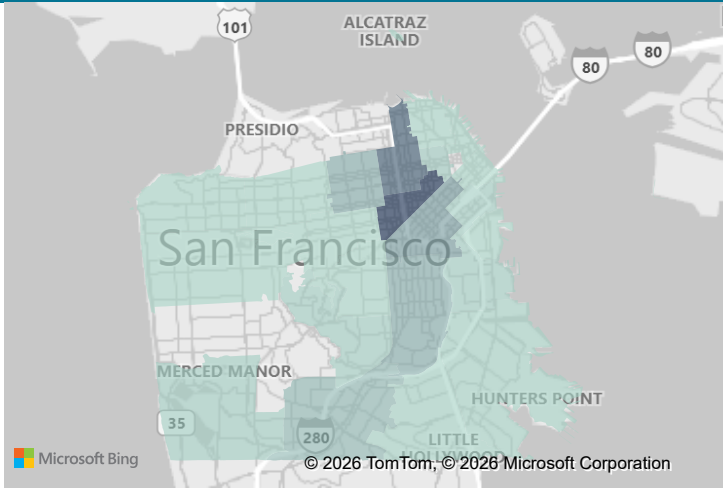
Client Profile

Service Levels

Unduplicated Clients	183
Enrollments	183

Analysis based on unduplicated clients

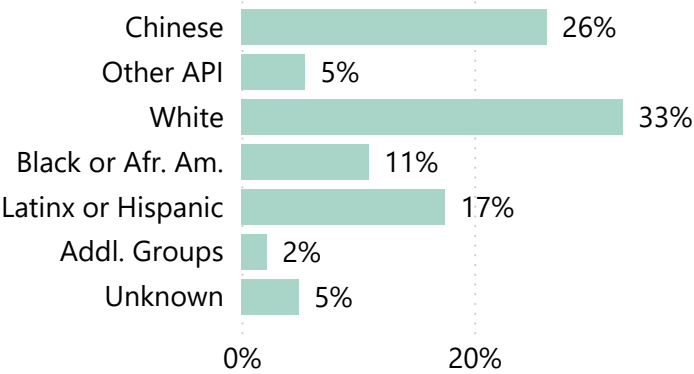
Zip Code of Residence



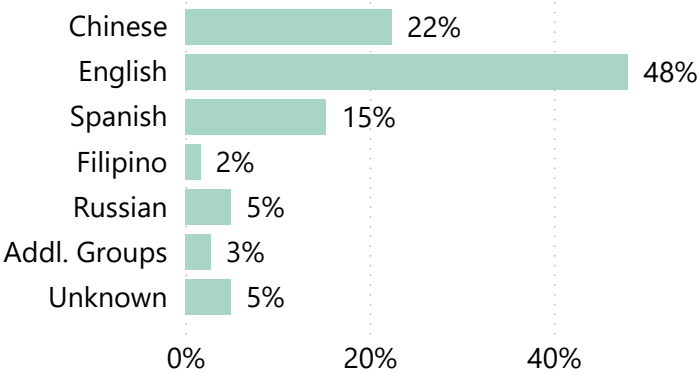
Gender Identity

	#	%
Female	107	58%
Male	68	37%
Trans Female	3	2%
Trans Male	0	0%
Addl. Groups	0	0%
Unknown	5	3%
Total	183	100%

Race/Ethnicity



Primary Language



Sexual Orientation

	#	%
Straight/Heterosexual	136	74%
Gay/Lesbian/Same-Gender Loving	26	14%
Bisexual	11	6%
Addl. Groups	0	0%
Unknown	10	5%
Total	183	100%

Age

35-49 50-59 60-64 65-74 75-84 85+ Unknown



Transgender and Gender Non-Conforming (TGNC) Supports

Transgender and Gender Nonconforming (TGNC) Supports provides programming and social services in a supportive and gender affirming environment. Activities focus on creating social connections, building community, and addressing unmet social service needs for TGNC older adults and adults with disabilities living in San Francisco.

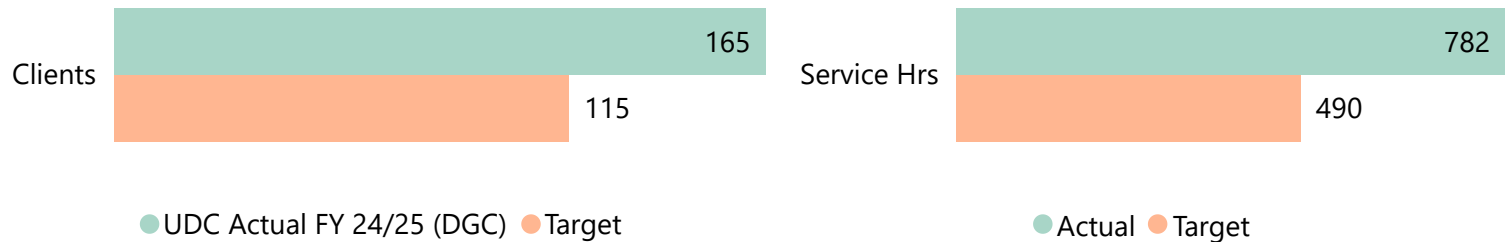
Funding

\$351,736

Providers

2

Service Objectives



Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Education & Awareness of Services*	Clients develop new knowledge of services available to older people and adults with disabilities and/or TGNC-specific services	86	80%	75%
Engagement & Socialization*	Clients report increased opportunities for positive social interaction due to participation in program	86	82%	75%
Reduced Social Isolation*	Clients report a decrease in loneliness (of those identified as "lonely" using an evidence-based screening tool)	61	38%	50%
Service Quality	Clients feel safe and welcomed by program staff	86	95%	75%

*Key Measurement Theme for Service Area

Transgender and Gender Non-Conforming (TGNC) Supports

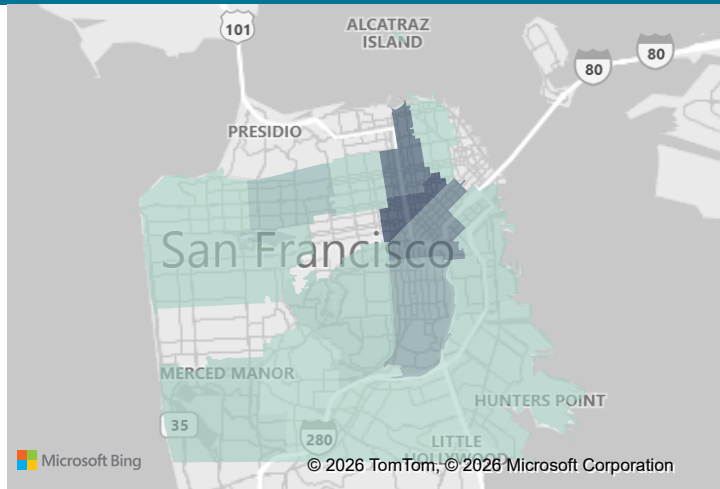
Client Profile

Service Levels

Unduplicated Clients	165
Enrollments	216

Analysis based on unduplicated clients

Zip Code of Residence

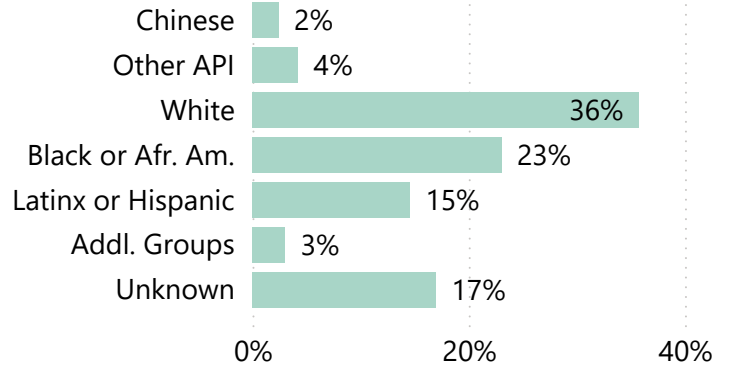


Low High

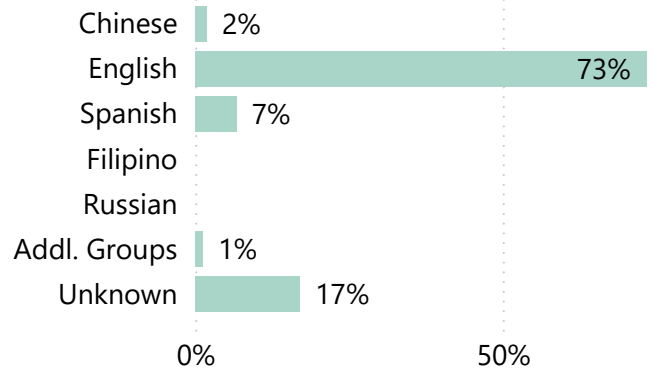
Gender Identity

	#	%
Female	31	19%
Male	18	11%
Trans Female	79	48%
Trans Male	9	5%
Addl. Groups	16	10%
Unknown	12	7%
Total	165	100%

Race/Ethnicity



Primary Language

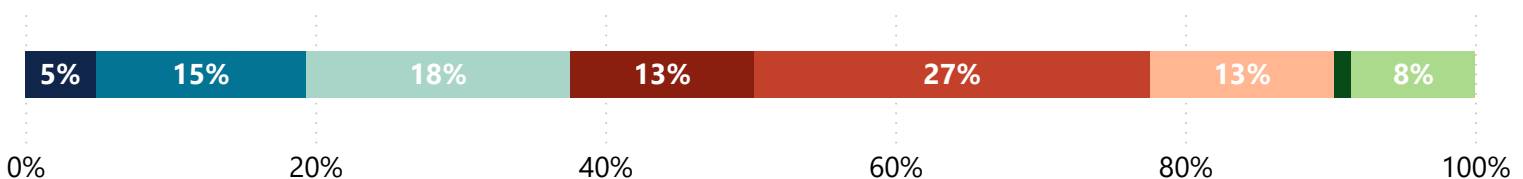


Sexual Orientation

	#	%
Straight/Heterosexual	47	28%
Gay/Lesbian/Same-Gender Loving	48	29%
Bisexual	24	15%
Addl. Groups	1	1%
Unknown	45	27%
Total	165	100%

Age

18-34 35-49 50-59 60-64 65-74 75-84 85+ Unknown



Veterans Drop-In Center

The Veterans Drop-In Center provides co-located DAS community center programs and veterans services in the South of Market neighborhood. DAS funding supports educational workshops, peer support groups, social activities, and a dedicated meditation space. The Veterans Drop-In Center site also provides multiple non-DAS funded services including case management, rapid re-housing and eviction prevention, legal services, benefits assistance, employment services, and more.

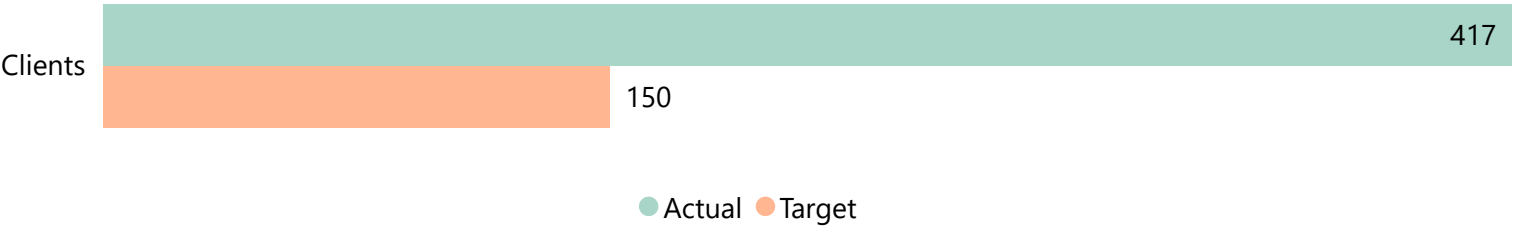
Funding

\$154,338

Providers

1

Service Objectives



Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actuals	Target
Engagement & Socialization*	Clients feel more connected to their community due to participation in the program	200	98%	80%
Education & Awareness of Services*	Clients develop new knowledge of available resources and services	198	97%	80%
Service Quality	Clients rate the quality of services as excellent or good	206	99%	80%

*Key Measurement Theme for Service Area

Veterans Drop-In Center

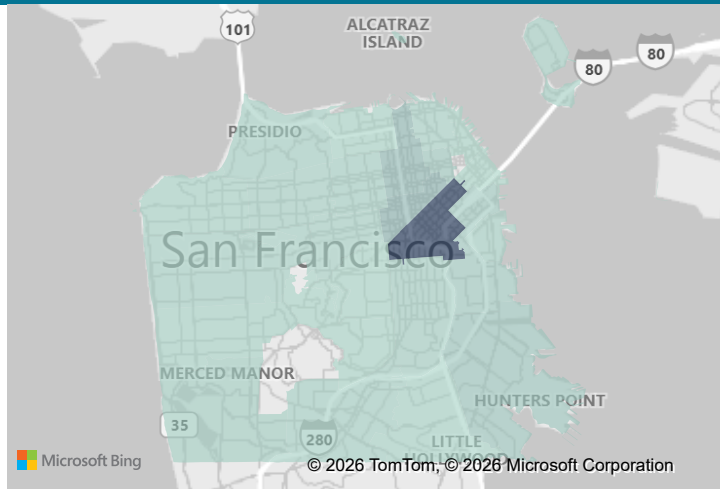
Client Profile

Service Levels

Unduplicated Clients	417
Enrollments	417

Analysis based on unduplicated clients

Zip Code of Residence

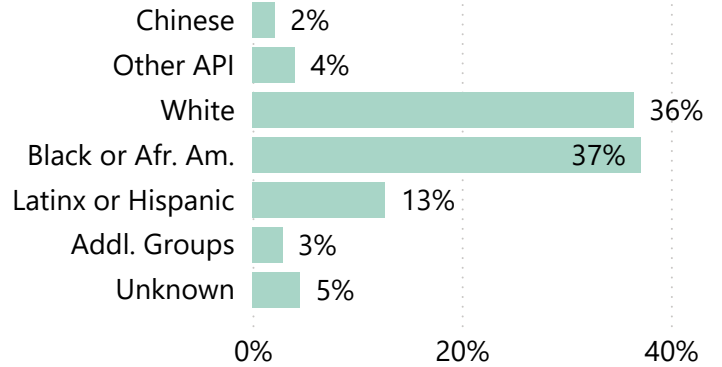


Low High

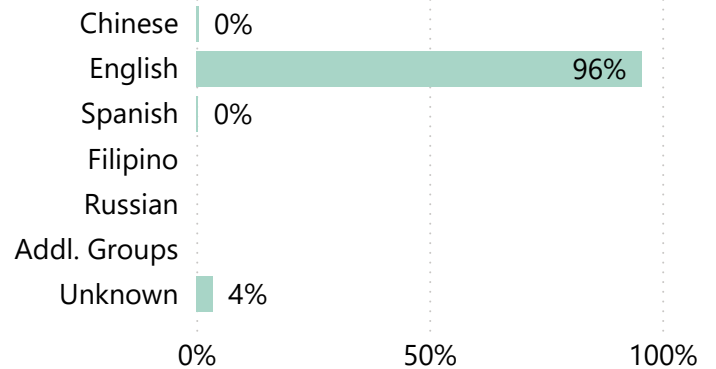
Gender Identity

	#	%
Female	30	7%
Male	369	88%
Trans Female	10	2%
Trans Male	2	0%
Addl. Groups	4	1%
Unknown	2	0%
Total	417	100%

Race/Ethnicity



Primary Language

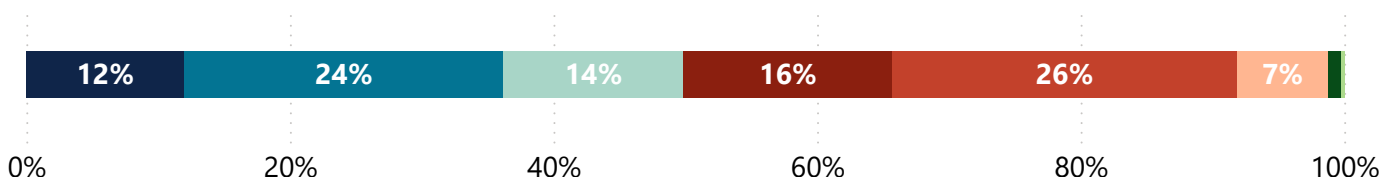


Sexual Orientation

	#	%
Straight/Heterosexual	336	81%
Gay/Lesbian/Same-Gender Loving	35	8%
Bisexual	15	4%
Addl. Groups	2	0%
Unknown	29	7%
Total	417	100%

Age

18-34 35-49 50-59 60-64 65-74 75-84 85+ Unknown



Village Programs

Village Programs support members' ability to live independently in their homes, helping them to build and maintain meaningful relationships with other members of their community as part of a neighborhood network of support. These programs use a membership model in which paid staff and volunteers coordinate services and social activities for Village members.

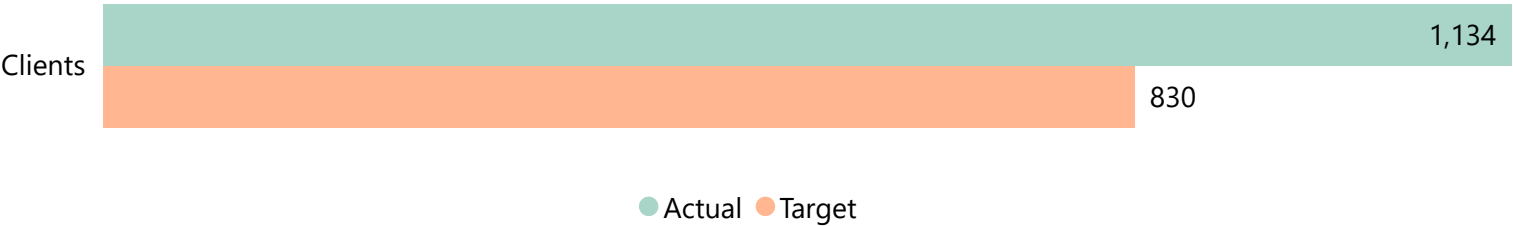
Funding

\$852,172

Providers

3

Service Objectives



Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actuals	Target
Engagement & Socialization*	Clients feel more socially engaged in their neighborhood and/or community due to participation in the program	291	92%	75%
Education & Awareness of Services*	Clients develop new knowledge of services available to older people and adults with disabilities	285	92%	75%
Stability in the Community	Clients are able to maintain/increase their independence and ability to live at home	411	87%	75%
Service Quality	Clients rate the quality of services as excellent or good	154	83%	75%

*Key Measurement Theme for Service Area

Village Programs

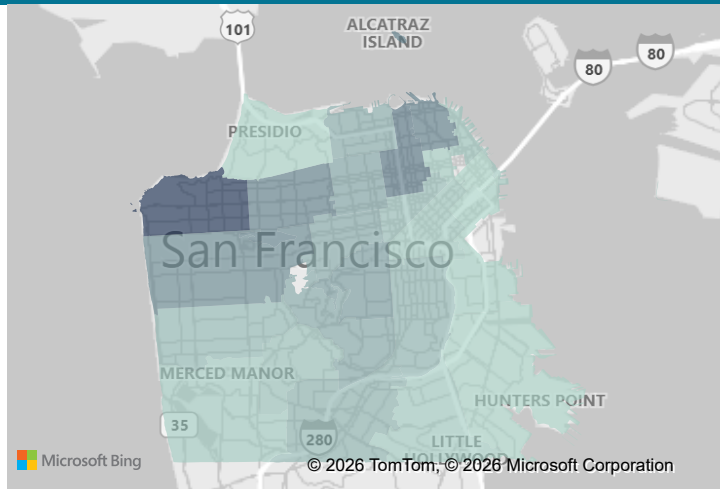
Client Profile

Service Levels

Unduplicated Clients	1,134
Enrollments	1,153

Analysis based on unduplicated clients

Zip Code of Residence

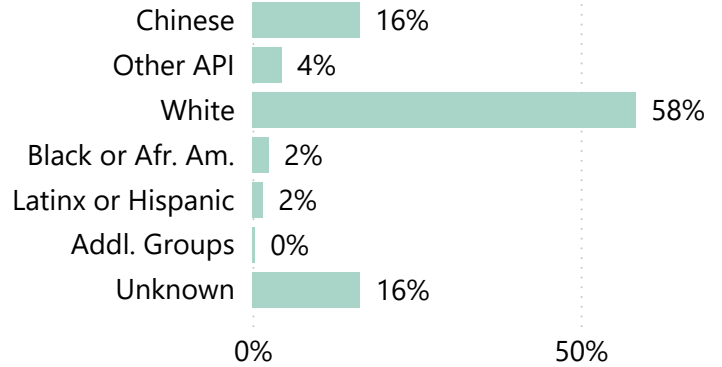


Low High

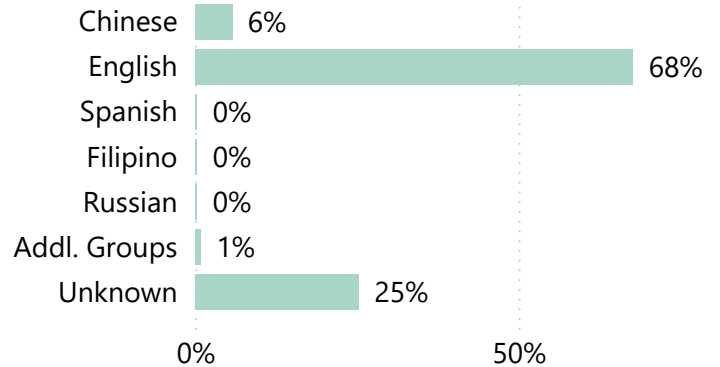
Gender Identity

	#	%
Female	790	70%
Male	220	19%
Trans Female	1	0%
Trans Male	0	0%
Addl. Groups	2	0%
Unknown	121	11%
Total	1,134	100%

Race/Ethnicity



Primary Language

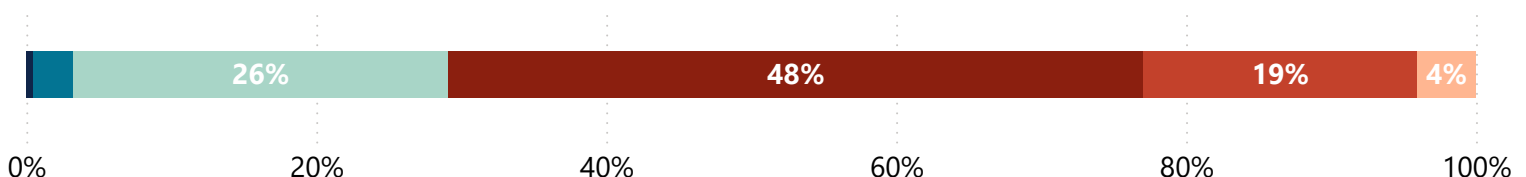


Sexual Orientation

	#	%
Straight/Heterosexual	777	69%
Gay/Lesbian/Same-Gender Loving	61	5%
Bisexual	33	3%
Addl. Groups	1	0%
Unknown	262	23%
Total	1,134	100%

Age

● 50-59 ● 60-64 ● 65-74 ● 75-84 ● 85+ ● Unknown



Volunteer Visitors

Volunteer Visitors matches volunteers with older adults and adults with disabilities who are socially isolated or at heightened risk of isolation, with the goal of reducing these individuals’ feelings of loneliness and isolation. Volunteers visit client participants at least twice monthly for a period of six months or more, to support successful pairings and meaningful relationship building.

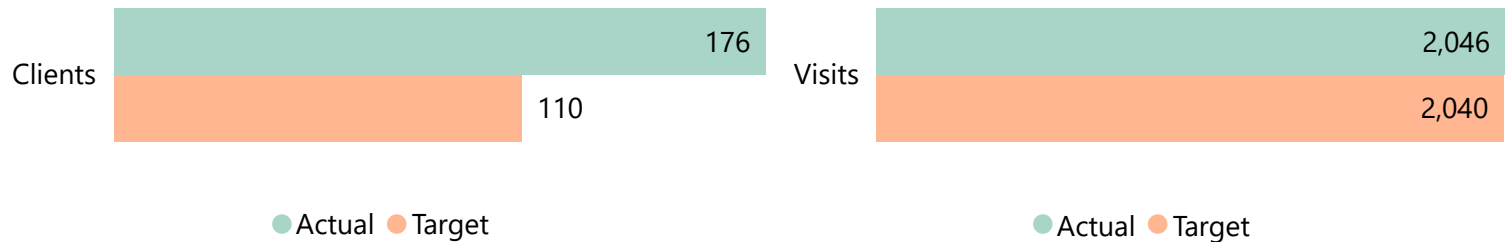
Funding

\$114,900

Providers

2

Service Objectives



Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Engagement & Socialization*	Clients develop new relationships or friendships	70	87%	75%
Engagement & Socialization*	Clients report enhanced feelings of social connection	70	86%	75%
Reduced Social Isolation*	Clients report a decrease in loneliness	70	76%	75%

*Key Measurement Theme for Service Area

Volunteer Visitors

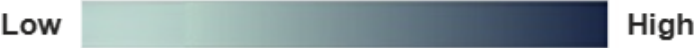
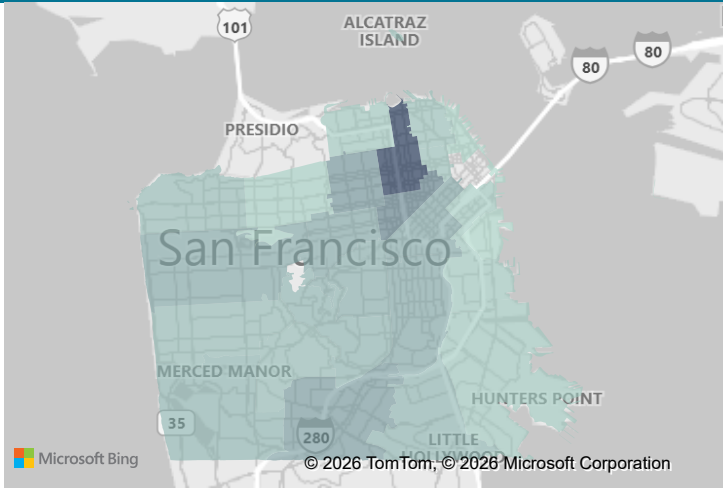
Client Profile

Service Levels

Unduplicated Clients	176
Enrollments	176

Analysis based on unduplicated clients

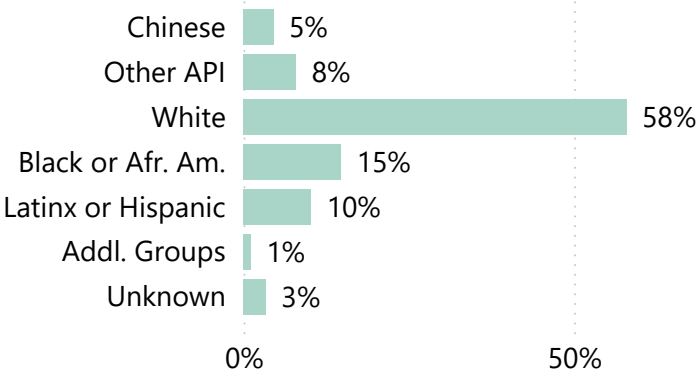
Zip Code of Residence



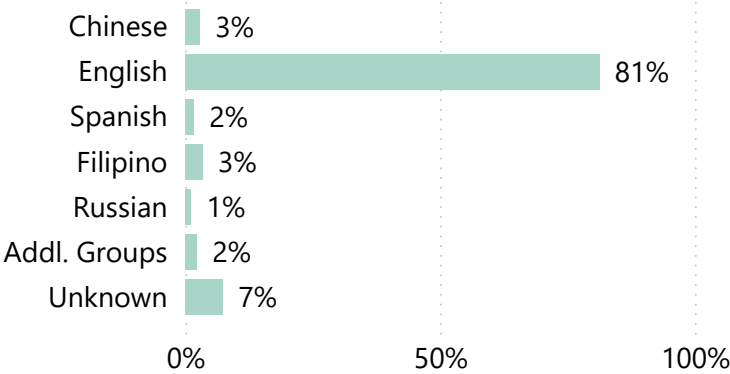
Gender Identity

	#	%
Female	103	59%
Male	72	41%
Trans Female	0	0%
Trans Male	0	0%
Addl. Groups	1	1%
Unknown	0	0%
Total	176	100%

Race/Ethnicity



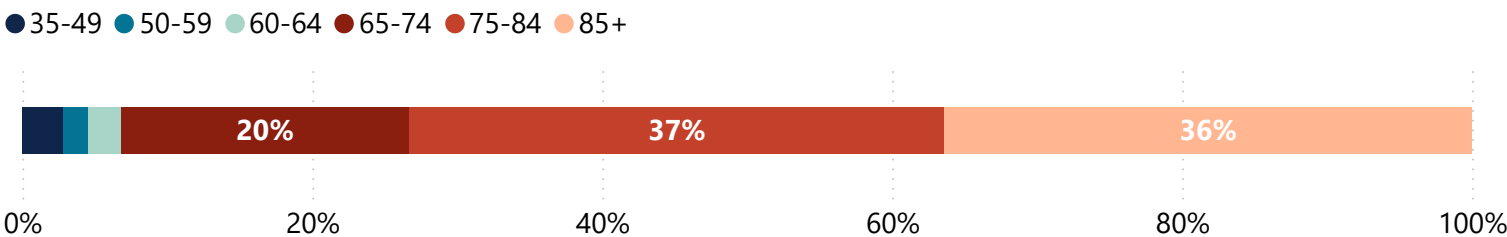
Primary Language



Sexual Orientation

	#	%
Straight/Heterosexual	131	74%
Gay/Lesbian/Same-Gender Loving	19	11%
Bisexual	10	6%
Addl. Groups	1	1%
Unknown	15	9%
Total	176	100%

Age



Housing Support

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

HOUSING SUPPORT SERVICES

- *Assisted Living Facilities (ALF) Support*
- Housing Subsidies
- Rental Assistance Demonstration
- 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 2024-25 HIGHLIGHTS

- We served about 2000 clients* with nearly 2,100 enrollments across all Housing Support services. In total, DAS allocated about \$10 million for services in this area.
- We provided rental subsidies to prevent eviction and stabilize housing for 436 Housing Subsidies clients. About 98% of clients remained stably housed twelve months after entering the program.
- We served 186 unduplicated Veterans Services Connect clients residing in veterans housing developments. This program provides outreach and engagement to build community within veterans housing sites and connects residents with supportive services.
- A total of 100% of Rental Assistance Demonstration clients obtained or maintained stable housing, and 92% of clients reported better access to services that improve their health and wellness. We also began the process of migrating data reporting for this program to our centralized DAS GetCare database, enabling us to track performance more comprehensively.

DIGNITY FUND FY 2024-25: HOUSING SUPPORT SERVICES

Total Enrollments	Total Unduplicated Clients*	Total Funding
2,091	1,990	\$10,031,233

** Does not include services for which client-level data is not yet captured in DAS GetCare (Rental Assistance Demonstration)*

Housing Subsidies

The Housing Subsidies program seeks to prevent loss of housing by identifying currently-housed persons facing imminent eviction and helping to stabilize their housing situation through the use of a housing subsidy payment. The subsidy amount varies based on client income and rent amount, but with the universal goal to bring the rent burden to 30%. In addition to the rental subsidy, staff members provide clients with help connecting to other social services and resources that promote their housing stability.

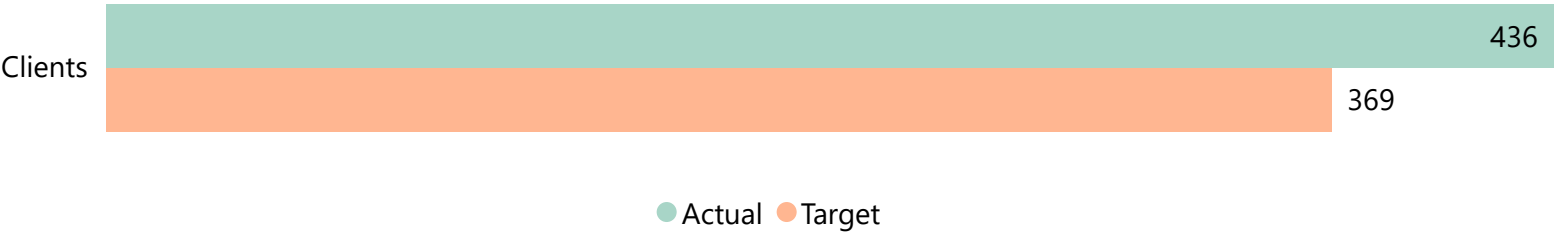
Funding

\$4,438,015

Providers

3

Service Objectives



Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actuals	Target
Service Quality	Clients report that services are provided in a respectful manner	269	100%	75%
Housing Stability*	Clients remain stably housed six months after entering the program	418	100%	85%
Housing Stability*	Clients remain stably housed twelve months after entering the program	406	98%	75%
Housing Stability*	Clients report that the housing subsidy supported their housing stability	269	96%	75%

*Key Measurement Theme for Service Area

Housing Subsidies

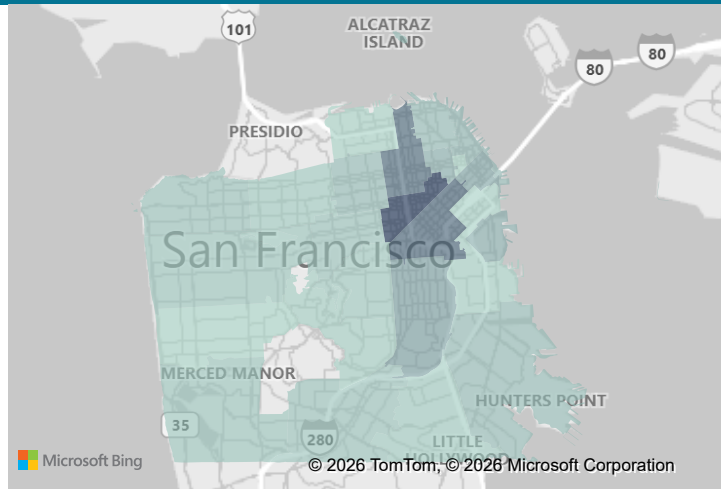
Client Profile

Service Levels

Unduplicated Clients	436
Enrollments	436

Analysis based on unduplicated clients

Zip Code of Residence

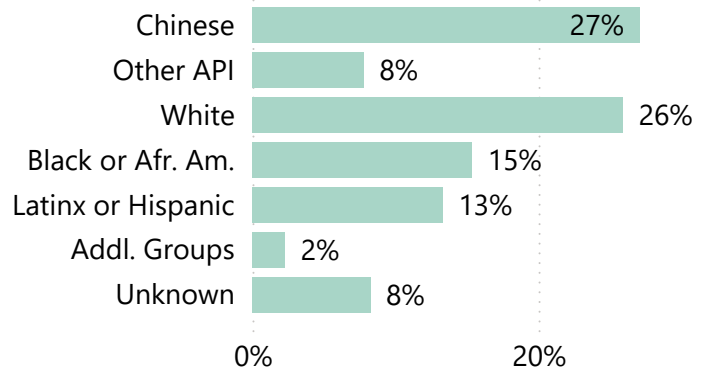


Low High

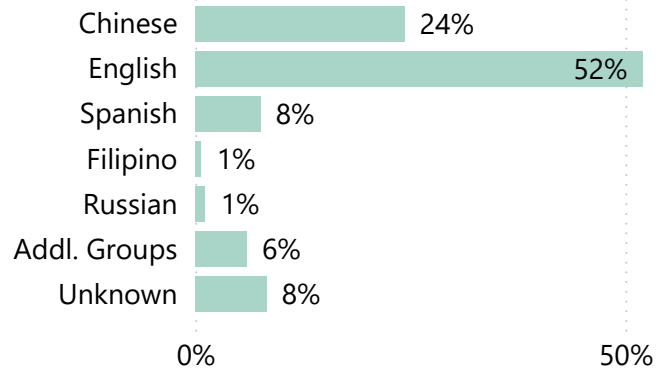
Gender Identity

	#	%
Female	230	53%
Male	189	43%
Trans Female	4	1%
Trans Male	2	0%
Addl. Groups	2	0%
Unknown	9	2%
Total	436	100%

Race/Ethnicity



Primary Language

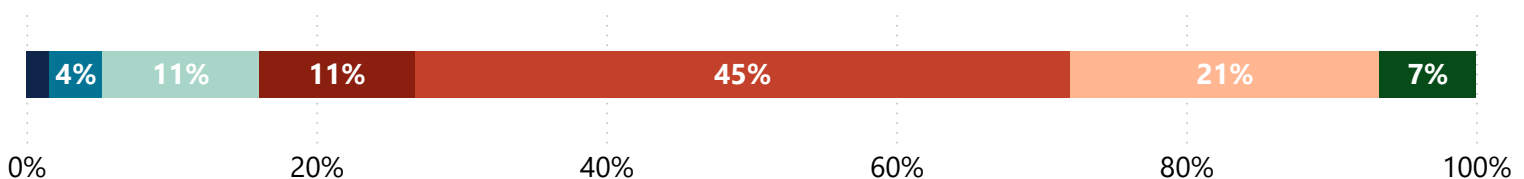


Sexual Orientation

	#	%
Straight/Heterosexual	334	77%
Gay/Lesbian/Same-Gender Loving	38	9%
Bisexual	17	4%
Addl. Groups	3	1%
Unknown	44	10%
Total	436	100%

Age

● 18-34 ● 35-49 ● 50-59 ● 60-64 ● 65-74 ● 75-84 ● 85+



Rental Assistance Demonstration

Rental Assistance Demonstration provides supportive services to public housing residents to promote housing retention and community connection. Outreach and engagement efforts, such as tenant newsletters, monthly meetings, and onsite activities, aim to develop a sense of community. This program also provides health and wellness support and directly promotes housing stability by helping tenants address issues related to their housing, such as safety concerns and delinquent rent payments.

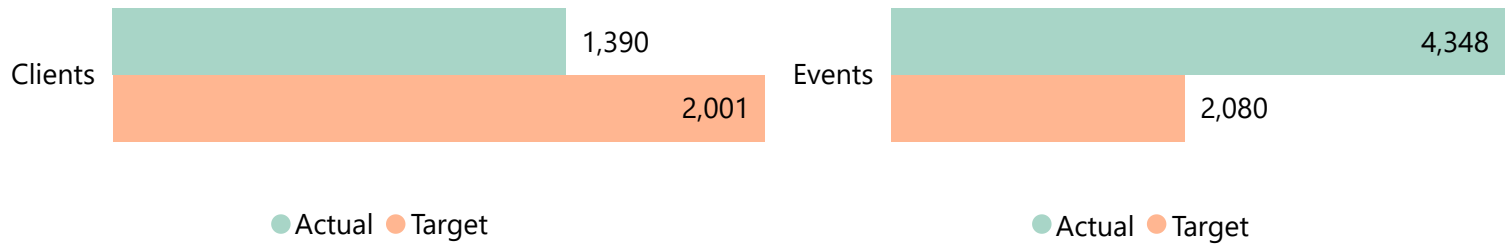
Funding

\$1,935,803

Providers

5

Service Objectives



Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Housing Stability*	Clients obtain and/or maintain stable housing	2,163	100%	95%
Service Connection*	Clients report better access to services that improve their health and wellness	903	92%	50%
Engagement & Socialization*	Clients feel connected to and involved in their tenant/resident community	899	90%	50%

*Key Measurement Theme for Service Area

Note: RAD is still transitioning to reliably use GetCare, so some provider data remains incomplete. OCP is actively providing technical assistance to ensure quality data entry.

Scattered Site Housing

The Scattered Site Housing and Rental Subsidy Program provides rental subsidies in private market housing and ongoing housing retention services to ensure clients are able to stay housed. This program is focused on supporting persons transitioning out of institutional care, such as nursing homes; their needs tend to be complex, and they benefit from ongoing support and connection to resources to maintain their housing.

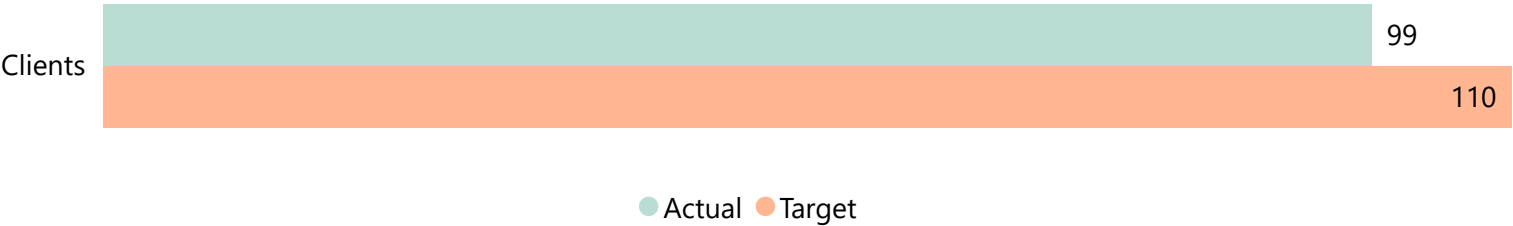
Funding

\$3,260,592

Providers

1

Service Objectives



Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actuals	Target
Housing Stability*	Clients maintain their independent living in the community	99	99%	95%
Housing Stability*	Clients who are exiting this program are connected to alternative housing that is appropriate to their needs (e.g., higher level of care, unsubsidized housing)	4	100%	75%
Housing Stability*	Participants retain their housing for more than one year	99	99%	90%
Service Quality	Clients are satisfied with their housing	23	96%	95%

*Key Measurement Theme for Service Area

Note: Client profile does not reflect all enrolled clients due to ongoing data quality assurance.

Scattered Site Housing

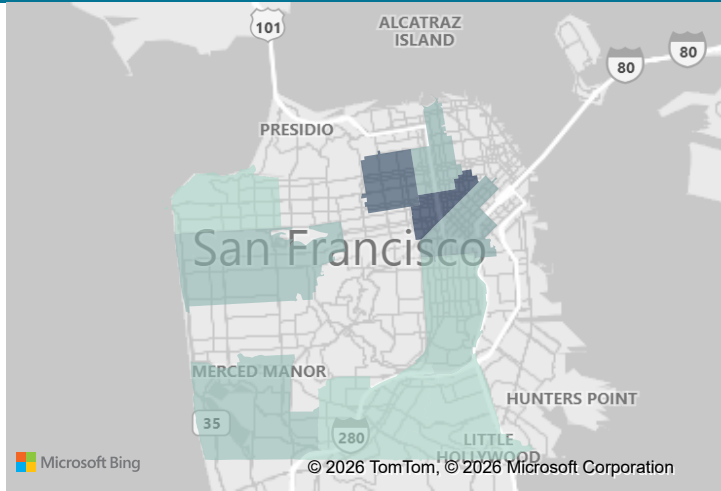
Client Profile

Service Levels

Unduplicated Clients	87
Enrollments	88

Analysis based on unduplicated clients

Zip Code of Residence

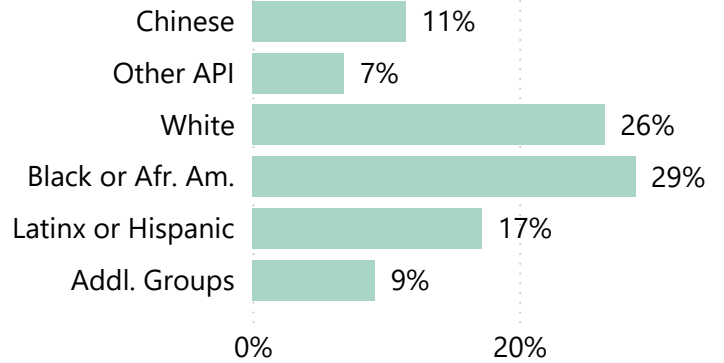


Low High

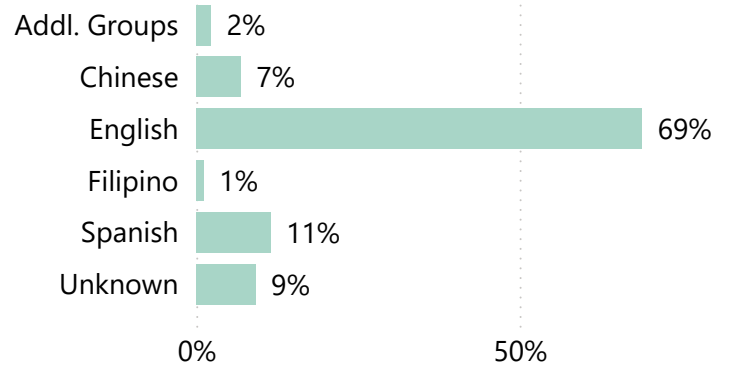
Gender Identity

	#	%
Female	28	32%
Male	56	64%
Trans Female	0	0%
Trans Male	0	0%
Addl. Groups	0	0%
Unknown	3	3%
Total	87	100%

Race/Ethnicity



Primary Language

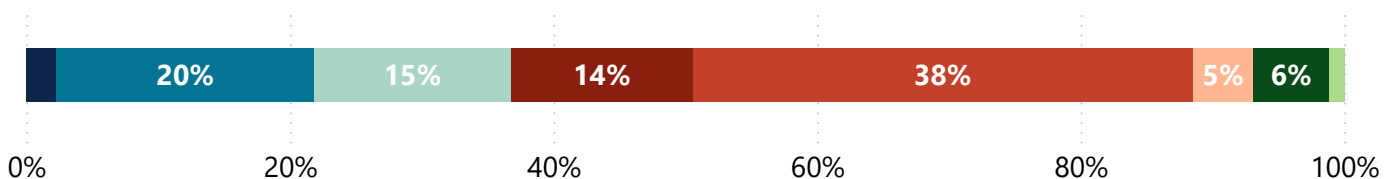


Sexual Orientation

	#	%
Straight/Heterosexual	55	63%
Gay/Lesbian/Same-Gender Loving	13	15%
Bisexual	3	3%
Addl. Groups	0	0%
Unknown	16	18%
Total	87	100%

Age

● 18-34 ● 35-49 ● 50-59 ● 60-64 ● 65-74 ● 75-84 ● 85+ ● Unknown



Veterans Services Connect

Veterans Services Connect is based out of veterans housing developments, providing services that promote veteran residents' independence and ability to remain safely and stably housed in their community. Services include help connecting to supportive services and resources, as well as outreach and engagement to develop a sense of community at these housing sites.

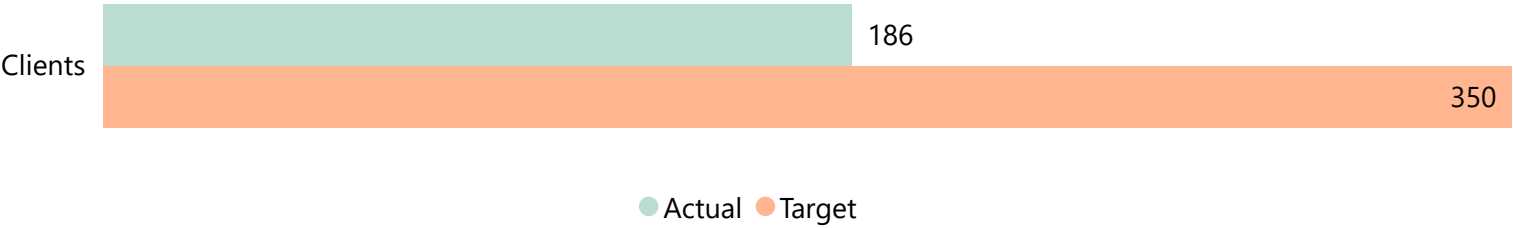
Funding

\$396,823

Providers

1

Service Objectives



Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actuals	Target
Housing Stability*	Clients maintain their access to housing (in veterans housing or another appropriate placement)	188	100%	90%
Engagement & Socialization*	Clients feel a greater sense of connection to their residential community	185	84%	85%
Education & Awareness of Services*	Clients develop new knowledge of available resources and services	38	61%	85%
Education & Awareness of Services*	Clients develop new knowledge of services that support their independent living	124	80%	80%
Service Quality	Clients report that program has helped maintain or improve their well-being	172	88%	80%
Service Quality	Clients rate the quality of services as good or excellent	181	81%	85%

*Key Measurement Theme for Service Area

Veterans Services Connect

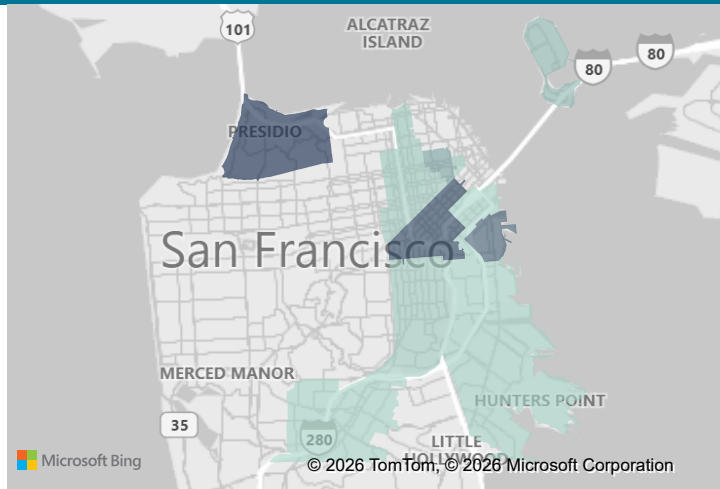
Client Profile

Service Levels

Unduplicated Clients	187
Enrollments	187

Analysis based on unduplicated clients

Zip Code of Residence

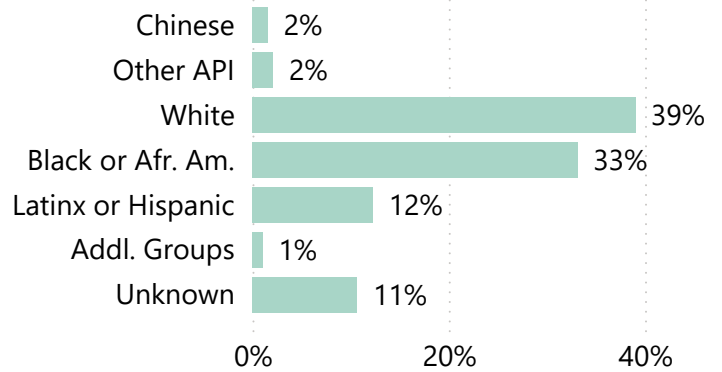


Low High

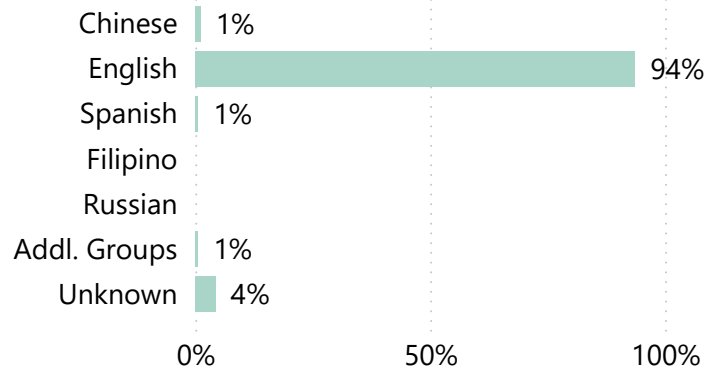
Gender Identity

	#	%
Female	11	6%
Male	172	92%
Trans Female	0	0%
Trans Male	2	1%
Addl. Groups	2	1%
Unknown	0	0%
Total	187	100%

Race/Ethnicity



Primary Language



Sexual Orientation

	#	%
Straight/Heterosexual	141	75%
Gay/Lesbian/Same-Gender Loving	6	3%
Bisexual	9	5%
Addl. Groups	1	1%
Unknown	30	16%
Total	187	100%

Age

18-34 35-49 50-59 60-64 65-74 75-84 85+ Unknown



Nutrition & Wellness

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

NUTRITION & WELLNESS SERVICES

- CalFresh Healthy Living
- Chronic Disease Management Programs
- Congregate Meals
- Culturally Responsive Nutrition Services
- Food Pantry
- Health Promotion – Physical Fitness
- Home-Delivered Groceries
- Home-Delivered Meals
- Nutrition as Health
- Nutrition Education

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.

FY 2024-25 HIGHLIGHTS

- We served about 35,200 clients* with over 64,200 enrollments across all Nutrition & Wellness services. In total, DAS allocated \$35.9 million for services in this area.
- DAS community-based nutrition partners provided a range of nutrition services including nearly 4.5 million meals and/or food bags to 34,257 unduplicated clients.
- As part of our Chronic Disease Management Programs, we supported the launch of the Aging Mastery Program (AMP), promoting positive aging through a holistic approach to health, finances, relationships, and community engagement. Developed by the National Council on Aging, our community partner administering the program, On Lok, is the first organization to translate the program into Chinese.
- DAS funded physical fitness programs to support older adults to exercise and maintain their health as they age. A total of 100% of surveyed clients reported improved health and fitness due to participation in the group exercise classes.

DIGNITY FUND FY 2024-25: NUTRITION & WELLNESS SERVICES

Total Enrollments	Total Unduplicated Clients*	Total Funding
64,258	35,239	\$35,917,300

** Does not include services for which client-level data is not captured in DAS GetCare (CalFresh Healthy Living and Chronic Disease Management Programs)*

CalFresh Healthy Living

CalFresh Healthy Living provides evidence-based nutrition education and obesity prevention services. Services include direct education and environmental change approaches to increasing fruit and vegetable intake and increasing physical activity.

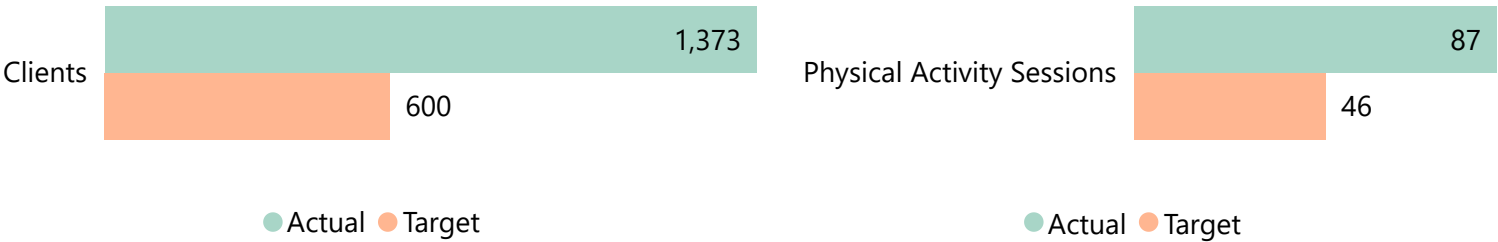
Funding

\$222,048

Providers

1

Service Objectives



Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Service Quality	Clients feel safe and welcomed by program staff	632	100%	85%
Service Quality	Clients rate the quality of services as excellent or good	637	99%	85%

*Key Measurement Theme for Service Area

Chronic Disease Management Programs

Chronic Disease Management Programs provide evidence-based education to older adults and adults with disabilities with ongoing health conditions that affect their quality of life, such as heart disease, chronic pain, depression, and HIV. Topics covered include setting achievable goals for managing chronic conditions; improving nutrition and eating healthier; relaxation and stress management skills; and communicating better with family, friends, and health care providers.

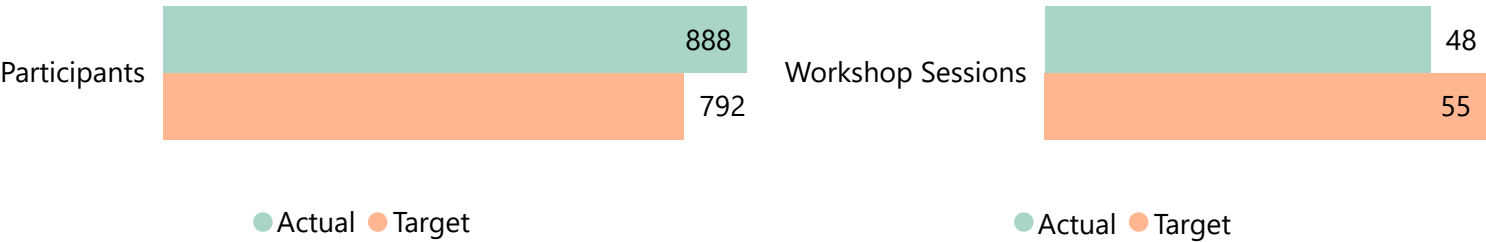
Funding

\$263,868

Providers

1

Service Objectives



Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Physical Fitness & Health*	Clients demonstrate greater understanding of diabetes and how to prevent or better manage it	231	99%	75%
Physical Fitness & Health*	Clients have more confidence managing their chronic health conditions	108	100%	75%
Service Quality	Clients feel safe and welcomed by workshop trainers/leaders	525	99%	85%
Service Quality	Clients rate the quality of workshop(s) as excellent or good	544	99%	75%

*Key Measurement Theme for Service Area

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 diners with the opportunity to socialize with their peers and engage in community activities at meal sites.

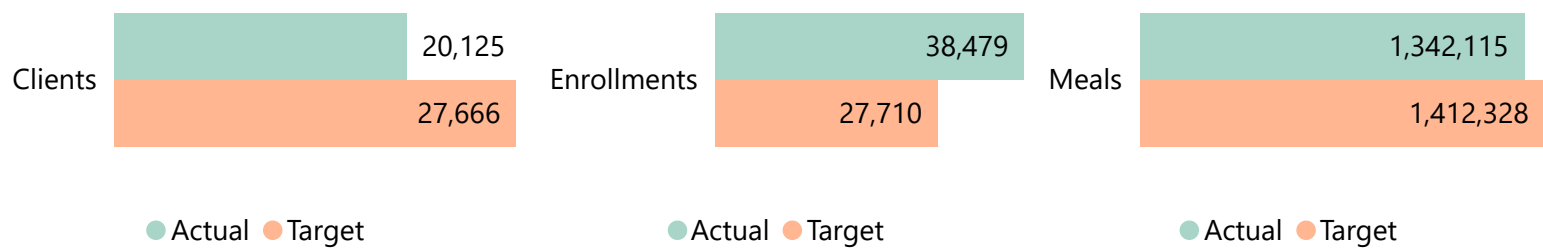
Funding

\$13,612,711

Providers

10

Service Objectives



Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Healthy Nutrition Habits*	Clients report increased consumption of fruits, vegetables, and/or whole grains	2,153	95%	75%
Increased Food Security*	Clients are less worried about getting enough food	2,148	95%	85%
Engagement & Socialization	Clients feel a greater sense of connection to their community	2,144	96%	85%
Service Quality	Clients rate the quality of meals as excellent or good	2,138	93%	85%

*Key Measurement Theme for Service Area

Congregate Meals

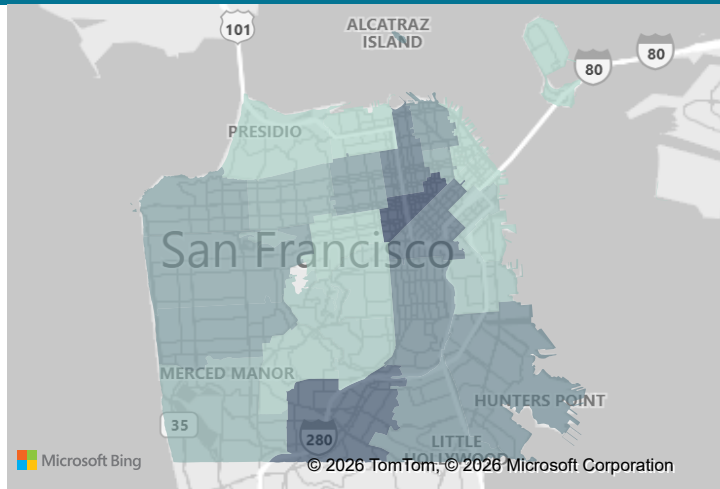
Client Profile

Service Levels

Unduplicated Clients	20,125
Enrollments	38,479

Analysis based on unduplicated clients

Zip Code of Residence

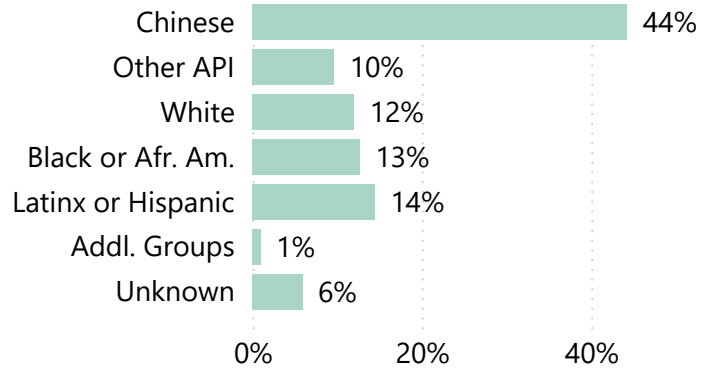


Low High

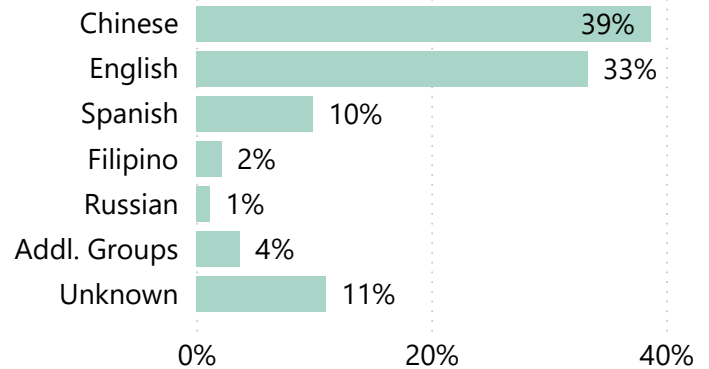
Gender Identity

	#	%
Female	10,843	54%
Male	8,849	44%
Trans Female	48	0%
Trans Male	25	0%
Addl. Groups	40	0%
Unknown	320	2%
Total	20,125	100%

Race/Ethnicity



Primary Language



Sexual Orientation

	#	%
Straight/Heterosexual	17,192	85%
Gay/Lesbian/Same-Gender Loving	466	2%
Bisexual	978	5%
Addl. Groups	36	0%
Unknown	1,453	7%
Total	20,125	100%

Age

18-34 35-49 50-59 60-64 65-74 75-84 85+ Unknown



Culturally Responsive Nutrition Services

Culturally Responsive Nutrition Services provide tailored cultural groceries and meals to older adults and adults with disabilities. The program empowers participants to maintain cultural integrity and choice while accessing nutrition services that support their independence and wellbeing.

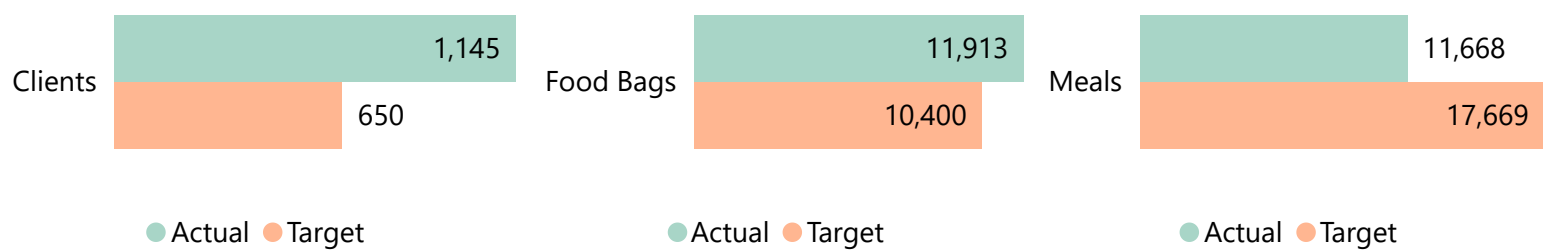
Funding

\$347,168

Providers

2

Service Objectives



Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Increased Food Security*	Clients are less worried about getting enough food	60	100%	85%
Service Quality	Clients feel the food they received was culturally appropriate	96	97%	85%
Service Quality	Clients feel safe and welcomed by program staff	96	98%	90%
Service Quality	Clients rate the quality of food as excellent or good	97	98%	88%

*Key Measurement Theme for Service Area

Culturally Responsive Nutrition Services

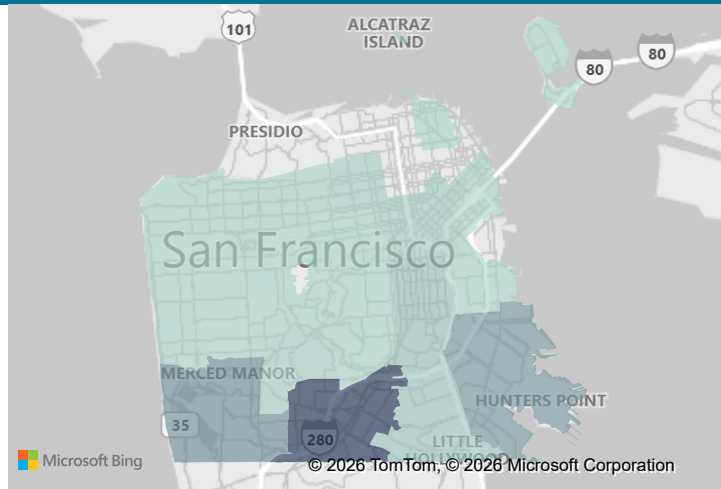
Client Profile

Service Levels

Unduplicated Clients	1,145
Enrollments	1,403

Analysis based on unduplicated clients

Zip Code of Residence

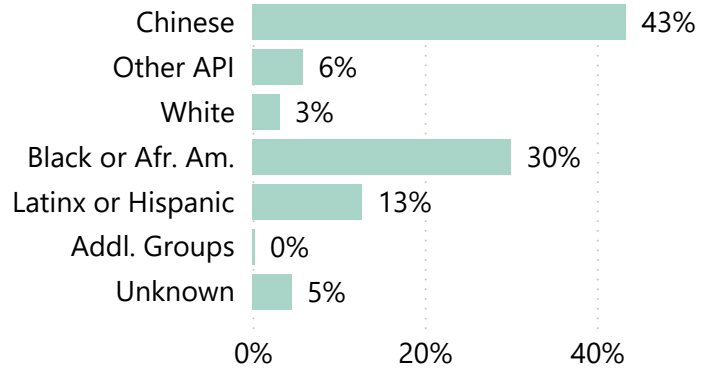


Low High

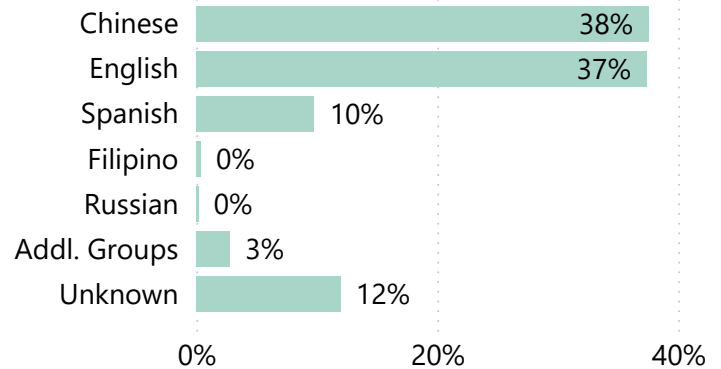
Gender Identity

	#	%
Female	767	67%
Male	362	32%
Trans Female	0	0%
Trans Male	0	0%
Addl. Groups	0	0%
Unknown	16	1%
Total	1,145	100%

Race/Ethnicity



Primary Language



Sexual Orientation

	#	%
Straight/Heterosexual	1,024	89%
Gay/Lesbian/Same-Gender Loving	7	1%
Bisexual	56	5%
Addl. Groups	2	0%
Unknown	56	5%
Total	1,145	100%

Age

18-34 35-49 50-59 60-64 65-74 75-84 85+ Unknown



Food Pantry

The Food Pantry program provides supplemental grocery bags to low-income older adults and adults with disabilities for pick-up at various pantry sites located throughout the City. This program reduces food insecurity and improves access to nutritious and culturally responsive foods.

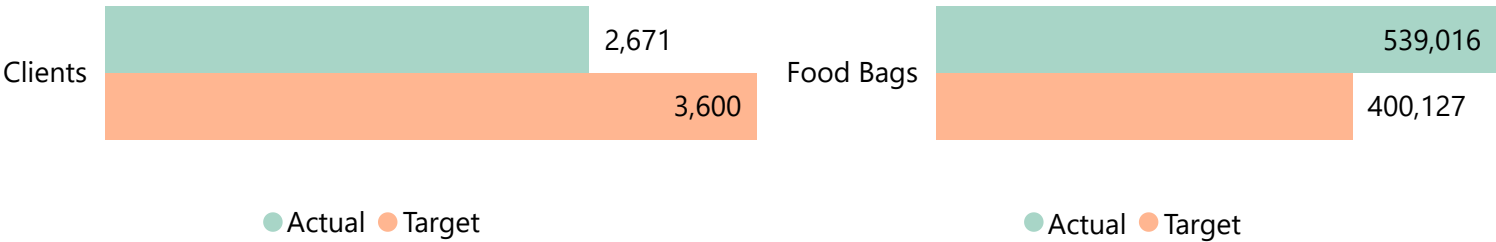
Funding

\$3,069,378

Providers

1

Service Objectives



Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Healthy Nutrition Habits*	Clients report increased consumption of fruits, vegetables, and/or whole grains	339	98%	75%
Increased Food Security*	Clients are less worried about getting enough food	338	94%	85%
Service Quality	Clients feel safe and welcomed by program staff	340	98%	75%
Service Quality	Clients rate the quality of food as excellent or good	341	81%	85%

*Key Measurement Theme for Service Area

Note: Client attrition rates have decreased significantly compared to previous fiscal years. Additionally, clients are receiving grocery bags more frequently, which is limiting the provider’s capacity to enroll new clients.

Food Pantry

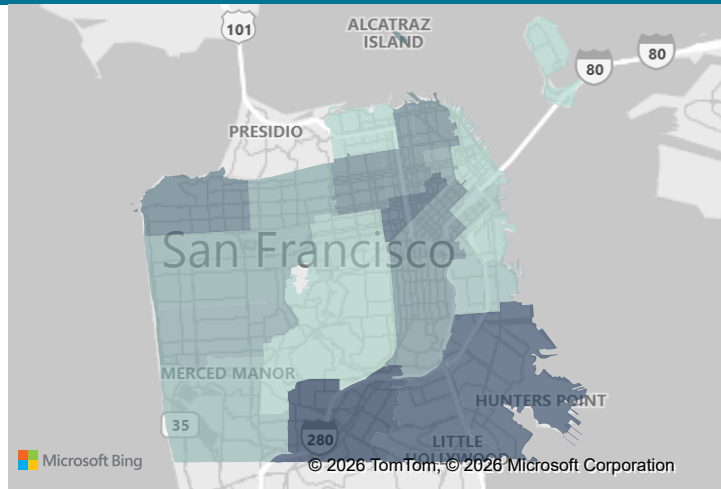
Client Profile

Service Levels

Unduplicated Clients	2,671
Enrollments	2,671

Analysis based on unduplicated clients

Zip Code of Residence

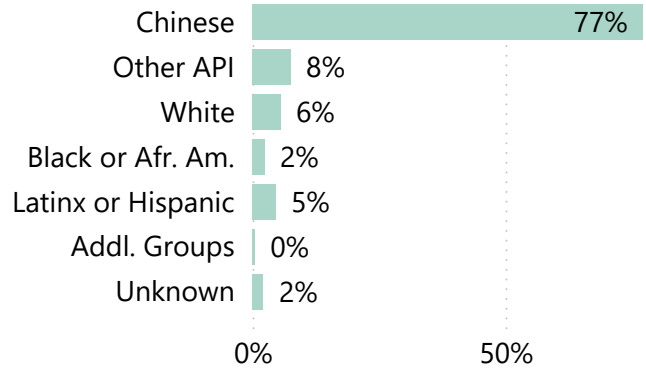


Low High

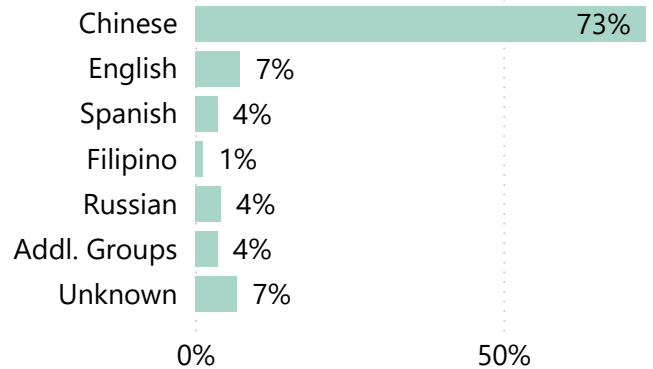
Gender Identity

	#	%
Female	1,846	69%
Male	813	30%
Trans Female	1	0%
Trans Male	1	0%
Addl. Groups	0	0%
Unknown	10	0%
Total	2,671	100%

Race/Ethnicity



Primary Language



Sexual Orientation

	#	%
Straight/Heterosexual	2,324	87%
Gay/Lesbian/Same-Gender Loving	8	0%
Bisexual	130	5%
Addl. Groups	3	0%
Unknown	206	8%
Total	2,671	100%

Age

● 18-34 ● 35-49 ● 50-59 ● 60-64 ● 65-74 ● 75-84 ● 85+ ● Unknown



Health Promotion - Physical Fitness

Health Promotion - Physical Fitness programs support older adults to exercise and maintain their health as they age. Using evidence-based programming, this service works to reduce risk of falls and prevent injury. Managed by a lead agency in the community, these classes are provided at various sites throughout the city and have a secondary effect of helping to build a sense of community among participants.

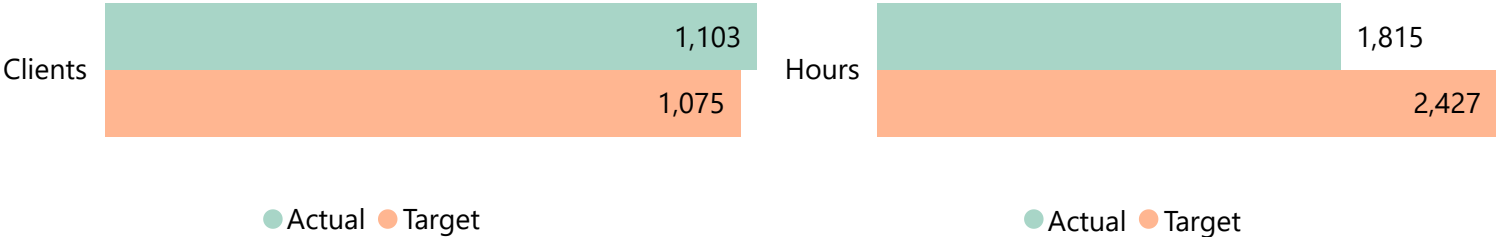
Funding

\$439,240

Providers

1

Service Objectives



Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Physical Fitness & Health*	Clients in group exercise classes demonstrate better functional fitness levels than the average older adult nationwide (based on standardized assessment tools)	70	71%	70%
Physical Fitness & Health*	Clients in the Fall Prevention course maintain or improve their functional fitness levels (based on standardized assessment tools)	99	88%	70%
Physical Fitness & Health*	Clients report improved health and/or fitness due to participation in group exercise classes	183	86%	85%

*Key Measurement Theme for Service Area

Health Promotion - Physical Fitness

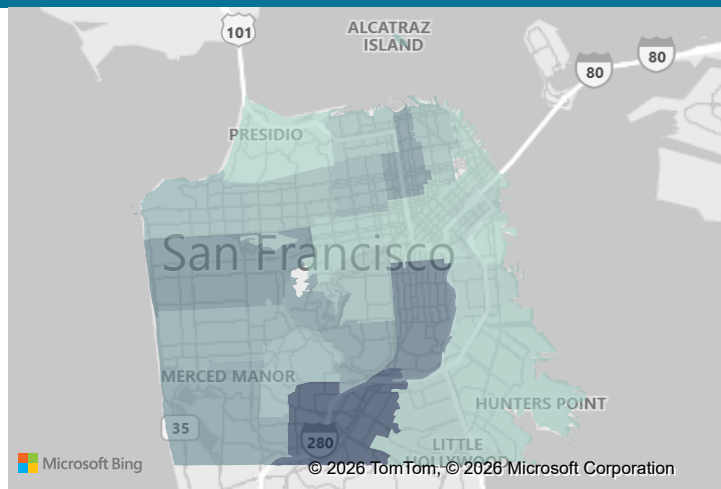
Client Profile

Service Levels

Unduplicated Clients	1,103
Enrollments	1,251

Analysis based on unduplicated clients

Zip Code of Residence

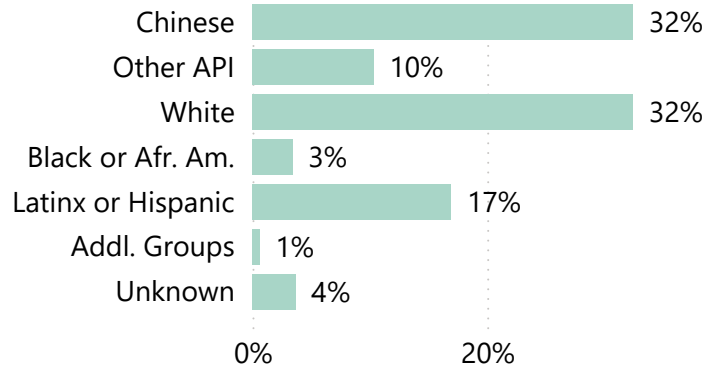


Low High

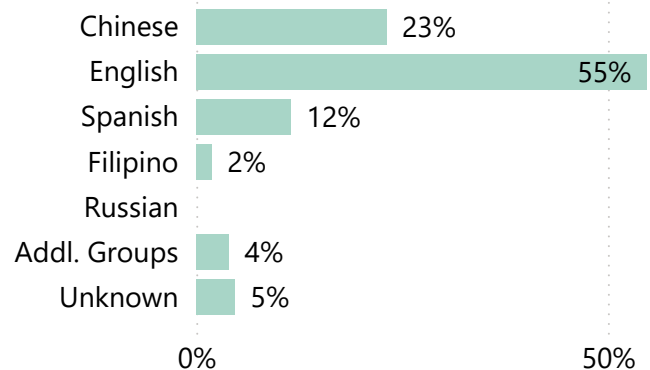
Gender Identity

	#	%
Female	907	82%
Male	193	17%
Trans Female	0	0%
Trans Male	0	0%
Addl. Groups	1	0%
Unknown	2	0%
Total	1,103	100%

Race/Ethnicity



Primary Language



Sexual Orientation

	#	%
Straight/Heterosexual	968	88%
Gay/Lesbian/Same-Gender Loving	49	4%
Bisexual	36	3%
Addl. Groups	2	0%
Unknown	48	4%
Total	1,103	100%

Age

18-34 35-49 50-59 60-64 65-74 75-84 85+ Unknown



Home-Delivered Groceries

The Home-Delivered Groceries program delivers groceries directly to the homes of older adults and adults with disabilities with limited mobility. This program not only helps seniors and people with disabilities to access fresh, nutritious produce, but also helps program participants to maintain their independence and quality of life.

Funding

\$1,634,271

Providers

5

Service Objectives



Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Healthy Nutrition Habits*	Clients report increased consumption of fruits, vegetables, and/or whole grains	707	96%	75%
Increased Food Security*	Clients are less worried about getting enough food	703	94%	85%
Physical Fitness & Health*	Clients indicate they feel healthier as a result of participating in the program	699	93%	85%
Service Quality	Clients rate the quality of services as excellent or good	707	94%	81%

*Key Measurement Theme for Service Area

Home-Delivered Groceries

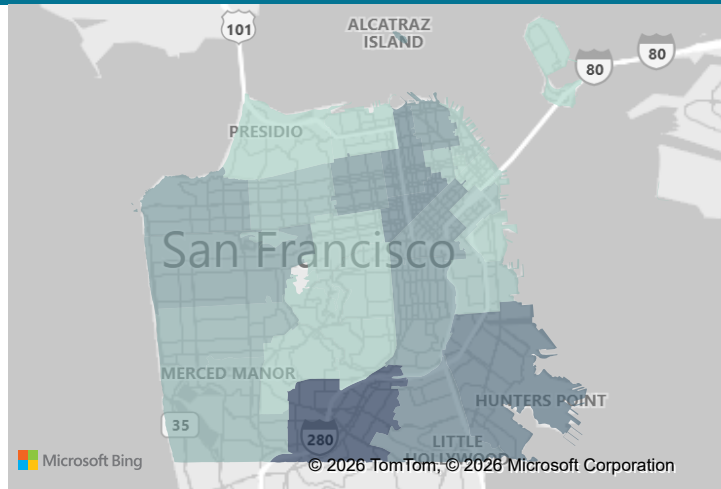
Client Profile

Service Levels

Unduplicated Clients	8,018
Enrollments	8,081

Analysis based on unduplicated clients

Zip Code of Residence

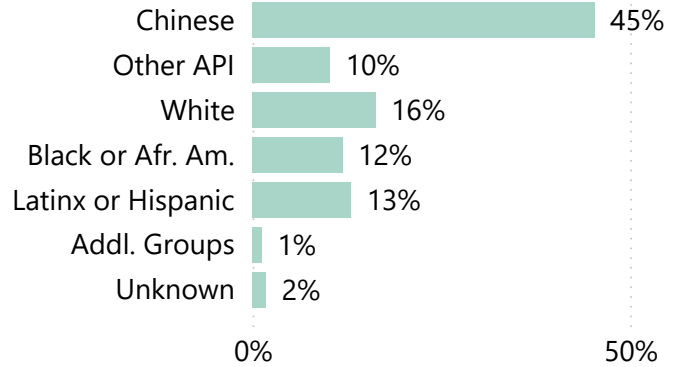


Low High

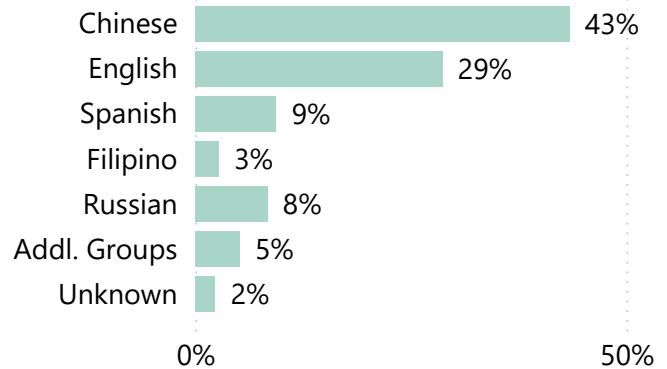
Gender Identity

	#	%
Female	5,456	68%
Male	2,482	31%
Trans Female	26	0%
Trans Male	13	0%
Addl. Groups	13	0%
Unknown	28	0%
Total	8,018	100%

Race/Ethnicity



Primary Language

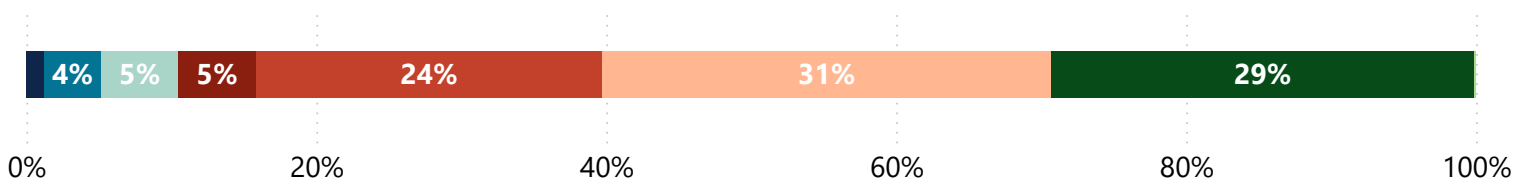


Sexual Orientation

	#	%
Straight/Heterosexual	7,341	92%
Gay/Lesbian/Same-Gender Loving	178	2%
Bisexual	252	3%
Addl. Groups	11	0%
Unknown	236	3%
Total	8,018	100%

Age

18-34 35-49 50-59 60-64 65-74 75-84 85+ Unknown



Home-Delivered Meals

The Home-Delivered Meals program delivers meals to homebound seniors and adults with disabilities who are unable to shop or prepare their own meals due to a physical or mental impairment. Emergency home-delivered meals are also available to clients who may have immediate, short-term need for these meals, such as those individuals discharging from the hospital and returning to the community.

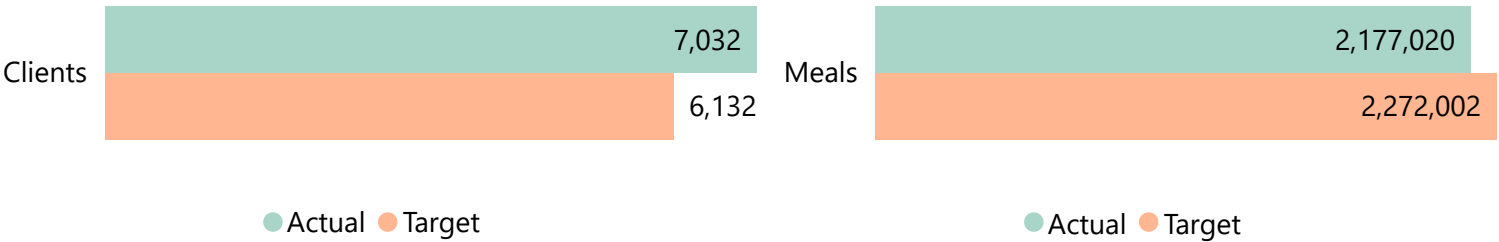
Funding

\$15,682,833

Providers

8

Service Objectives



Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Healthy Nutrition Habits*	Clients report increased consumption of fruits, vegetables, and/or whole grains	1,501	91%	75%
Increased Food Security*	Clients are less worried about getting enough food	1,502	92%	85%
Service Quality	Clients rate the quality of meals as excellent or good	1,505	83%	85%

*Key Measurement Theme for Service Area

Home-Delivered Meals

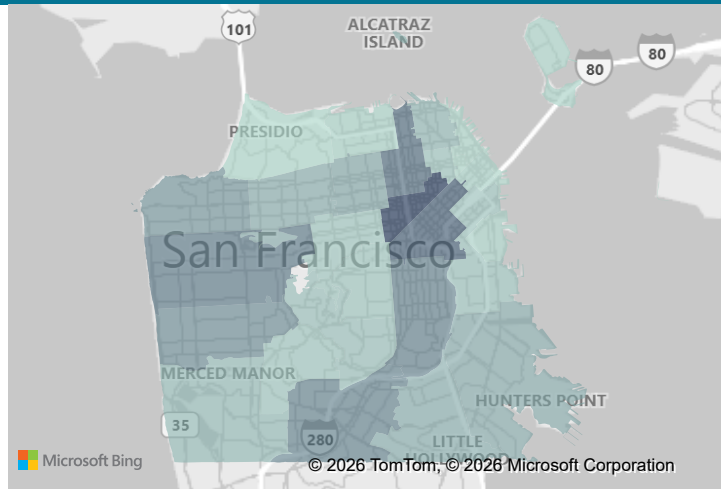
Client Profile

Service Levels

Unduplicated Clients	7,032
Enrollments	7,532

Analysis based on unduplicated clients

Zip Code of Residence

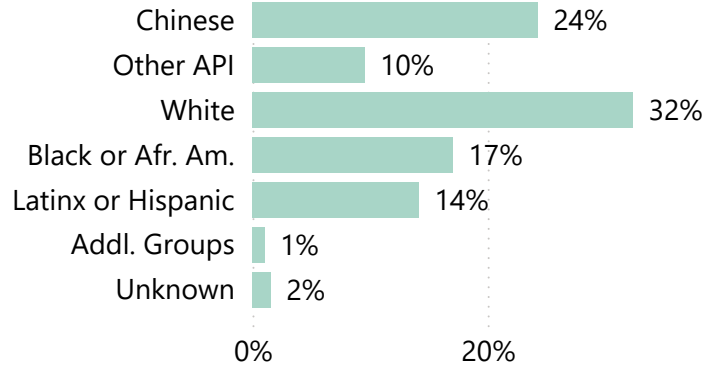


Low High

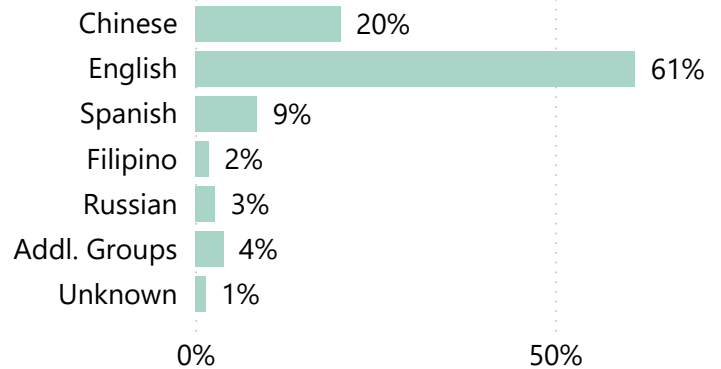
Gender Identity

	#	%
Female	3,332	47%
Male	3,629	52%
Trans Female	48	1%
Trans Male	5	0%
Addl. Groups	12	0%
Unknown	6	0%
Total	7,032	100%

Race/Ethnicity



Primary Language

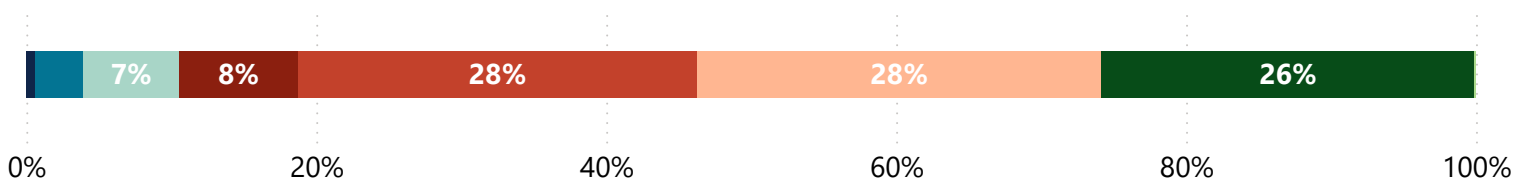


Sexual Orientation

	#	%
Straight/Heterosexual	6,129	87%
Gay/Lesbian/Same-Gender Loving	380	5%
Bisexual	297	4%
Addl. Groups	23	0%
Unknown	203	3%
Total	7,032	100%

Age

● 18-34 ● 35-49 ● 50-59 ● 60-64 ● 65-74 ● 75-84 ● 85+ ● Unknown



Nutrition as Health

Nutrition as Health services provide nutritious meals designed to meet dietary recommendations for disease management for people who are food insecure and have a chronic health condition (such as heart disease and diabetes). These meals are supplemented with supportive services such as one-on-one nutrition counseling, nutrition education classes, and cooking demonstrations to support client outcomes.

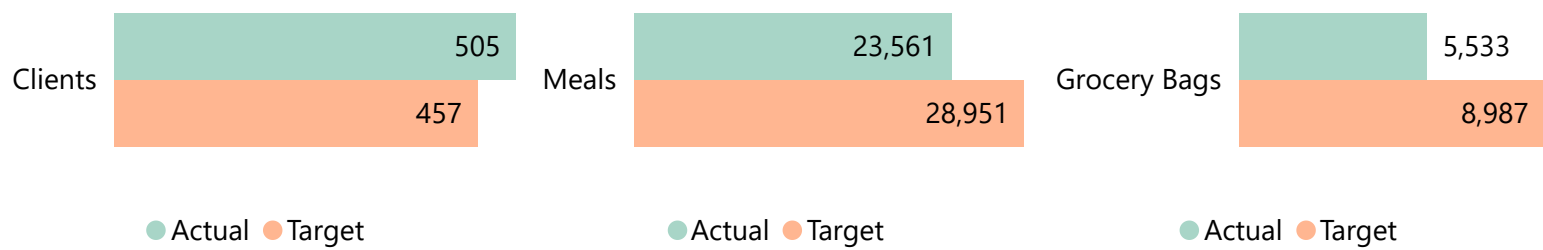
Funding

\$474,747

Providers

1

Service Objectives



Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Physical Fitness & Health*	Clients demonstrate reduced risks to health due to participation in the program (e.g., weight loss/control, increased or maintain medication adherence, reduced hospitalizations)	149	93%	65%
Physical Fitness & Health*	Clients report improved or maintained overall health due to participation in the program	84	97%	75%
Physical Fitness & Health*	Clients with diabetes experience positive outcome related to disease management (e.g., reduced HbA1c, weight loss/control, increased medication adherence)	52	75%	65%
Healthy Nutrition Habits*	Clients report that the program has helped them adhere to their medical team's dietary recommendations	84	94%	75%
Service Quality	Clients rate the quality of food as excellent or good	150	83%	85%

*Key Measurement Theme for Service Area

Nutrition as Health

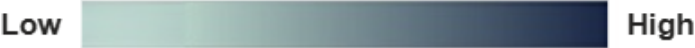
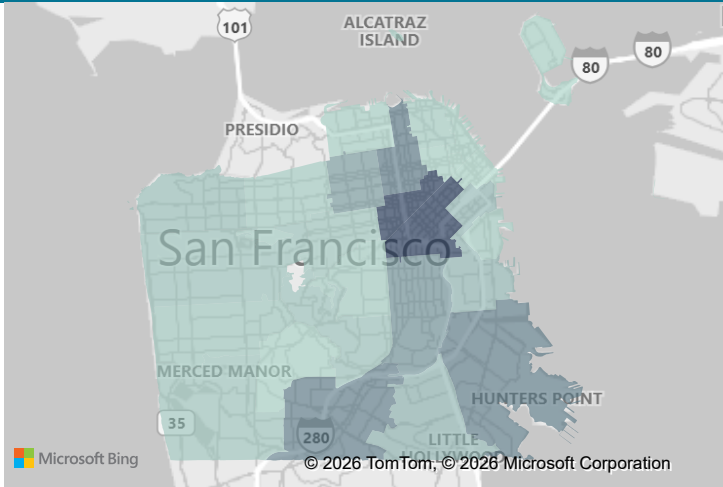
Client Profile

Service Levels

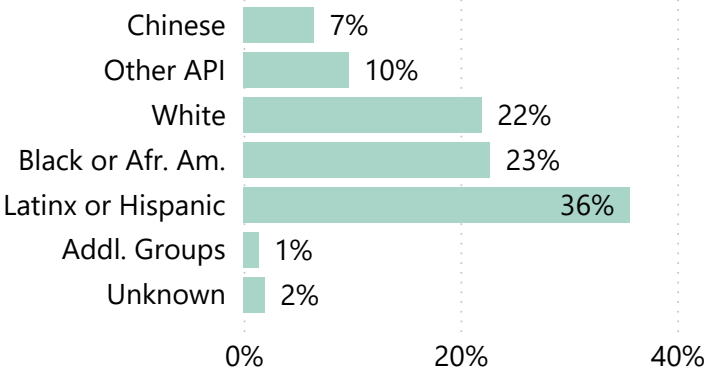
Unduplicated Clients	505
Enrollments	901

Analysis based on unduplicated clients

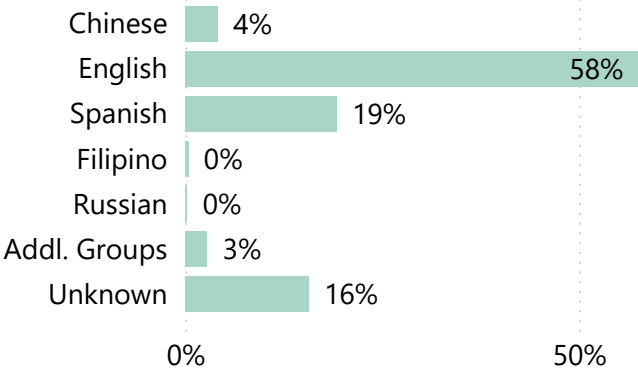
Zip Code of Residence



Race/Ethnicity



Primary Language



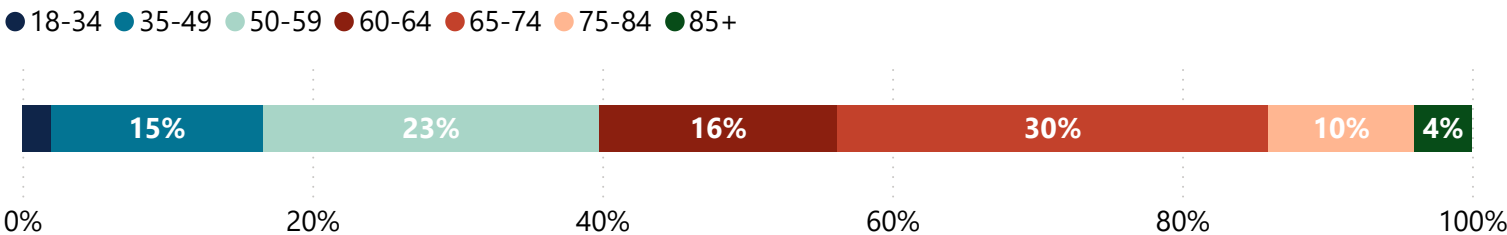
Gender Identity

	#	%
Female	219	43%
Male	279	55%
Trans Female	6	1%
Trans Male	1	0%
Addl. Groups	0	0%
Unknown	0	0%
Total	505	100%

Sexual Orientation

	#	%
Straight/Heterosexual	427	85%
Gay/Lesbian/Same-Gender Loving	31	6%
Bisexual	16	3%
Addl. Groups	2	0%
Unknown	29	6%
Total	505	100%

Age



Nutrition Education

Nutrition Education provides nutrition clients with information to promote healthy food selection and eating habits. This service is primarily provided at Congregate Meal sites as public presentations or demonstrations, as well as small group discussions.

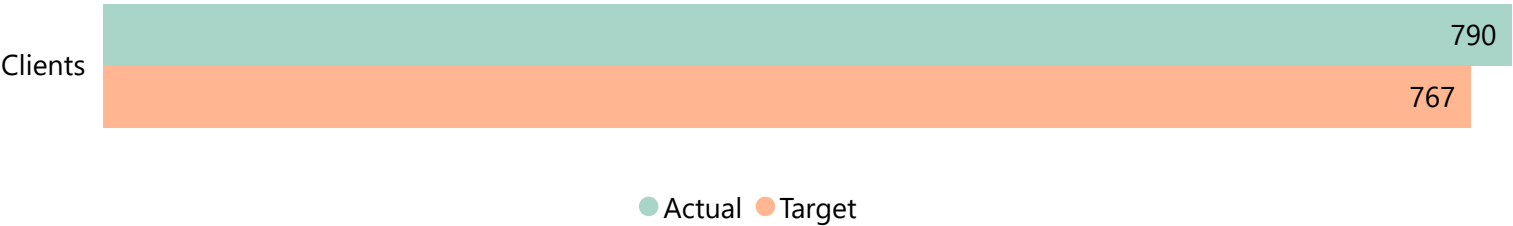
Funding

\$171,038

Providers

1

Service Objectives



Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actuals	Target
Healthy Nutrition Habits*	Clients feel more confident choosing foods and beverages that are beneficial to overall health	379	98%	75%
Healthy Nutrition Habits*	Clients report increased consumption of fruits, vegetables, and/or whole grains	376	95%	75%
Healthy Nutrition Habits*	Clients report making at least one healthy change due to participation in the program	378	96%	75%
Education & Awareness of Services	Clients feel more confident accessing nutrition counseling and/or education resources	378	97%	75%

*Key Measurement Theme for Service Area

Nutrition Education

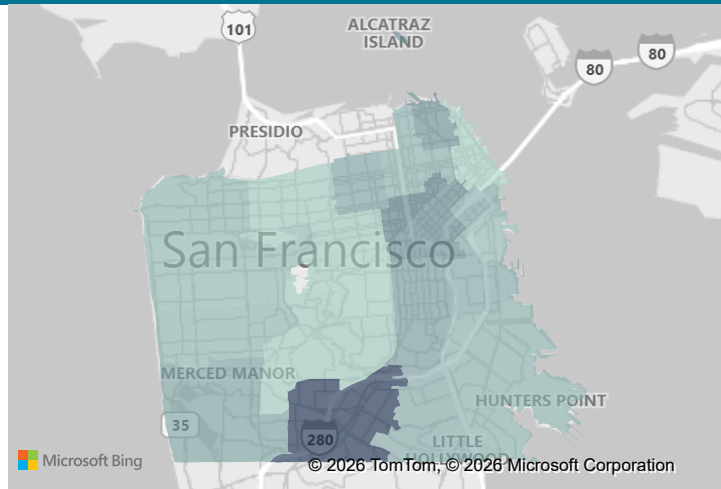
Client Profile

Service Levels

Unduplicated Clients	790
Enrollments	819

Analysis based on unduplicated clients

Zip Code of Residence

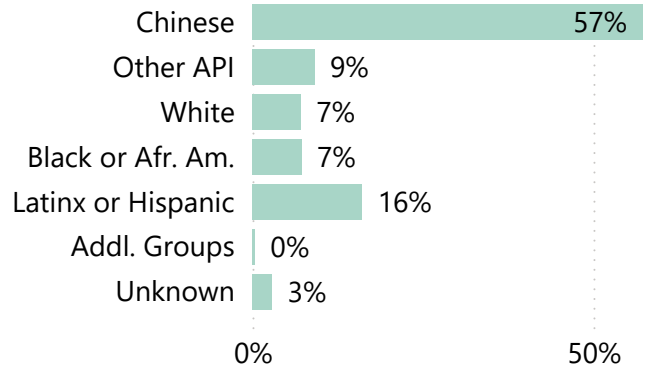


Low High

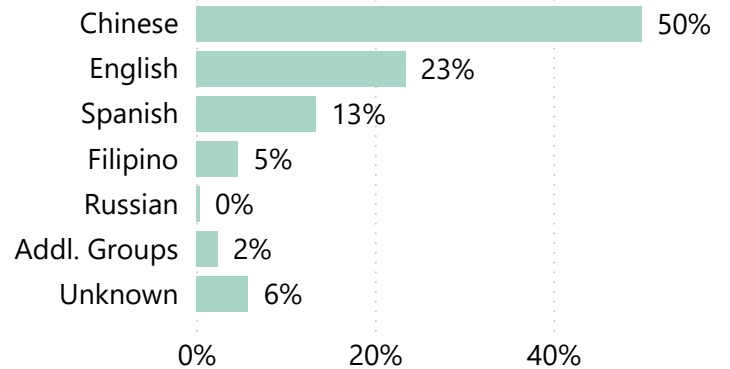
Gender Identity

	#	%
Female	580	73%
Male	199	25%
Trans Female	5	1%
Trans Male	0	0%
Addl. Groups	0	0%
Unknown	6	1%
Total	790	100%

Race/Ethnicity



Primary Language

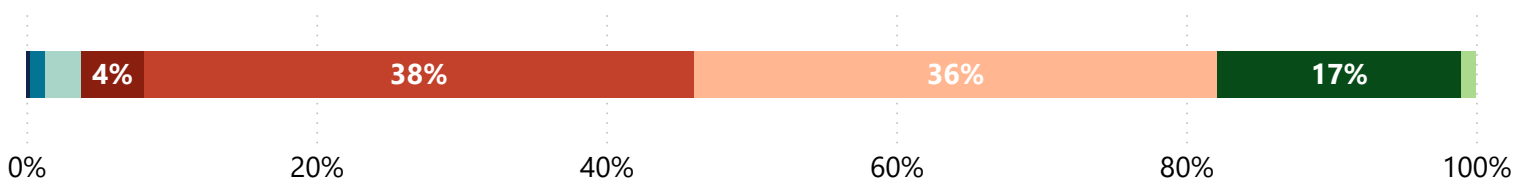


Sexual Orientation

	#	%
Straight/Heterosexual	729	92%
Gay/Lesbian/Same-Gender Loving	15	2%
Bisexual	21	3%
Addl. Groups	0	0%
Unknown	25	3%
Total	790	100%

Age

18-34 35-49 50-59 60-64 65-74 75-84 85+ Unknown



Self-Care & Safety

Self-Care & Safety services help 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

- *Adult Protective Services (APS)*
- *Elder Abuse Prevention Services*
- *In-Home Supportive Services (IHSS)*
- *Long-Term Care Ombudsman*
- *Public Administrator*
- *Public Conservator*
- *Public Guardian*
- *Representative Payee*
- *Senior Escorts*
- *Short-Term Home Care for Seniors*
- *Suicide Prevention & Emotional Support*
- *Support at Home*
- *Supportive Services for People with Collecting Behaviors*
- *Video Doorbells*
- *Wheelchair Repair*
- *Workforce Support*

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

FY 2024-25 HIGHLIGHTS

- We served over 2,200 clients* with a total of about 7,100 enrollments across all Self-Care & Safety services. In total, we allocated \$7.3 million for services in this area.
- Our Long-Term Care Ombudsman Program delivered exceptional advocacy for San Francisco's long-term care residents, exceeding key contractual goals. The program resolved 79% of complaints, and provided targeted multilingual outreach to monolingual — particularly Chinese speaking — residents. In total, the program served 2,616 unduplicated clients.
- Wheelchair Repair offered 14 clinic sessions and served 51 clients, providing repairs, preventative maintenance, and education on upkeep to the community.

DIGNITY FUND FY 2024-25: SELF-CARE & SAFETY SERVICES

Total Enrollments	Total Unduplicated Clients*	Total Funding
7,084	2,225	\$7,296,056

* Does not include services for which client-level data is not captured in DAS GetCare (Elder Abuse Prevention Services, Long-Term Care Ombudsman, Suicide Prevention & Emotional Support, Wheelchair Repair, and Workforce Support)

Elder Abuse Prevention Services

The Elder Abuse Prevention program provides outreach and educational trainings to professionals and the general public to prevent and mitigate abuse of older adults and adults with disabilities. The community-based service is supported by the Adult Protective Services program. Services also include coordination of the Adult Maltreatment Multi-Disciplinary Team (formerly known as the Forensic Center), whose members include legal, medical, law enforcement, and social service professionals who meet regularly to collaborate on complex cases and share expertise and resources.

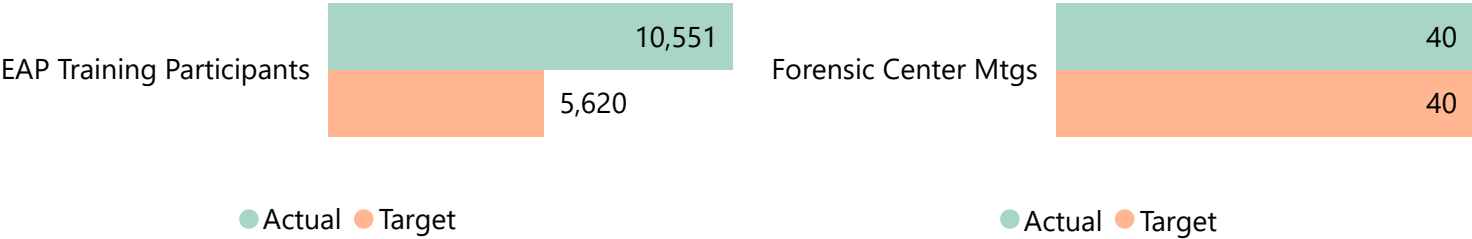
Funding

\$334,509

Providers

2

Service Objectives



Outcome Objectives

Service	Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Elder Abuse Prevention	Provider Training & Professional Development*	Trainees report that they are more likely to report suspected abuse as a result of the training	1,046	92%	75%
Elder Abuse Prevention	Service Quality	Trainees rate the quality of the training received as excellent or good	1,046	91%	80%
Forensic Center	Provider Training & Professional Development*	Participants find educational components of meetings to be informative	7	100%	80%
Forensic Center	Provider Training & Professional Development*	Participants report the Forensic Center and Multidisciplinary Team meetings have been useful	7	100%	80%

*Key Measurement Theme for Service Area

Long-Term Care 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 residential care facilities, and other settings, in accordance with California Law.

Funding

\$926,500

Providers

1

Service Objectives



Actual Target

Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actuals	Target
Service Quality	Complaints investigated and addressed by LTC Ombudsman are resolved to residents' satisfaction	336	84%	78%

*Key Measurement Theme for Service Area

Note: This program does not have Service Objective targets.

Senior Escorts

Senior Escorts accompany older adults on errands such as trips to medical appointments, banks, and grocery stores. Trips may be individual or group trips. The program was designed and launched in response to the rise in public violence targeting Asian and Pacific Islander community members during the COVID-19 pandemic. Escorts help people feel safe and willing to venture out into the community. This program is open to anyone who feels unsafe or unsure about leaving their home.

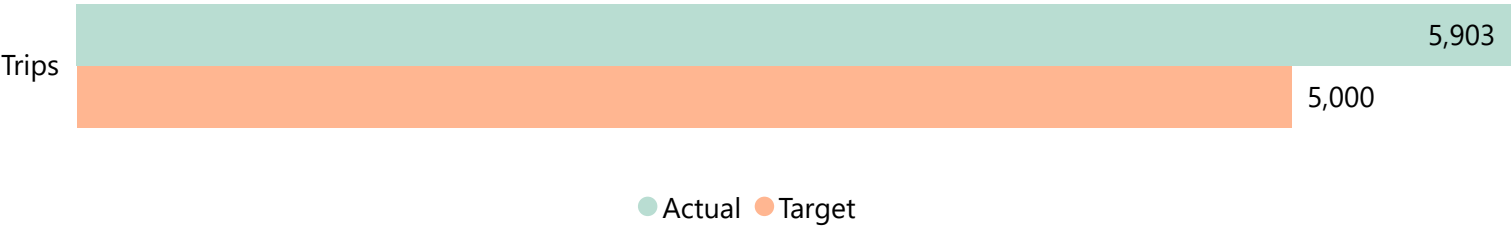
Funding

\$753,612

Providers

1

Service Objectives



Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actuals	Target
Empowerment*	Clients feel safer due to escort services	683	99%	80%
Service Quality	Escort requests are addressed in a timely fashion	670	98%	80%

*Key Measurement Theme for Service Area

Senior Escorts

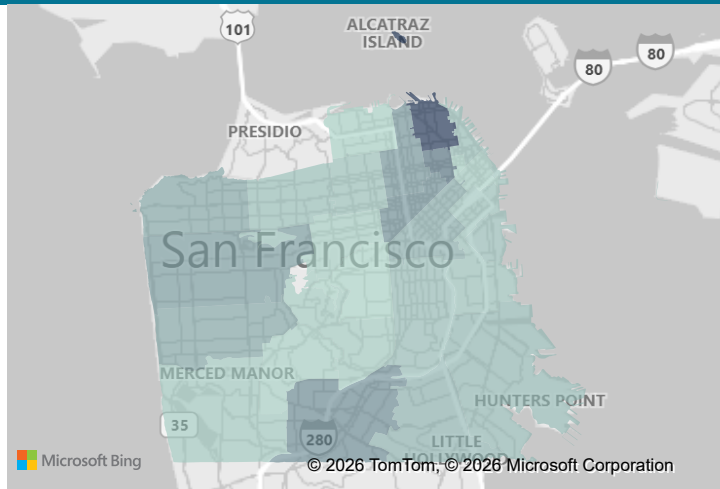
Client Profile

Service Levels

Unduplicated Clients	755
Enrollments	755

Analysis based on unduplicated clients

Zip Code of Residence

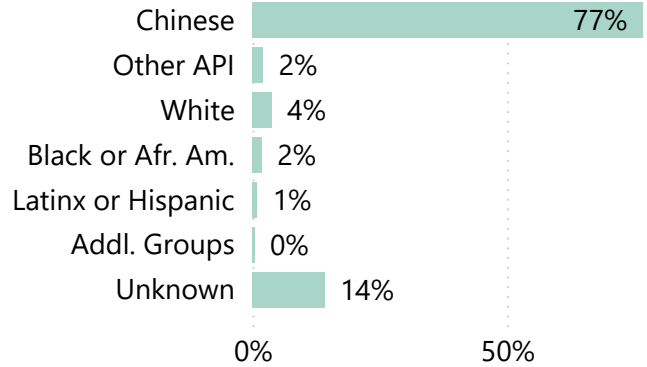


Low High

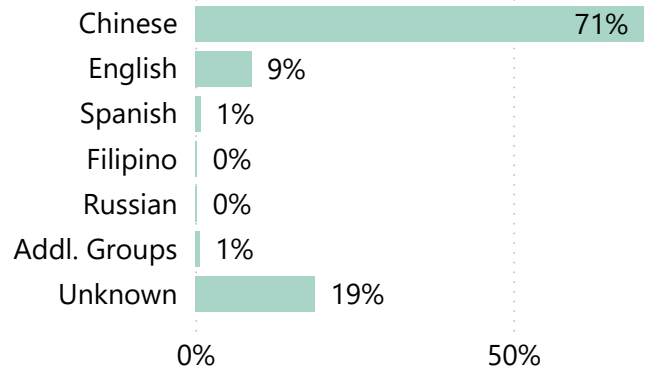
Gender Identity

	#	%
Female	493	65%
Male	252	33%
Trans Female	0	0%
Trans Male	0	0%
Addl. Groups	1	0%
Unknown	9	1%
Total	755	100%

Race/Ethnicity



Primary Language



Sexual Orientation

	#	%
Straight/Heterosexual	623	83%
Gay/Lesbian/Same-Gender Loving	5	1%
Bisexual	6	1%
Addl. Groups	0	0%
Unknown	121	16%
Total	755	100%

Age

18-34 35-49 50-59 60-64 65-74 75-84 85+ Unknown



Short-Term Home Care for Seniors

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

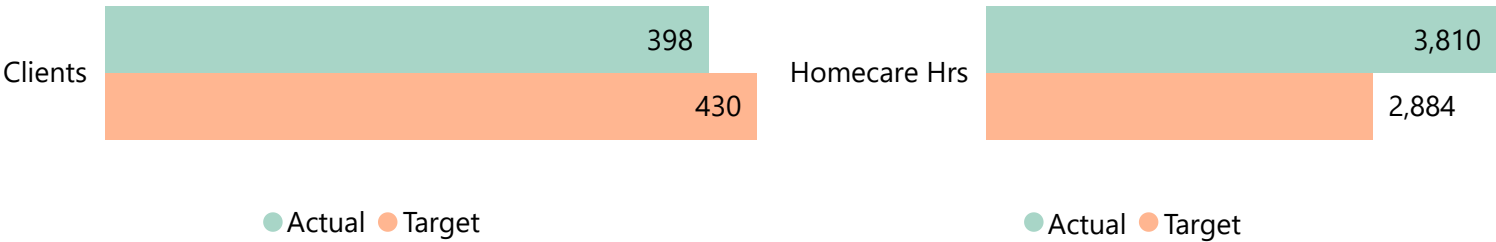
Funding

\$210,893

Providers

1

Service Objectives



Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Stability in the Community*	Clients report the services help them remain at home	129	99%	85%
Service Quality	Clients are satisfied with the services provided	129	99%	85%

*Key Measurement Theme for Service Area

Short-Term Home Care for Seniors

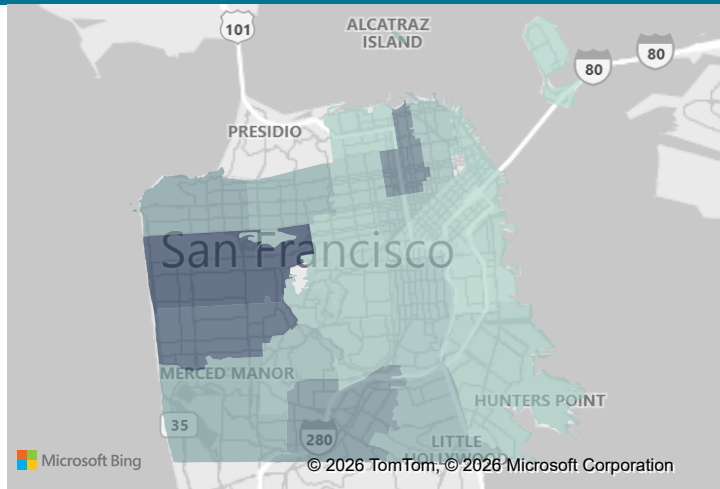
Client Profile

Service Levels

Unduplicated Clients	398
Enrollments	1,103

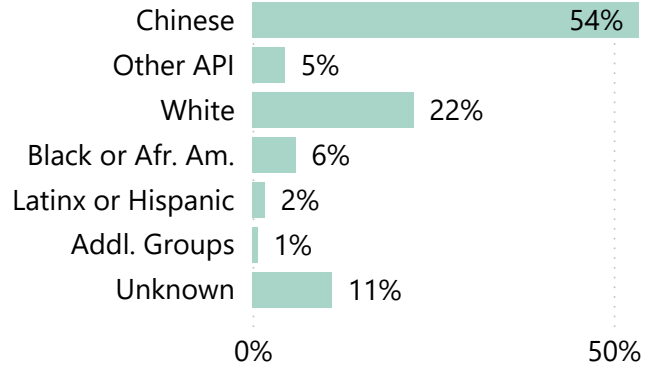
Analysis based on unduplicated clients

Zip Code of Residence

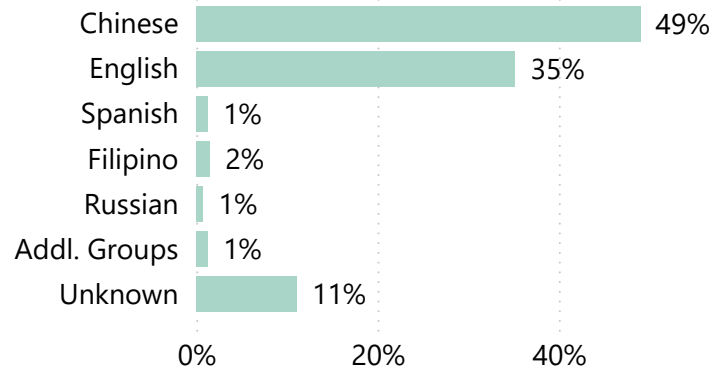


Low High

Race/Ethnicity



Primary Language



Gender Identity

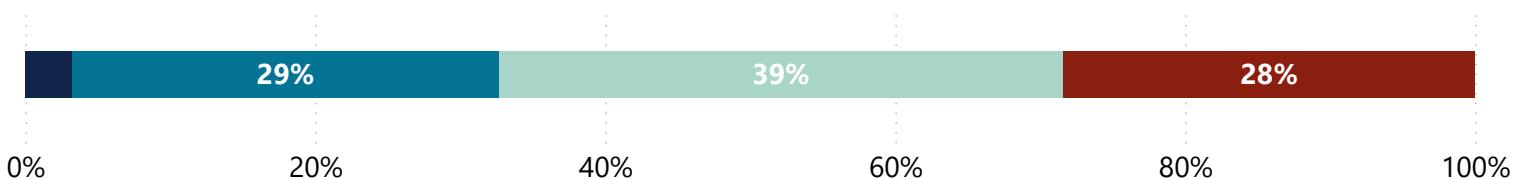
	#	%
Female	245	62%
Male	135	34%
Trans Female	0	0%
Trans Male	0	0%
Addl. Groups	0	0%
Unknown	18	5%
Total	398	100%

Sexual Orientation

	#	%
Straight/Heterosexual	311	78%
Gay/Lesbian/Same-Gender Loving	18	5%
Bisexual	44	11%
Addl. Groups	0	0%
Unknown	25	6%
Total	398	100%

Age

● 60-64 ● 65-74 ● 75-84 ● 85+



Suicide Prevention and Emotional Support

The Suicide Prevention and Emotional Support program includes a variety of services, such as peer and professional psychological counseling, and grief counseling and support groups, as well as information and referral services to help connect clients with other needed supportive services. The program also provides 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.

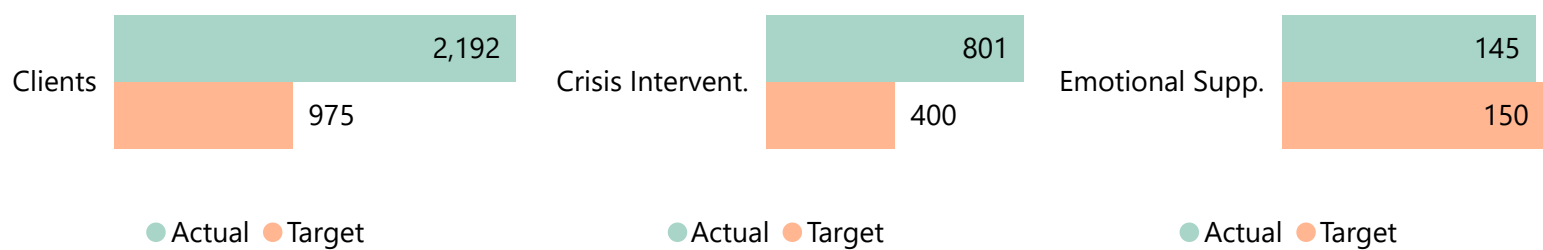
Funding

\$457,257

Providers

1

Service Objectives



Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Empowerment & Self-Determination*	Clients who participate in Grief Group Counseling develop strategies to better cope with their grief/loss	54	98%	85%
Provider Training & Professional Development*	Professionals who attend trainings develop better understanding of grief, loss, and depression within the senior and disability populations	326	98%	85%
Service Quality	Clients who receive Formal Emotional Support phone calls rate the quality of services as excellent or good	53	100%	85%

*Key Measurement Theme for Service Area

Support at Home

Support at Home provides home care subsidies for people who have too much income to qualify for In-Home Supportive Services (a Medi-Cal benefit) but not enough to afford to privately pay for home care.

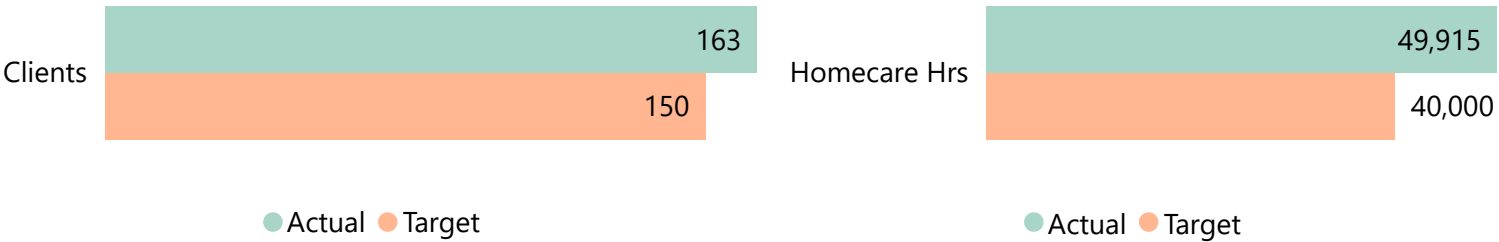
Funding

\$1,918,902

Providers

1

Service Objectives



Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Stability in the Community*	Clients are able to remain safe at home as a result of the participation in the program	73	82%	85%
Quality of Life*	Clients report their quality of life has improved as a result of home care services	73	86%	85%
Service Quality	Clients are satisfied with the voucher administration process	73	85%	85%

*Key Measurement Theme for Service Area

Support at Home

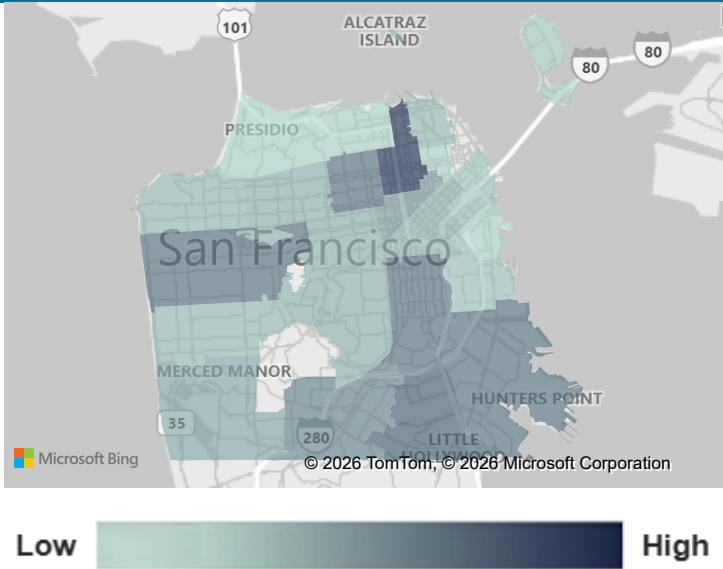
Client Profile

Service Levels

Unduplicated Clients	163
Enrollments	163

Analysis based on unduplicated clients

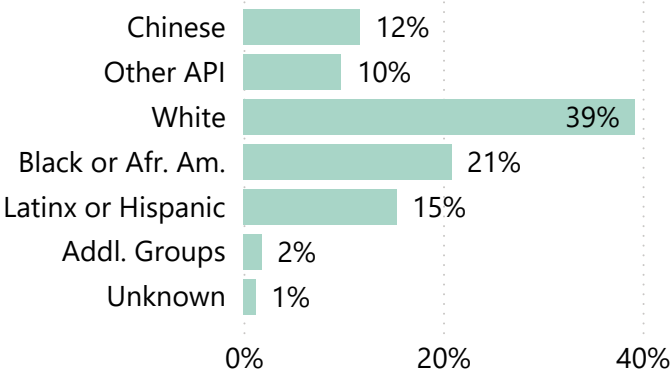
Zip Code of Residence



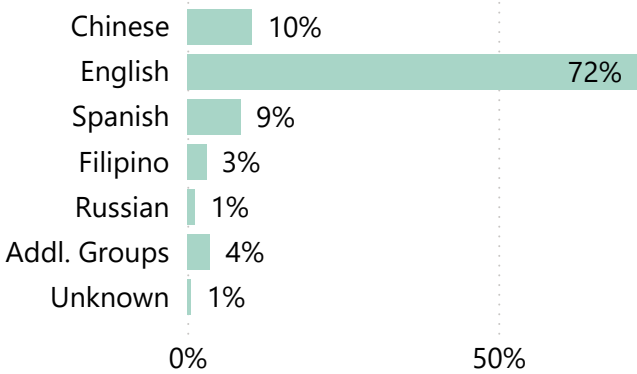
Gender Identity

	#	%
Female	103	63%
Male	59	36%
Trans Female	0	0%
Trans Male	0	0%
Addl. Groups	1	1%
Unknown	0	0%
Total	163	100%

Race/Ethnicity



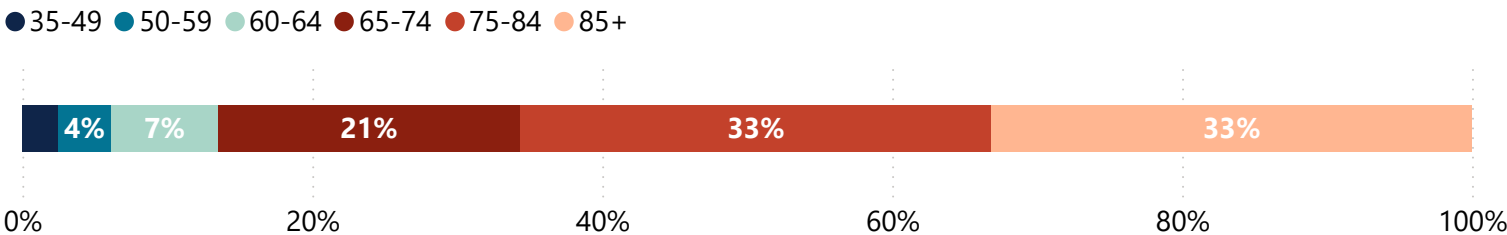
Primary Language



Sexual Orientation

	#	%
Straight/Heterosexual	141	87%
Gay/Lesbian/Same-Gender Loving	13	8%
Bisexual	5	3%
Addl. Groups	0	0%
Unknown	4	2%
Total	163	100%

Age



Support Services for People with Collecting Behaviors

Support Services for People with Collecting Behaviors facilitates support groups and psychoeducation for individuals who compulsively acquire possessions and are unable to discard them. The program also coordinates a citywide task force and provides education and training to professionals working with people with collecting behaviors (i.e., hoarding and cluttering).

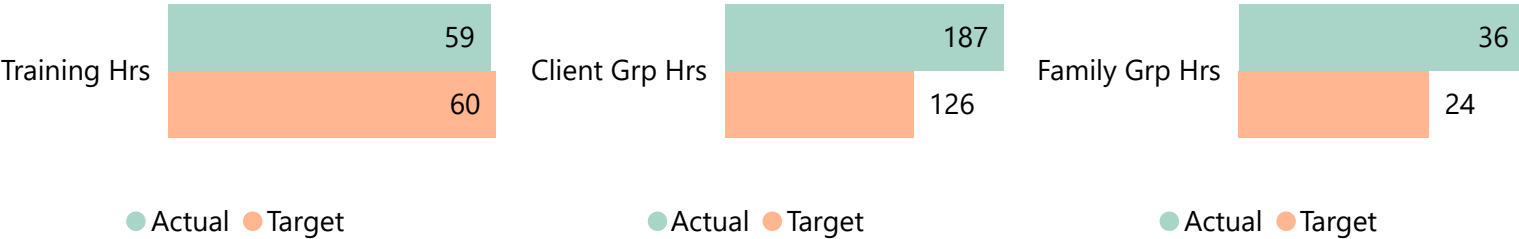
Funding

\$319,817

Providers

1

Service Objectives



Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Provider Training & Professional Development*	Professionals have an improved understanding of compulsive hoarding and systems linkages	233	90%	80%
Empowerment & Self-Determination*	Clients participating in support and treatment groups report a reduction in their compulsive hoarding and cluttering behaviors			80%
Empowerment & Self-Determination*	Family and friends participating in support groups feel better able to support themselves and the individual with hoarding and cluttering behaviors			80%

*Key Measurement Theme for Service Area

Note: Data for certain Outcome Objectives is unavailable because the survey process used for those objectives introduced significant inaccuracies.

Support for People with Collecting Behaviors

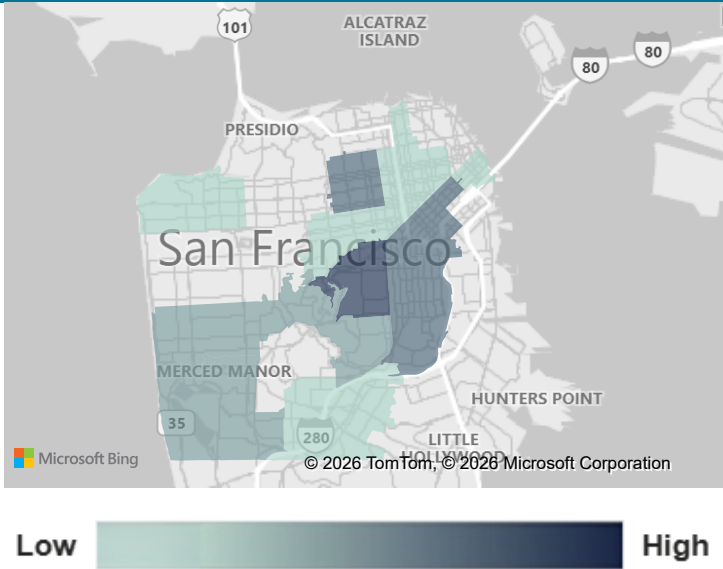
Client Profile

Service Levels

Unduplicated Clients	69
Enrollments	69

Analysis based on unduplicated clients

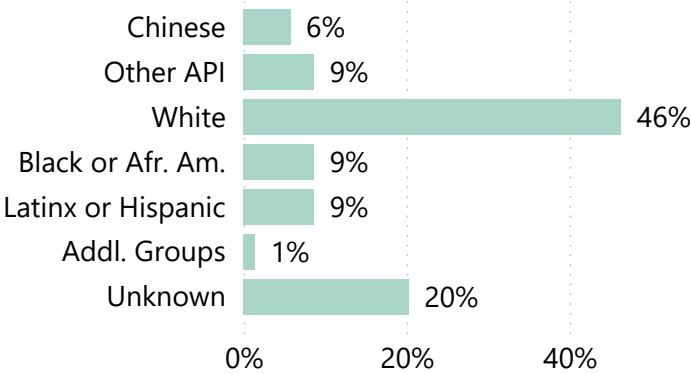
Zip Code of Residence



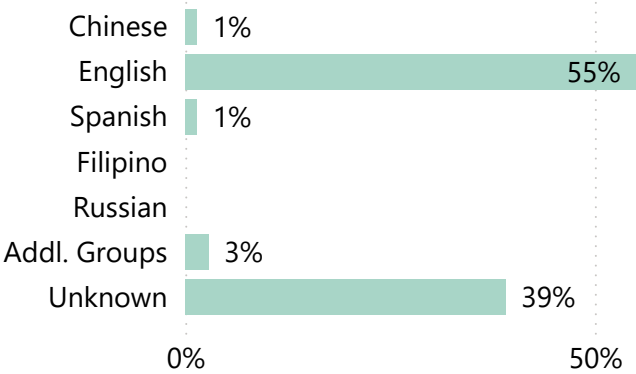
Gender Identity

	#	%
Female	41	59%
Male	24	35%
Trans Female	0	0%
Trans Male	0	0%
Addl. Groups	0	0%
Unknown	4	6%
Total	69	100%

Race/Ethnicity



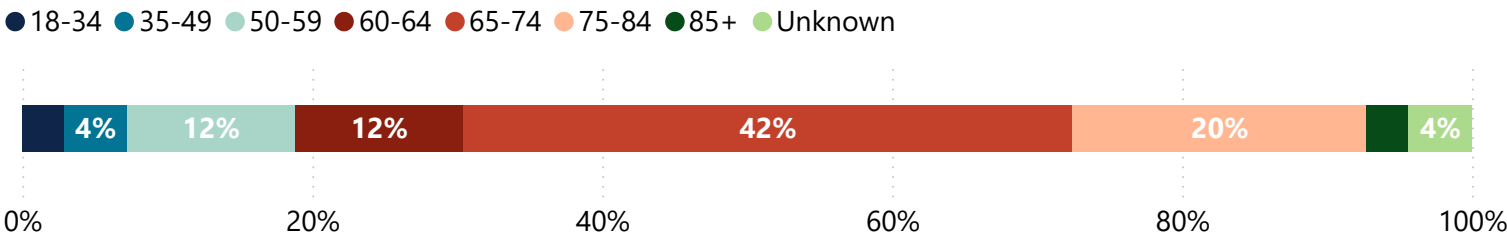
Primary Language



Sexual Orientation

	#	%
Straight/Heterosexual	33	48%
Gay/Lesbian/Same-Gender Loving	13	19%
Bisexual	4	6%
Addl. Groups	1	1%
Unknown	18	26%
Total	69	100%

Age



Video Doorbells

The Video Doorbells program provides access to residential video doorbells to enhance safety and security. The program provides for acquisition, installation, and training on use of the video doorbell. Initially launched as a pilot program in District 4, it now offers services citywide.

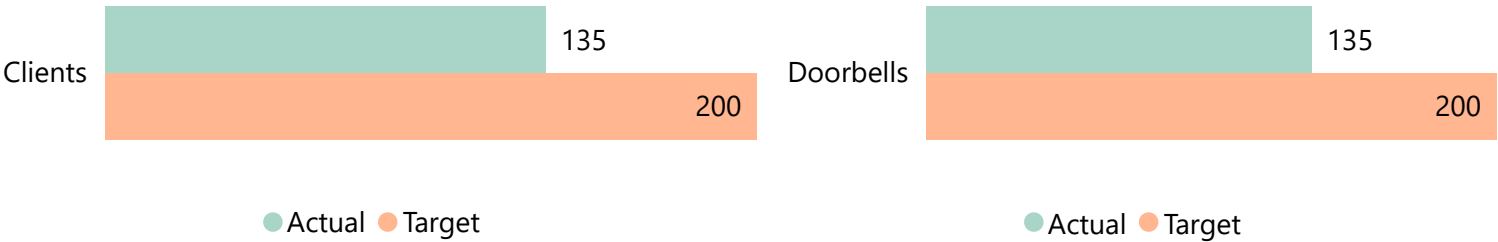
Funding

\$8,299

Providers

1

Service Objectives



Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Empowerment & Self-Determination*	Recipients express an increased sense of safety and security in their home	20	95%	85%
Service Quality	Recipients express that maintenance inssues were addressed in a timely fashion	20	95%	85%
Service Quality	Recipients are satisfied with the installation of the video doorbell	20	100%	85%

*Key Measurement Theme for Service Area

Video Doorbells

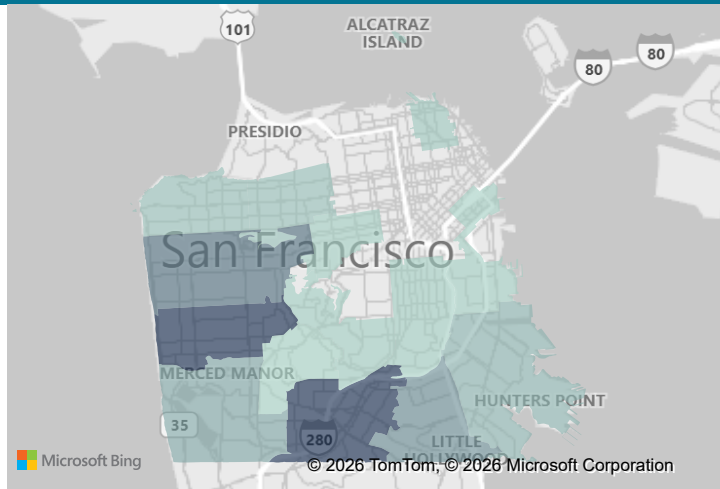
Client Profile

Service Levels

Unduplicated Clients	135
Enrollments	135

Analysis based on unduplicated clients

Zip Code of Residence

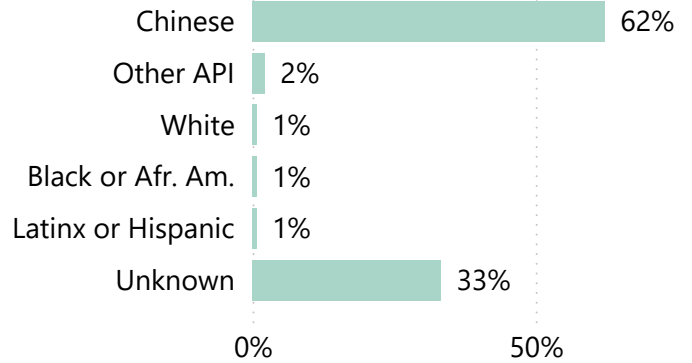


Low High

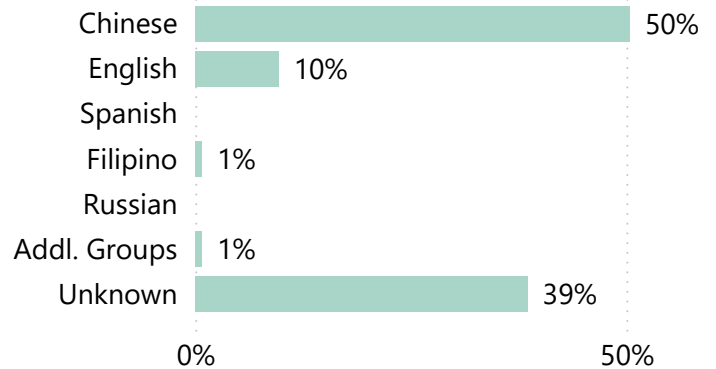
Gender Identity

	#	%
Female	82	61%
Male	53	39%
Trans Female	0	0%
Trans Male	0	0%
Addl. Groups	0	0%
Unknown	0	0%
Total	135	100%

Race/Ethnicity



Primary Language



Sexual Orientation

	#	%
Straight/Heterosexual	85	63%
Gay/Lesbian/Same-Gender Loving	2	1%
Bisexual	1	1%
Addl. Groups	0	0%
Unknown	47	35%
Total	135	100%

Age

60-64 65-74 75-84 85+ Unknown



Wheelchair Repair

Wheelchair Repair provides wheelchair repairs, preventative maintenance, and opportunities to learn about upkeep and basic repairs. This pilot program seeks to decrease lengthy wheelchair repair times and the corresponding negative outcomes associated with out-of-service assistive equipment.

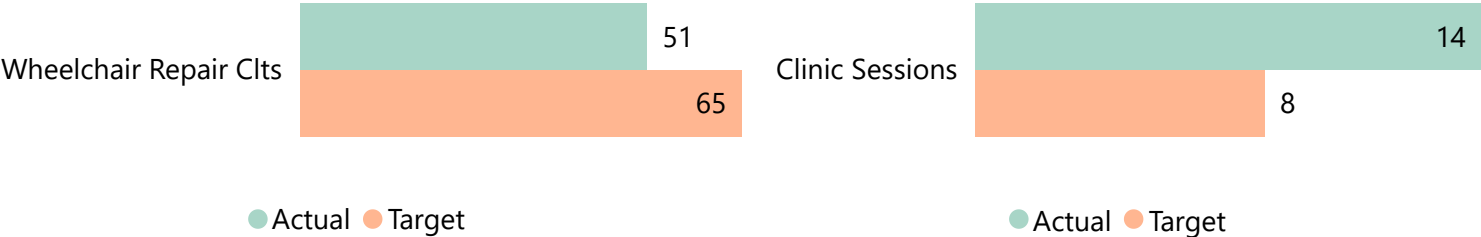
Funding

\$232,610

Providers

1

Service Objectives



Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Stability in the Community*	Clients are satisfied with their wheelchair repairs	10	100%	85%
Stability in the Community*	Clients are satisfied with the support services received, including claims assistance and equipment loans	10	100%	85%
Empowerment & Self-Determination*	Clients who attended a workshop will have increased skills and knowledge around wheelchair upkeep, maintenance, and basic repairs	10	100%	85%
Service Quality	Clients report the program was responsive to their needs and felt treated with respect	10	100%	95%

*Key Measurement Theme for Service Area

Workforce Support

The Workforce Support program is designed to strengthen the competencies of paid caregivers and home care workers who provide care to older adults and adults with disabilities in San Francisco. In addition to building basic caregiving skills, knowledge, and abilities, the training offered by the program includes education on cultural sensitivity so that caregivers may serve diverse clients, such as those with limited English-speaking proficiency.

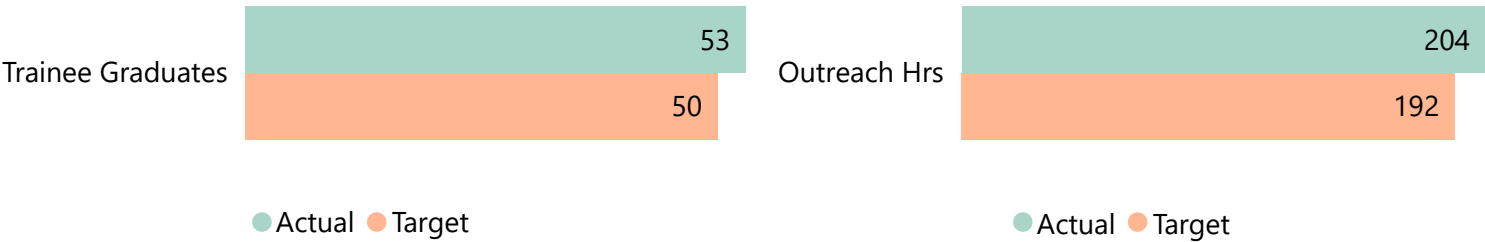
Funding

\$257,116

Providers

1

Service Objectives



Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Provider Training & Professional Development*	Trainees demonstrate increased caregiver competencies (based on pre/post assessment)	53	100%	80%
Provider Training & Professional Development*	Trainees report the program provided useful information that improved their caregiving abilities	53	100%	75%
Provider Training & Professional Development*	Trainees report they have developed additional skills to work more competently in diverse community-based and long-term care settings	53	100%	75%

*Key Measurement Theme for Service Area

Appendix A: DAS Service List

The table below lists DAS services alphabetically, and identifies which one of seven broad service areas each services falls into. It also indicates which services are Dignity Fund-eligible.

Service	Service Area	DF Eligible
Adult Day Health Centers (ADHCs)	Community Connection & Engagement	Y
Adult Day Programs	Caregiver Support	Y
Adult Protective Services (APS)	Self-Care & Safety	N
Advocacy: Home Care	Access & Empowerment	Y
Advocacy: Housing	Access & Empowerment	Y
Advocacy: Long-Term Care	Access & Empowerment	Y
Aging and Disability Resource Centers (ADRCs)	Access & Empowerment	Y
Assisted Living Facilities (ALF) Support	Housing Support	N
CalFresh Healthy Living	Nutrition & Wellness	Y
CalFresh Outreach	Access & Empowerment	Y
Caregiver Respite	Caregiver Support	Y
Case Management	Case Management & Care Navigation	Y
Chronic Disease Management Programs	Nutrition & Wellness	Y
Community Bridge	Community Connection & Engagement	Y
Community Connector	Community Connection & Engagement	Y
Community Living Fund (CLF)	Case Management & Care Navigation	Y
Community Service Centers	Community Connection & Engagement	Y
Congregate Meals	Nutrition & Wellness	Y
County Veterans Service Office (CVSO)	Access & Empowerment	N
Creative Arts for Older Adults and Adults with Disabilities	Community Connection & Engagement	Y
Culturally Responsive Nutrition Services	Nutrition & Wellness	Y
DAS Intake	Access & Empowerment	Y
Disability Cultural Center	Access & Empowerment	Y
Elder Abuse Prevention Services	Self-Care & Safety	Y
Employment Navigation and Benefits Support	Access & Empowerment	Y
Employment Support	Community Connection & Engagement	Y
Empowerment Programs	Access & Empowerment	Y
Family Caregiver Support Program	Caregiver Support	Y

Service	Service Area	DF Eligible
Food Pantry	Nutrition & Wellness	Y
Health Insurance Counseling and Advocacy Program (HICAP)	Access & Empowerment	Y
Health Promotion – Physical Fitness	Nutrition & Wellness	Y
Home-Delivered Groceries	Nutrition & Wellness	Y
Home-Delivered Meals	Nutrition & Wellness	Y
Housing Subsidies	Housing Support	Y
In-Home Supportive Services (IHSS)	Self-Care & Safety	N
Intergenerational Programs	Community Connection & Engagement	Y
Legal Assistance	Access & Empowerment	Y
LGBTQ+ Care Navigation	Case Management & Care Navigation	Y
LGBTQ+ Community Services in Adult Day Health Centers (ADHCs)	Community Connection & Engagement	Y
LGBTQ+ Cultural Competency Trainings	Access & Empowerment	Y
LGBTQ+ Financial Literacy	Access & Empowerment	Y
LGBTQ+ Legal & Life Planning	Access & Empowerment	Y
LGBTQ+ Mental Health Connections	Community Connection & Engagement	Y
Long-Term Care Ombudsman	Self-Care & Safety	Y
Money Management	Case Management & Care Navigation	Y
Naturalization	Access & Empowerment	Y
Neighborhood Choirs	Community Connection & Engagement	Y
Neighborhood-Based Programs	Community Connection & Engagement	Y
Nutrition as Health	Nutrition & Wellness	Y
Nutrition Education	Nutrition & Wellness	Y
Peer Ambassadors	Access & Empowerment	Y
Public Administrator	Self-Care & Safety	N
Public Conservator	Self-Care & Safety	N
Public Guardian	Self-Care & Safety	N
Rental Assistance Demonstration	Housing Support	Y
Representative Payee	Self-Care & Safety	N
Scattered Site Housing	Housing Support	Y
Senior Companion	Community Connection & Engagement	Y
Senior Escorts	Self-Care & Safety	Y
Senior Ex-Offender Program	Community Connection & Engagement	Y
SF Connected	Community Connection & Engagement	Y

Service	Service Area	DF Eligible
Short-Term Home Care for Seniors	Self-Care & Safety	Y
Suicide Prevention and Emotional Support	Self-Care & Safety	Y
Support at Home	Self-Care & Safety	Y
Support Services for People with Collecting Behaviors	Self-Care & Safety	Y
Technology at Home	Community Connection & Engagement	Y
Transgender and Gender Non-Conforming (TGNC) Supports	Community Connection & Engagement	Y
Transportation	Access & Empowerment	Y
Veterans Drop-In Center	Community Connection & Engagement	Y
Veterans Justice Court Case Management	Case Management & Care Navigation	Y
Veterans Services Connect	Housing Support	Y
Video Doorbells	Self-Care & Safety	Y
Village Programs	Community Connection & Engagement	Y
Volunteer Visitors	Community Connection & Engagement	Y
Wheelchair Repair	Self-Care & Safety	Y
Workforce Support	Self-Care & Safety	Y

Appendix B: List of Contractors by Service

The tables below identify the contractor(s) providing Dignity Fund services included in this report and funded by DAS in FY 2024-25. These tables are organized by service area, and list services and contractors alphabetically.

SERVICE AREA: ACCESS & EMPOWERMENT

Service	Contractor
Advocacy Services	Senior and Disability Action
Aging and Disability Resource Centers (ADRCs)	Bayview Hunters Point Multipurpose Senior Services
	Episcopal Community Services
	Golden Gate Senior Services
	Institute on Aging (Citywide Coordinator)
	Mission Neighborhood Centers
	On Lok (30th Street Senior Center)
	Openhouse
	Self-Help for the Elderly
	Sequoia Living
	Toolworks
CalFresh Outreach	SF Marin Food Bank
DAS Intake	N/A (service provided directly by DAS)
Employment Navigation and Benefits Support	Felton Institute
Empowerment Programs	Independent Living Resource Center of San Francisco
	Senior and Disability Action
	The Arc San Francisco
Health Insurance Counseling and Advocacy Program (HICAP)	Self-Help for the Elderly
Legal Assistance	Asian Pacific Islander Legal Outreach
	Independent Living Resource Center of San Francisco
	La Raza Centro Legal
	Legal Assistance to the Elderly
	Open Door Legal
	UC Hastings College of the Law - Medical Legal Partnership for Seniors
LGBTQ+ Cultural Competency Trainings	Alzheimer's Association
	Openhouse
LGBTQ+ Financial Literacy	SF LGBT Center

Service	Contractor
LGBTQ+ Legal & Life Planning	Legal Assistance to the Elderly
Naturalization	Asian Pacific Islander Legal Outreach
	Centro Latino de San Francisco
	Immigration Institute of the Bay Area
	Jewish Family and Children's Services
	La Raza Centro Legal
	Self-Help for the Elderly
Peer Ambassadors	Curry Senior Center
	Self-Help for the Elderly
	Southeast Asian Community Center
Transportation	Community Living Campaign
	Lighthouse for the Blind and Visually Impaired (Taxi Vouchers)
	SFMTA
	YMCA

SERVICE AREA: CAREGIVER SUPPORT

Service	Contractor
Adult Day Programs	Catholic Charities
	Institute on Aging
	Kimochi
	On Lok (30th Street Senior Center)
	Self-Help for the Elderly
	SteppingStone
Caregiver Respite	Institute on Aging
Family Caregiver Support Program	Edgewood
	Family Caregiver Alliance

SERVICE AREA: CASE MANAGEMENT & CARE NAVIGATION

Service	Contractor
Case Management	Bayview Hunters Point Multipurpose Senior Services
	Catholic Charities
	Curry Senior Center
	Episcopal Community Services
	Homebridge
	Institute on Aging
	Jewish Family and Children's Services
	Kimochi
	On Lok (30th Street Senior Center)
	Openhouse
	Self-Help for the Elderly
Community Living Fund (CLF)	Institute on Aging

Service	Contractor
LGBTQ+ Care Navigation	Shanti Project
Money Management	Bayview Hunters Point Multipurpose Senior Services
	Conard House

SERVICE AREA: COMMUNITY CONNECTION & ENGAGEMENT

Service	Contractor
Adult Day Health Centers (ADHCs)	SteppingStone
Community Connector	Community Living Campaign
Community Service Centers	Bayanihan Equity Center
	Bayview Hunters Point Multipurpose Senior Services
	Bernal Heights Neighborhood Center
	Booker T. Washington Community Service Center
	Catholic Charities
	Centro Latino de San Francisco
	Curry Senior Center
	Episcopal Community Services
	Felton Institute
	Golden Gate Senior Services
	Independent Living Resource Center of San Francisco
	Kimochi
	Lighthouse for the Blind and Visually Impaired
	Mission Neighborhood Centers
	On Lok (30th Street Senior Center)
	Openhouse
	Russian American Community Services
	Self-Help for the Elderly
	Sequoia Living
	Southwest Community Corporation
	Visitation Valley Neighborhood Association
	YMCA
Creative Arts for Older Adults and Adults with Disabilities	Art with Elders
	Community Music Center
	University Of California, San Francisco
Employment Support	Community Living Campaign
	The Arc San Francisco

Service	Contractor
Intergenerational Programs	Bayview Hunters Point Multipurpose Senior Services
	Front Porch Communities Foundation (Ruth's Table)
	Lighthouse for the Blind
	Mission Neighborhood Centers
	Openhouse
	Self-Help for the Elderly
	Sequoia Living
LGBTQ+ Community Services in ADHCs	SteppingStone
LGBTQ+ Mental Health Connections	Curry Senior Center
Neighborhood-Based Programs	Bernal Heights Neighborhood Center
	Booker T. Washington Community Service Center
	NEXT Village SF
	Self-Help for the Elderly
Senior Companion	Felton Institute
SF Connected	Community Living Campaign
	Community Technology Network
	Conard House
	Lighthouse for the Blind and Visually Impaired
	Self-Help for the Elderly
	The Arc San Francisco
Technology at Home	Curry Senior Center
Transgender and Gender Non-Conforming (TGNC) Supports	Curry Senior Center
	Openhouse
Veterans Drop-In Center	Swords to Plowshares
Village Programs	Golden Gate Senior Services
	NEXT Village SF
	SF Village
Volunteer Visitors	Lighthouse for the Blind and Visually Impaired
	Little Brothers - Friends of the Elderly

SERVICE AREA: HOUSING SUPPORT

Service	Contractor
Housing Subsidies	Catholic Charities
	Eviction Defense Collaborative
	Self-Help for the Elderly

Service	Contractor
Rental Assistance Demonstration	BRIDGE Housing
	Chinatown Community Development Center
	Community Housing Partnership
	Glide Community Housing
	Mercy Housing California
	Tenderloin Neighborhood Development Corporation
Scattered Site Housing	Brilliant Corners
Veterans Services Connect	Swords to Plowshares

SERVICE AREA: NUTRITION & WELLNESS

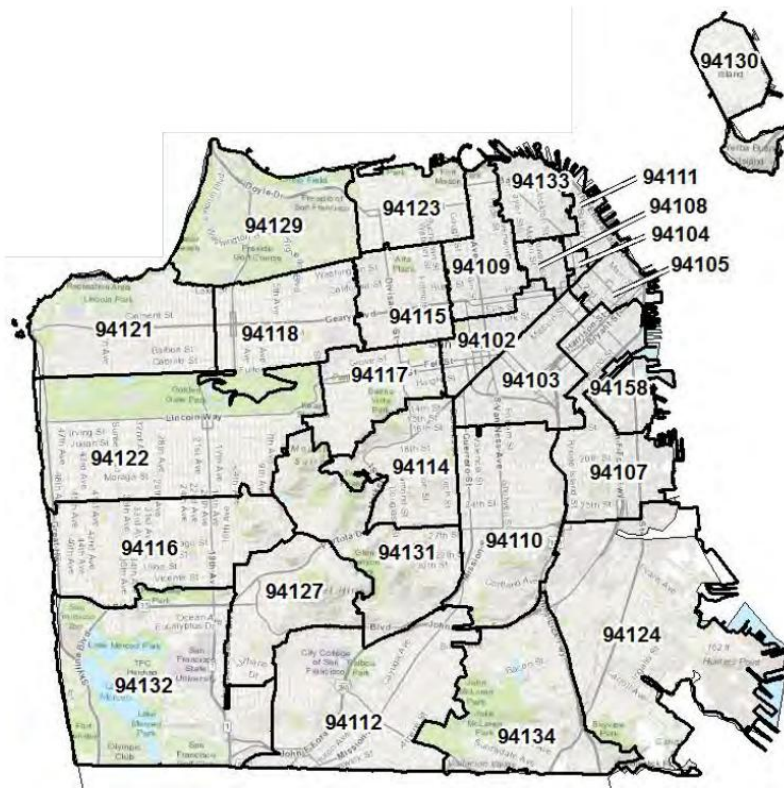
Service	Contractor
CalFresh Healthy Living	Self-Help for the Elderly
Chronic Disease Management Programs	On Lok (30th Street Senior Center)
Congregate Meals	Bayview Hunters Point Multipurpose Senior Services
	Centro Latino de San Francisco
	Episcopal Community Services
	Glide Foundation
	Kimochi
	On Lok (30th Street Senior Center)
	Project Open Hand
	Russian American Community Services
	Self-Help for the Elderly
	Southwest Community Corporation
Culturally Responsive Nutrition Services	Bayview Hunters Point Multipurpose Senior Services
	Southwest Community Cooperation
	Centro Latino de San Francisco
Food Pantry	San Francisco-Marin Food Bank
Health Promotion – Physical Fitness	On Lok (30th Street Senior Center)
Home-Delivered Groceries	Bayview Hunters Point Multipurpose Senior Services
	Centro Latino de San Francisco
	Chinatown Community Development Center
	Community Living Campaign
	Golden Gate Senior Services
	San Francisco-Marin Food Bank
	YMCA

Service	Contractor
Home-Delivered Meals	Centro Latino de San Francisco
	Institute on Aging
	Jewish Family and Children's Services
	Kimochi
	Meals On Wheels
	On Lok (30th Street Senior Center)
	Project Open Hand
	Russian American Community Services
	Self-Help for the Elderly
Nutrition as Health	Project Open Hand
Nutrition Education	Leah's Pantry

SERVICE AREA: SELF-CARE & SAFETY

Service	Contractor
Elder Abuse Prevention Services	Institute on Aging
Long-Term Care Ombudsman	Felton Institute
Senior Escorts	Self-Help for the Elderly
Short-Term Home Care for Seniors	Self-Help for the Elderly
Suicide Prevention and Emotional Support	Institute on Aging
Support at Home	Institute on Aging
Support Services for People with Collecting Behaviors	Mental Health Association of San Francisco
Video Doorbells	Self-Help for the Elderly
Wheelchair Repair	Independent Living Resource Center of SF
Workforce Support	Self-Help for the Elderly

Appendix C: Map of San Francisco Zip Codes



SAN FRANCISCO ZIP CODES AND ASSOCIATED NEIGHBORHOODS

SF Zip Code	San Francisco Neighborhood	SF Zip Code	San Francisco Neighborhood
94102	Hayes Valley/Civic Center/Tenderloin	94118	Inner Richmond
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	94142	General Delivery

Appendix D: Profile of San Francisco Older Adults and Adults with Disabilities

This appendix provides a demographic profile of all older adults (ages 60 and older) and adults with disabilities (ages 18-59) living in San Francisco, drawing on Census data from the 2023 American Community Survey 5-Year Estimates.

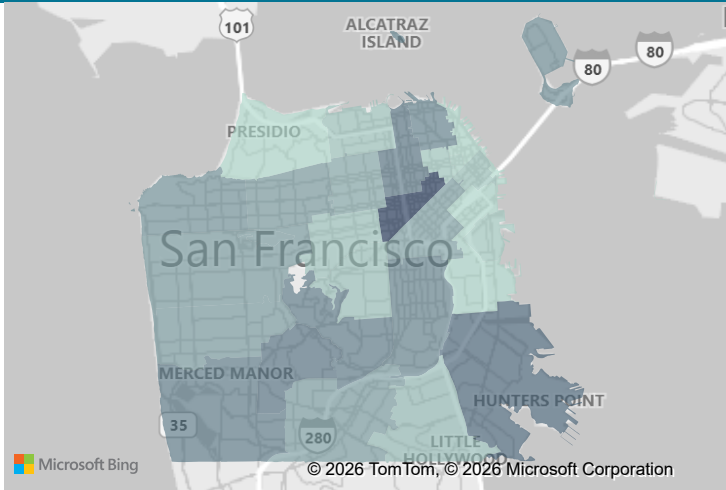
Please see the following page for this population profile.

Population Profile

Population

Adults with Disabilities (18-59)	36,839
Older Adults (60+)	192,264
Total	229,103

Zip Code of Residence

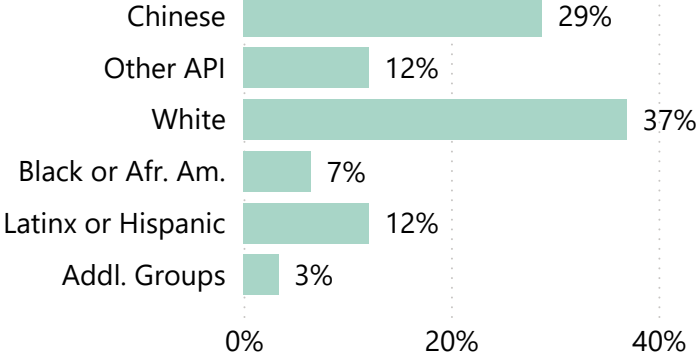


Low High

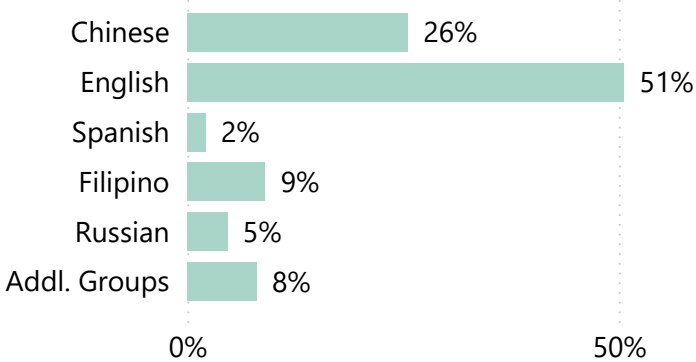
Gender Identity

	#	%
Female	116,659	51%
Male	112,444	49%
Trans Female		
Trans Male		
Addl. Groups		
Total	229,103	100%

Race/Ethnicity



Primary Language

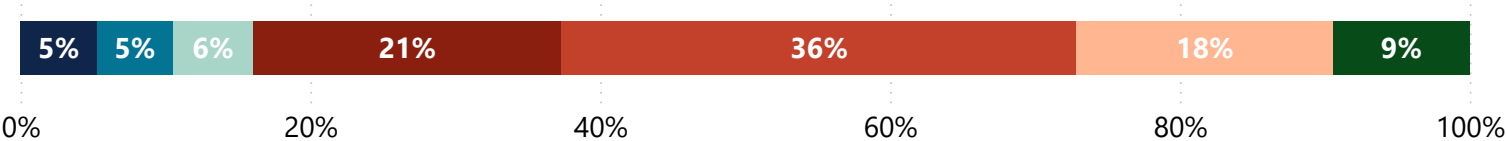


Sexual Orientation

Straight/Heterosexual
Gay/Lesbian/Same-Gender Loving
Bisexual
Addl. Groups
Unknown

Age

18-34 35-49 50-59 60-64 65-74 75-84 85+



Source and Notes: Population analysis is based on 2023 American Community Survey 5-Year Estimates. Census questions do not align with San Francisco's methods of collecting gender identity and sexual orientation data. Zip code analysis defines seniors as adults ages 65+ and adults with disabilities ages 18-64. All other analysis identifies seniors at ages 60+ and adults with disabilities ages 18-59.

Appendix E: Profile of Clients Served in FY 2024-25 Overall and by Service Area

This appendix provides a demographic profile of individuals who participated in Dignity Fund eligible services in FY 2024-25, overall across all services and by each service area. These profiles are based on an unduplicated client count of individuals enrolled in programs tracked in the DAS GetCare data system.

Please see the following pages for these client profiles.

All Clients

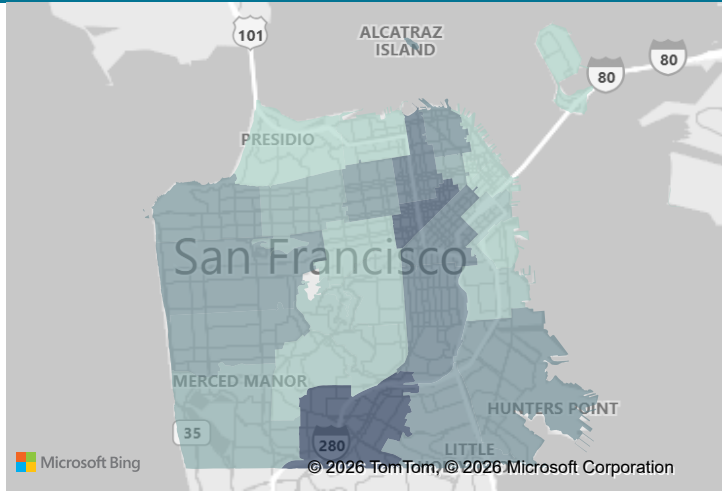
Client Profile

Service Levels

Unduplicated Clients	65,464
Enrollments	134,425

Analysis based on unduplicated clients

Zip Code of Residence

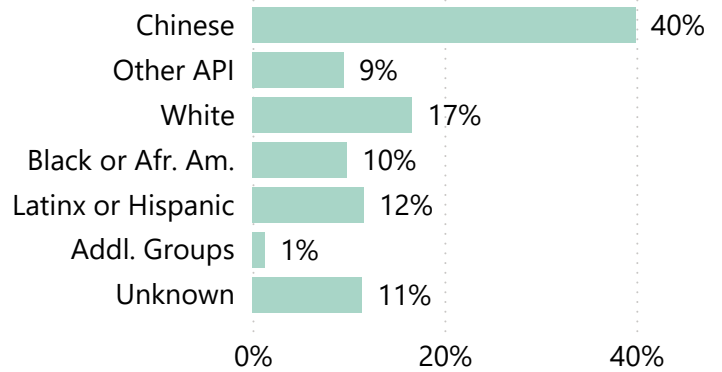


Low High

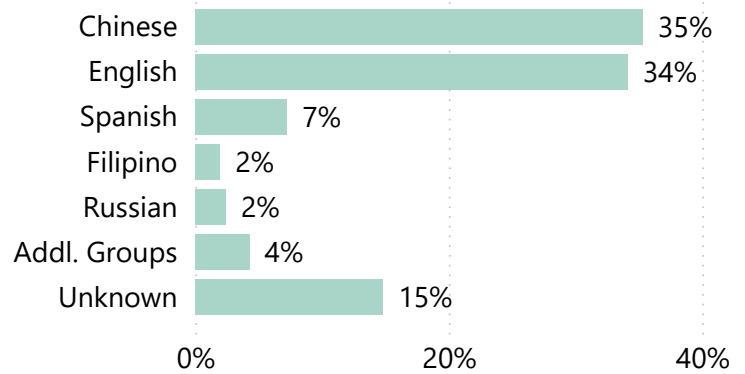
Gender Identity

	#	%
Female	36,401	56%
Male	25,972	40%
Trans Female	256	0%
Trans Male	94	0%
Addl. Groups	188	0%
Unknown	2,557	4%
Total	65,464	100%

Race/Ethnicity



Primary Language



Sexual Orientation

	#	%
Straight/Heterosexual	51,085	78%
Gay/Lesbian/Same-Gender Loving	2,223	3%
Bisexual	2,063	3%
Addl. Groups	545	1%
Unknown	9,595	15%
Total	65,464	100%

Age

18-34 35-49 50-59 60-64 65-74 75-84 85+ Unknown



Access & Empowerment

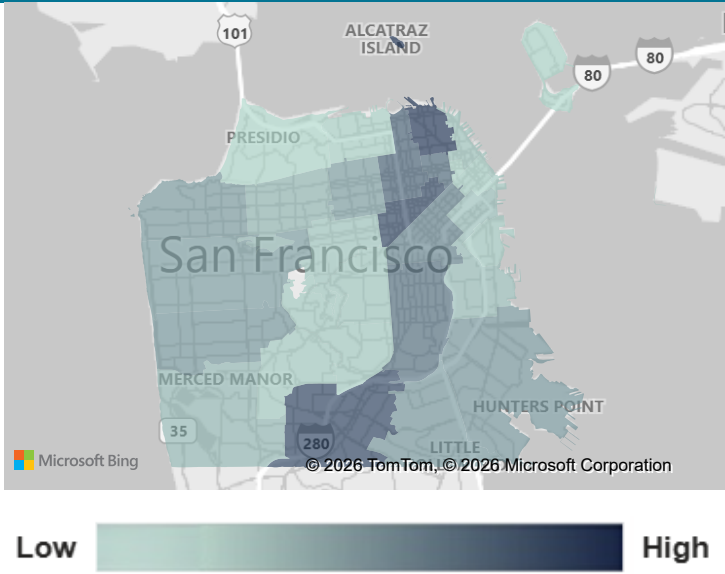
Client Profile

Service Levels

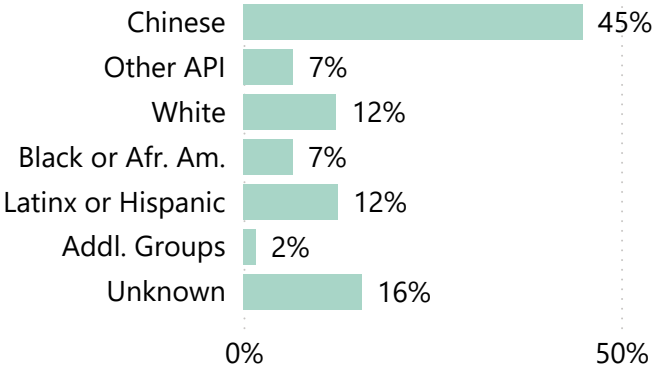
Unduplicated Clients	19,710
Enrollments	23,186

Analysis based on unduplicated clients

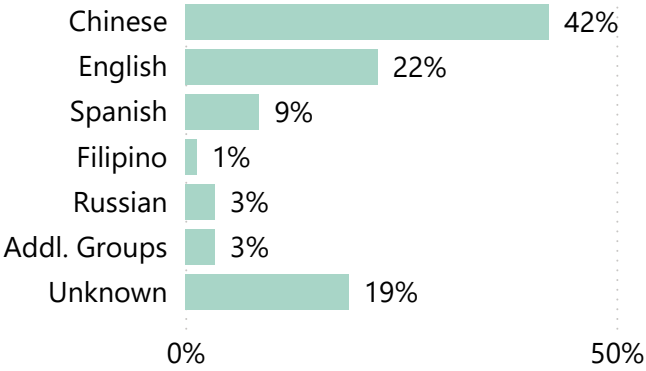
Zip Code of Residence



Race/Ethnicity



Primary Language



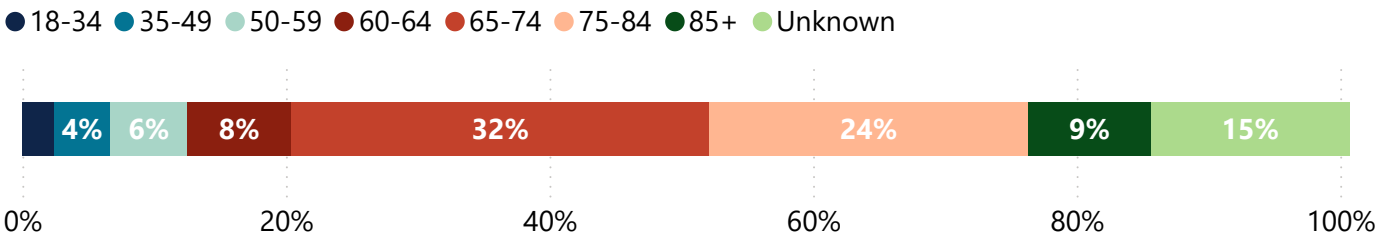
Gender Identity

	#	%
Female	11,019	56%
Male	7,323	37%
Trans Female	75	0%
Trans Male	35	0%
Addl. Groups	116	1%
Unknown	1,142	6%
Total	19,710	100%

Sexual Orientation

	#	%
Straight/Heterosexual	14,274	72%
Gay/Lesbian/Same-Gender Loving	562	3%
Bisexual	347	2%
Addl. Groups	142	1%
Unknown	4,385	22%
Total	19,710	100%

Age



Case Management & Care Navigation

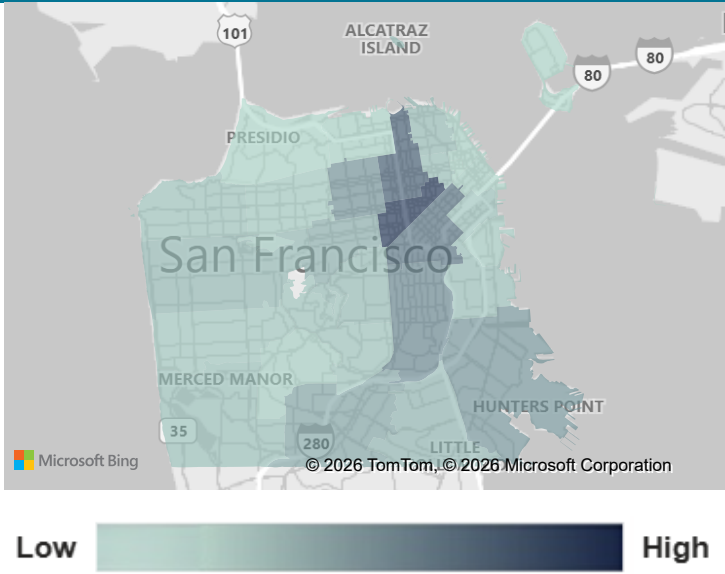
Client Profile

Service Levels

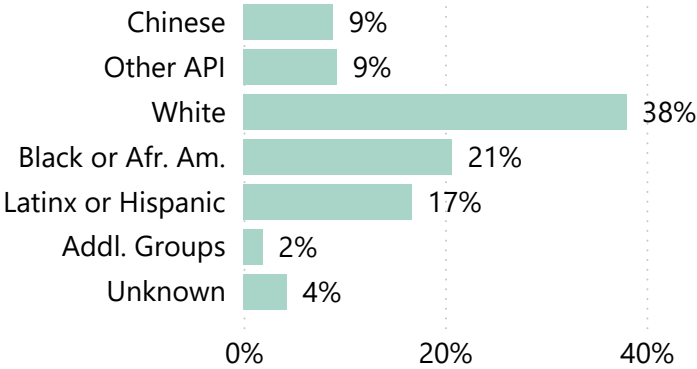
Unduplicated Clients	1,751
Enrollments	1,807

Analysis based on unduplicated clients

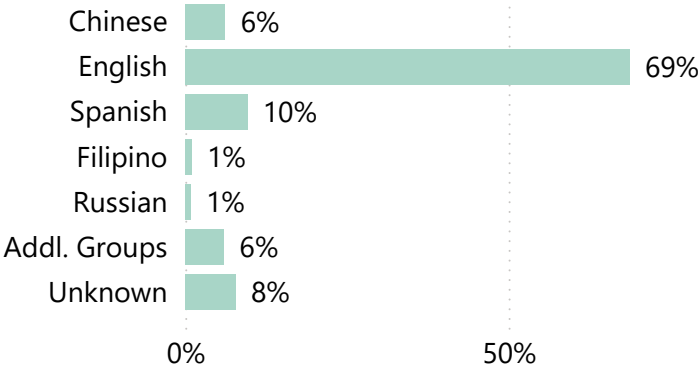
Zip Code of Residence



Race/Ethnicity



Primary Language



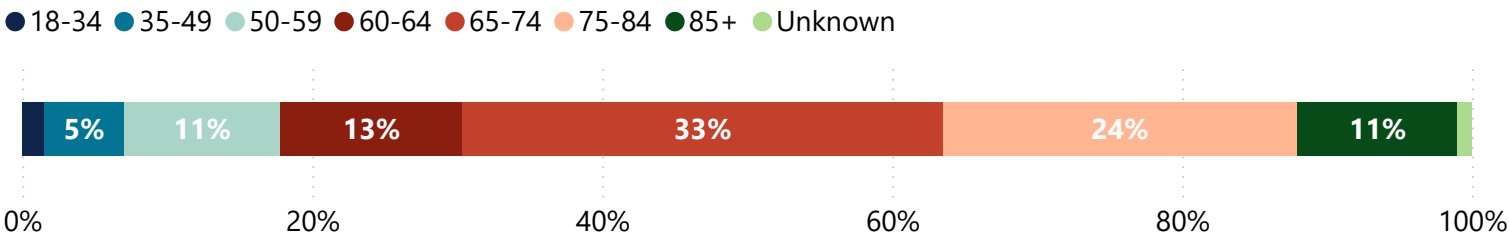
Gender Identity

	#	%
Female	744	42%
Male	906	52%
Trans Female	48	3%
Trans Male	15	1%
Addl. Groups	19	1%
Unknown	19	1%
Total	1,751	100%

Sexual Orientation

	#	%
Straight/Heterosexual	1,143	65%
Gay/Lesbian/Same-Gender Loving	345	20%
Bisexual	138	8%
Addl. Groups	28	2%
Unknown	97	6%
Total	1,751	100%

Age



Caregiver Support

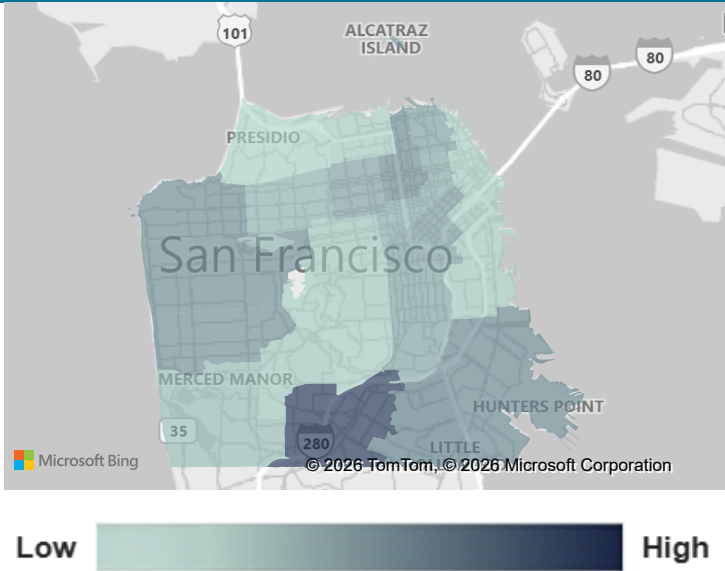
Client Profile

Service Levels

Unduplicated Clients	833
Enrollments	1,538

Analysis based on unduplicated clients

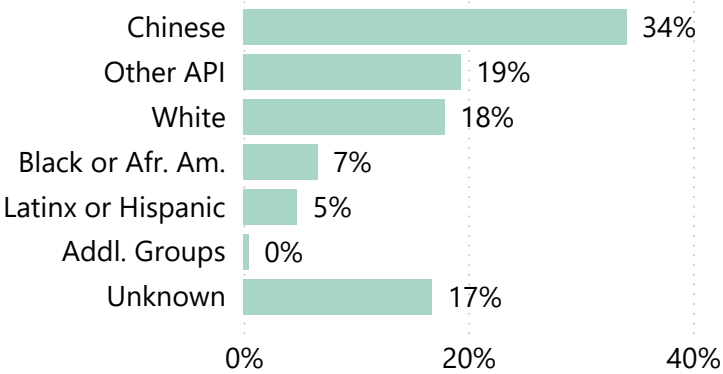
Zip Code of Residence



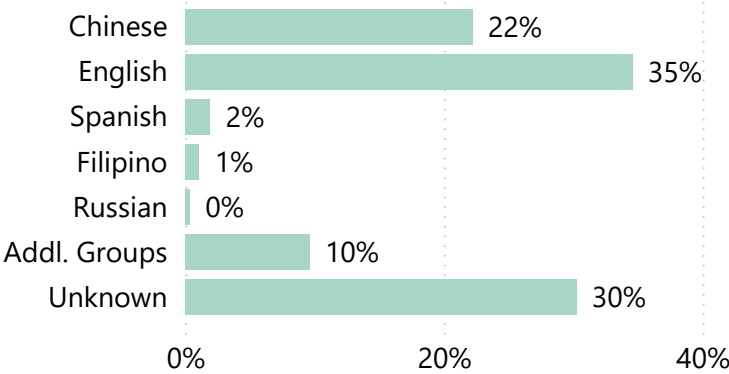
Gender Identity

	#	%
Female	536	64%
Male	233	28%
Trans Female	3	0%
Addl. Groups	2	0%
Unknown	59	7%
Total	833	100%

Race/Ethnicity



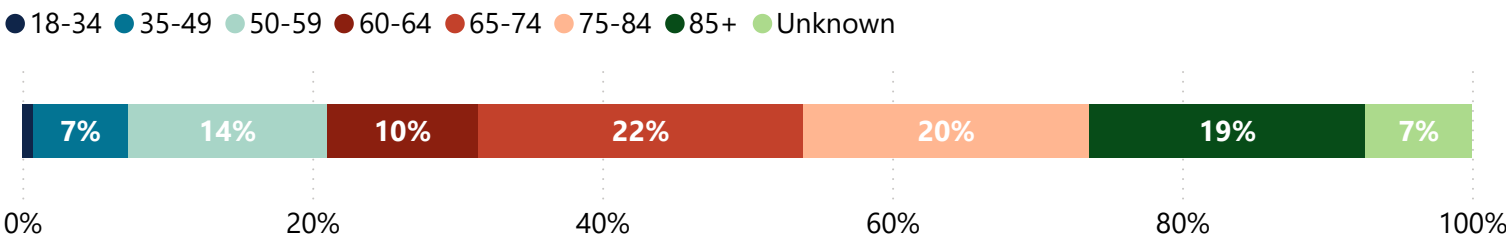
Primary Language



Sexual Orientation

	#	%
Straight/Heterosexual	610	73%
Gay/Lesbian/Same-Gender Loving	15	2%
Bisexual	11	1%
Addl. Groups	2	0%
Unknown	195	23%
Total	833	100%

Age



Community Connection & Engagement

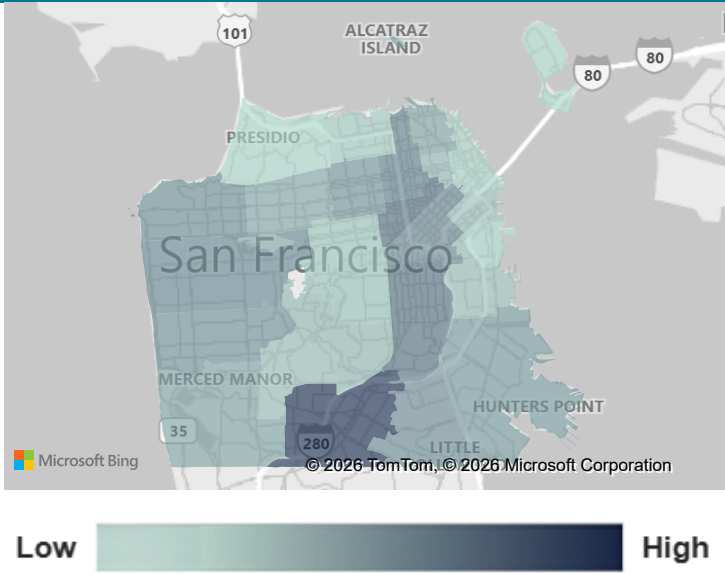
Client Profile

Service Levels

Unduplicated Clients	31,159
Enrollments	41,680

Analysis based on unduplicated clients

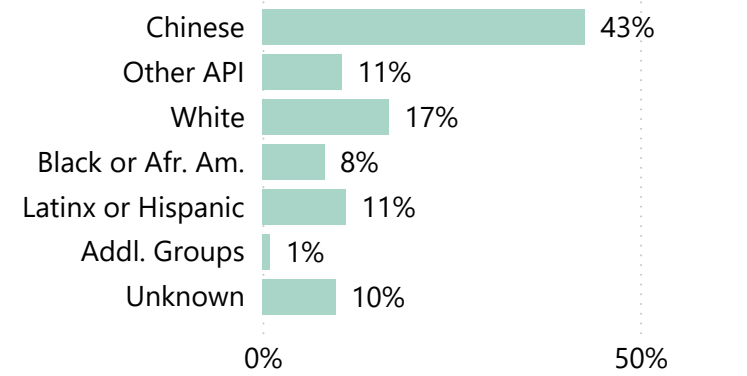
Zip Code of Residence



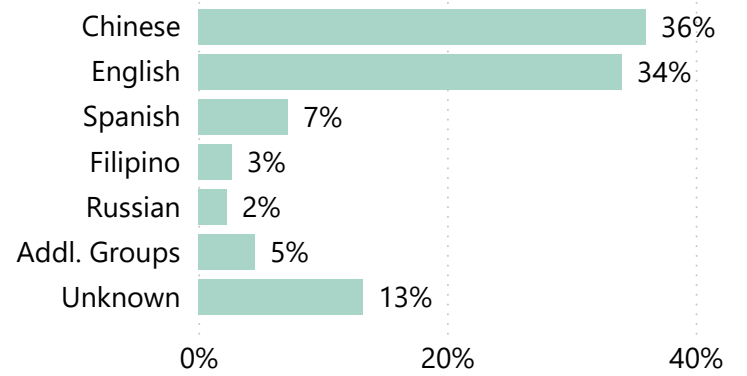
Gender Identity

	#	%
Female	18,722	60%
Male	11,180	36%
Trans Female	127	0%
Trans Male	30	0%
Addl. Groups	53	0%
Unknown	1,047	3%
Total	31,159	100%

Race/Ethnicity



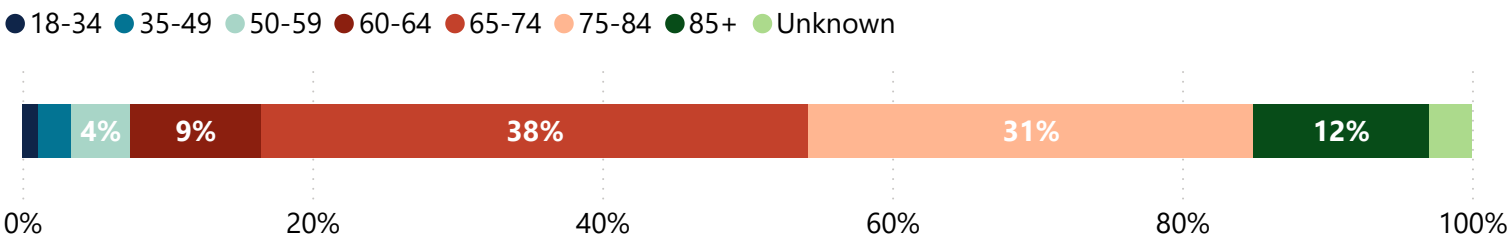
Primary Language



Sexual Orientation

	#	%
Straight/Heterosexual	25,460	82%
Gay/Lesbian/Same-Gender Loving	1,059	3%
Bisexual	821	3%
Addl. Groups	244	1%
Unknown	3,575	11%
Total	31,159	100%

Age



Housing Support

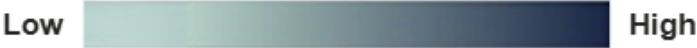
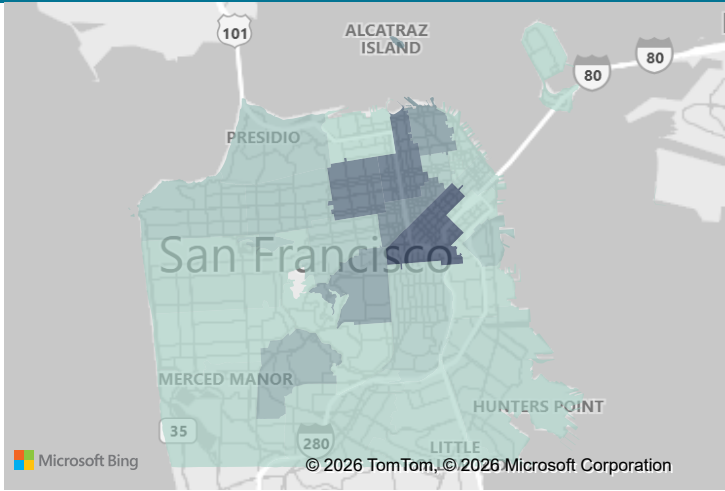
Client Profile

Service Levels

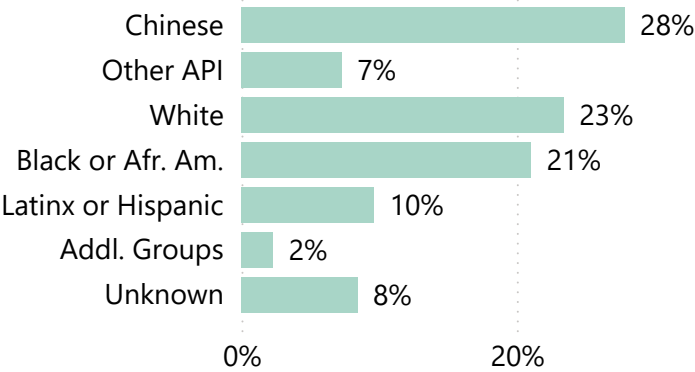
Unduplicated Clients	1,990
Enrollments	1,992

Analysis based on unduplicated clients

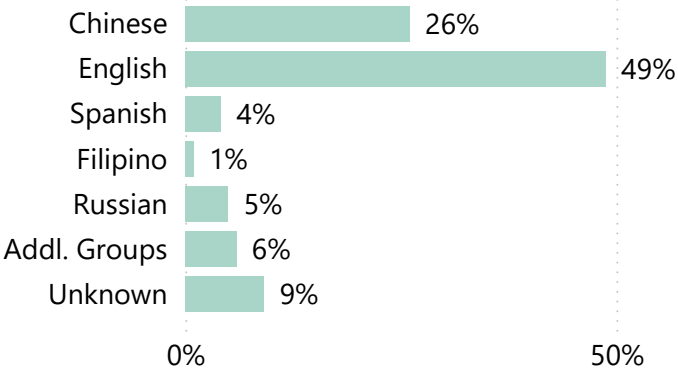
Zip Code of Residence



Race/Ethnicity



Primary Language



Gender Identity

	#	%
Female	950	48%
Male	970	49%
Trans Female	12	1%
Trans Male	5	0%
Addl. Groups	5	0%
Unknown	48	2%
Total	1,990	100%

Sexual Orientation

	#	%
Straight/Heterosexual	1,564	79%
Gay/Lesbian/Same-Gender Loving	100	5%
Bisexual	61	3%
Addl. Groups	31	2%
Unknown	234	12%
Total	1,990	100%

Age

18-34 35-49 50-59 60-64 65-74 75-84 85+ Unknown



Nutrition & Wellness

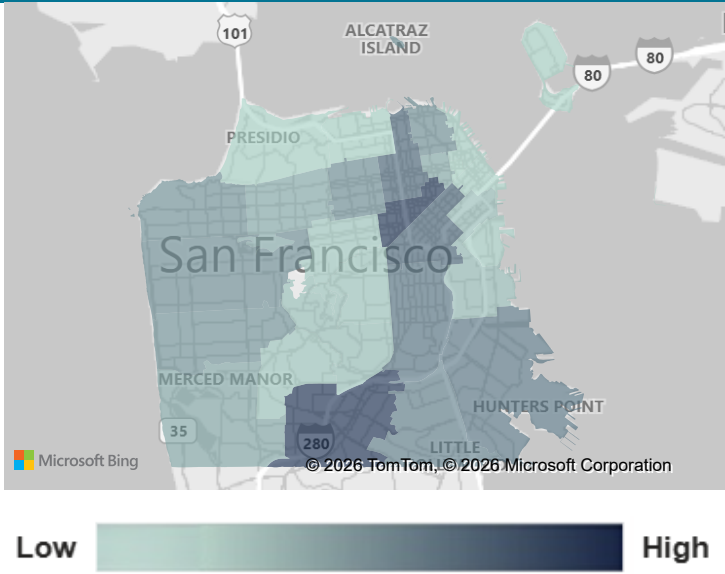
Client Profile

Service Levels

Unduplicated Clients	35,239
Enrollments	61,997

Analysis based on unduplicated clients

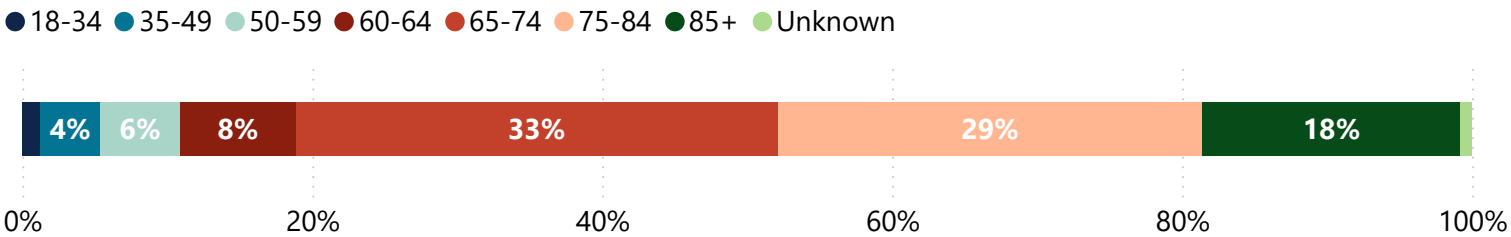
Zip Code of Residence



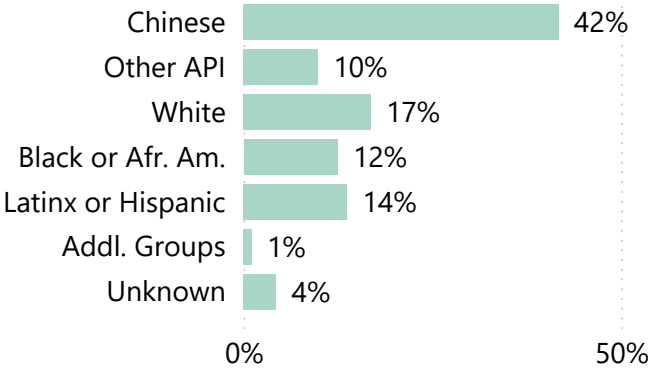
Gender Identity

	#	%
Female	19,888	56%
Male	14,760	42%
Trans Female	118	0%
Trans Male	40	0%
Addl. Groups	60	0%
Unknown	373	1%
Total	35,239	100%

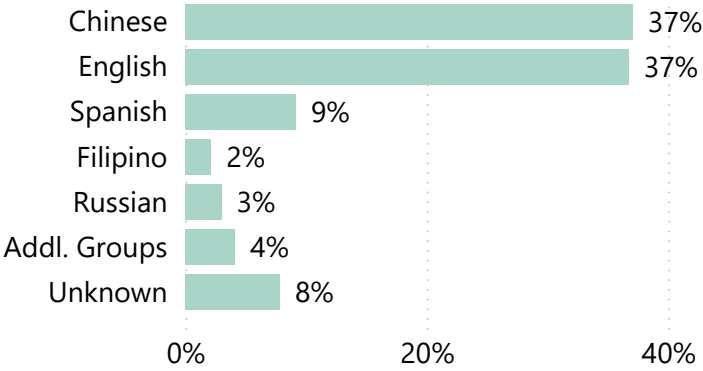
Age



Race/Ethnicity



Primary Language



Sexual Orientation

	#	%
Straight/Heterosexual	30,460	86%
Gay/Lesbian/Same-Gender Loving	1,023	3%
Bisexual	1,572	4%
Addl. Groups	224	1%
Unknown	1,960	6%
Total	35,239	100%

Self-Care & Safety

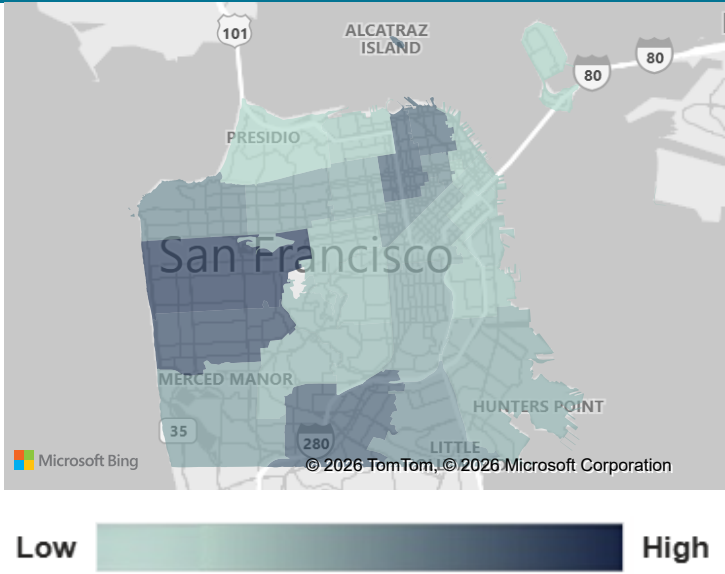
Client Profile

Service Levels

Unduplicated Clients	1,474
Enrollments	2,225

Analysis based on unduplicated clients

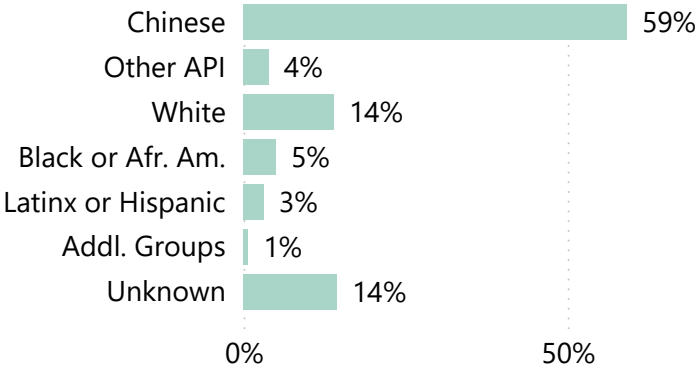
Zip Code of Residence



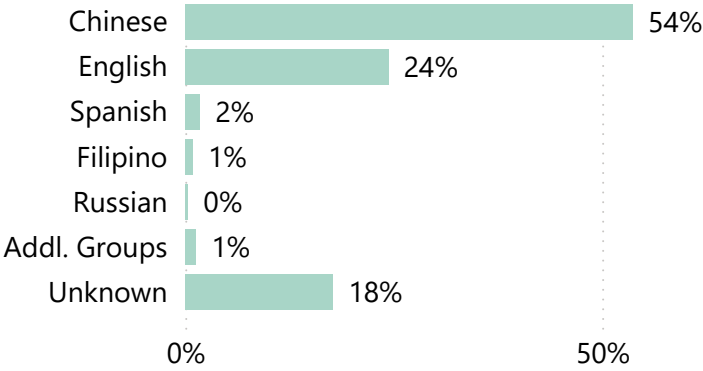
Gender Identity

	#	%
Female	934	63%
Male	507	34%
Addl. Groups	2	0%
Unknown	31	2%
Total	1,474	100%

Race/Ethnicity



Primary Language



Sexual Orientation

	#	%
Straight/Heterosexual	1,152	78%
Gay/Lesbian/Same-Gender Loving	48	3%
Bisexual	58	4%
Addl. Groups	13	1%
Unknown	203	14%
Total	1,474	100%

Age

