



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

# DAS Services: Overview and Access

**Presented to the San Francisco HIV Community Planning Council  
November 25, 2024**





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

The **Department of Disability and Aging Services** coordinates services for older adults, veterans, people with disabilities, and their families to maximize safety, health, and independence.



# Vision, Mission, Values

## VISION

San Francisco is a city where people with disabilities and older adults are valued, engaged, and living with dignity.

## MISSION

The Department of Aging and Adult Services supports the well-being, safety and independence of adults with disabilities, older people, and veterans.

## VALUES

Compassion  
Accountability  
Inclusion  
Equity  
Innovation



# DAS by the Numbers



**\$490 million  
budget**  
for direct  
programs and  
community  
partnerships



**439 employees**  
working to  
administer and  
develop  
services



**60+ community-  
based  
organizations**  
partnering to  
provide diverse  
services

# Division: Department Programs

Protective Services

Adult Protective Services

In-Home Supportive Services

Legal and Guardianship Programs

- Public Administrator
- Public Conservator
- Public Guardian
- Representative Payee

## Division: Community Services

Benefits and Resources Hub

- County Veterans Service Office
- DAS Eligibility Unit
- Integrated Intake and Referral Unit

Clinical Quality and Assurance Unit

Office of Community Partnerships



## Adult Protective Services

Investigates possible abuse, neglect, exploitation, and self-neglect of older people and adults with disabilities

### Primary functions:

- Investigate allegations of neglect and abuse
- Provide short-term intensive case management and facilitate connections to services to promote stability
- Collaborate with community and government partners to address individual cases and systemic trends in abuse

•8,000 reports of abuse received each year

# In-Home Supportive Services

Provides help with everyday activities and personal care needs, such as bathing, dressing, and laundry, by funding home care workers for people with disabilities (Medi-Cal benefit)

Primary functions:

- Assess eligibility for services at application and annual recertification
- Determine allotment of care hours per month
- Screen for additional service needs such as food security

Each year:

- 29,000 people with disabilities enrolled
- 19,500 independent providers working as caregivers
- 100 homecare hours per month (client average)





# Legal and Guardianship Programs

Support the most vulnerable seniors and adults with disabilities, including those who are at imminent risk of institutionalization due to difficulty meeting their basic needs

Programs:

- **Public Administrator** (700 cases): Resolves estates of decedents with no known next of kin or without a will
- **Public Conservator** (700 clients): Mental health conservatorship for persons gravely disabled due to mental illness
- **Public Guardian** (340 clients): Conservatorship of person and estate for those who are substantially unable to provide for their own personal needs, often due to cognitive impairment
- **Representative Payee** (1,375 clients): Money management to ensure daily living needs are met and well-being and independent are protected

# DAS Eligibility Unit

For new In-Home Supportive Services applicants who are not yet enrolled in Medi-Cal, the DAS Eligibility Unit assesses client eligibility for Medi-Cal (and Cal-Fresh).

Primary functions:

- Review applications for Medi-Cal and determine eligibility (primarily for new IHSS applicants)

Each year:

- 800+ new applications screened per year

# County Veterans Service Office

Supports veterans and their dependents in filing and tracking claims to obtain benefits to which they are entitled from the Department of Veterans Affairs

Primary functions:

- Help veterans and their dependents understand and apply for benefits and entitlements
- Obtain documentation related to service history and benefits

Each year:

- 3,400 clients served
- 450 in-person visitors per month
- \$360,000 newly awarded in ongoing monthly benefits

# Integrated Intake and Referral Unit

Provides information and facilitates connection to supportive services and resources for older adults, people with disabilities, and caregivers

Primary functions:

- Suggest resources to help with an individual's situation (information and referral support)
- Complete applications for certain department programs (intake services)
- Manage waitlists for Case Management and Home-Delivered Meals

Each year:

- 38,500 incoming calls
- 10,000 program applications completed
- 4,000 information and referral sessions



# Clinical and Quality Assurance

Internal team of RNs that provide short-term support to DAS program clients with complex clinical needs

Primary functions:

- Evaluate client medical and/or behavioral health needs
- Assess client readiness for change and engagement with services
- Create client-centered service plans in collaboration with DAS program staff and outside healthcare professionals

Each year:

- 500 unduplicated clients served
- 1,000 clinical risk assessments completed
- 400 cases closed with referral to additional supportive services



# Office of Community Partnerships

Manages services provided via contract with non-profit organizations that support seniors and adults with disabilities to live safely and engage in the community (such as meal and grocery programs, community service centers, health promotion, and case management)

Primary functions:

- Design programs and establish scope of services to meet population needs
- Monitor contracts and provide assistance to non-profit organizations to reach service targets and outcome measures

Each year:

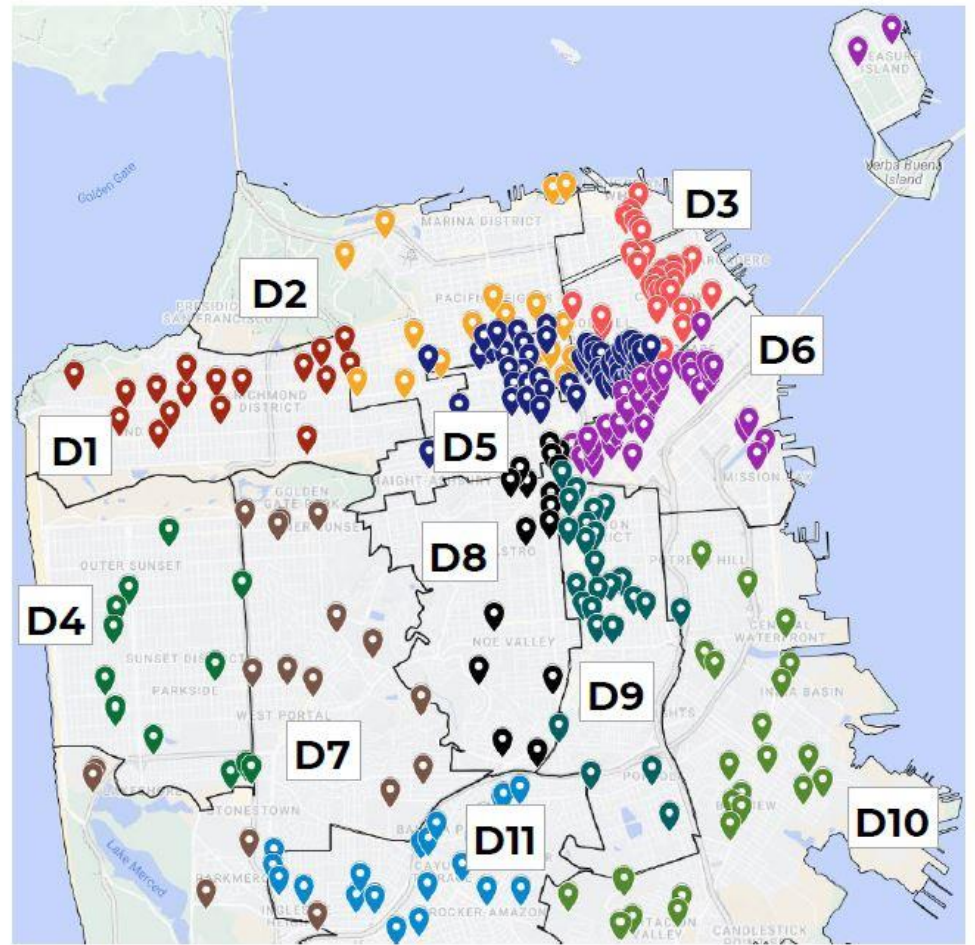
- 34,000 unduplicated clients served per year
- 62,000 service enrollments
- 60+ service provider agencies offering 50+ services
- \$102 million allocated annually



# DAS – Program Areas

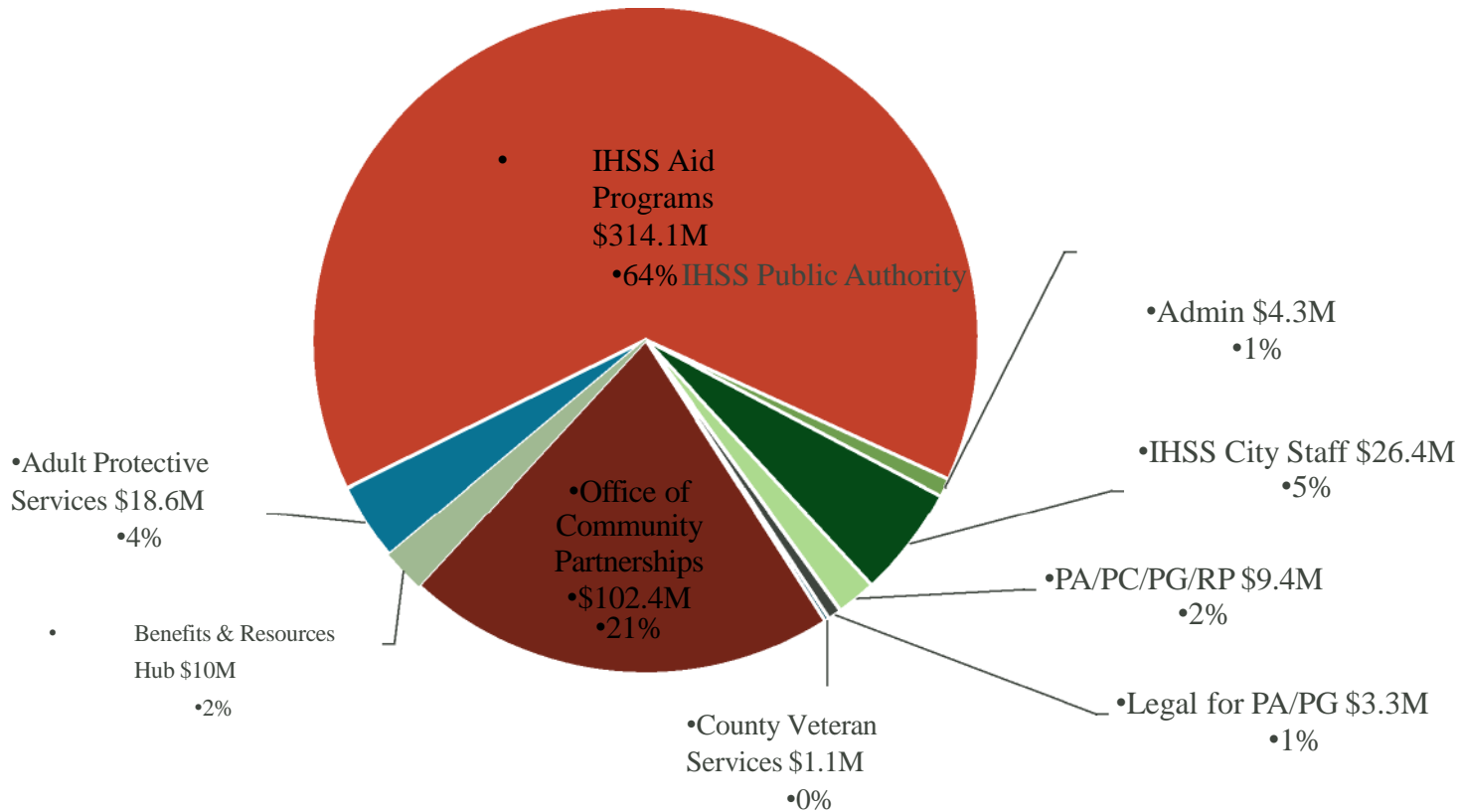
Service Area	Description
<b>Access &amp; Empowerment</b>	To educate, empower, and support older adults and people with disabilities to access needed benefits and participate in services
<b>Caregiver Support</b>	To support the wellbeing of caregivers and their care recipients through education, counseling, resources, and connection
<b>Case Management</b>	To facilitate service connections and support individuals with complex needs to navigate available resources and promote stability in the community.
<b>Community Engagement &amp; Connection</b>	To provide opportunities for older people and adults with disabilities to socialize, build community, and make valued contributions to those communities
<b>Housing Support</b>	To support seniors and adults with disabilities to maintain stable housing through systems-level advocacy and client-focused services that address individual housing needs
<b>Nutrition &amp; Wellness</b>	To promote health and wellbeing for seniors and adults with disabilities by providing nutritious foods and supporting healthy living/lifestyles
<b>Self Care &amp; Safety</b>	To mitigate hazards and risks for older adults and people with disabilities and support their ability to live safely in the least restrictive setting

# DAS Program Sites





# DAS FY23-24 Budget by Program \$489.5M





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# DAS Services: LGBTQ+ Focus





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## San Francisco LGBTQ Aging Task Force



# SF LGBTQ Task Force Accomplishments

- 1) The LGBT Data Collection Ordinance, mandating data collection by five city departments, was passed in July 2016.
- 2) Openhouse was awarded a contract to provide LGBTQ Cultural Humility trainings.
- 3) A case management program and an Aging and Disability Resource Center was opened at SF Openhouse.
- 4) Funding was provided for Case Management programs at Openhouse and Shanti.
- 5) A peer navigation and support services program was established at Shanti. This includes The Paws program.
- 6) The LGBT Dementia Care Project was established through the Alzheimer's Association

# SF LGBTQ Task Force Accomplishments

- 7) SmartMoney Coaching was developed and is run out of the SF LGBT Center.
- 8) Housing subsidy program for older adults living with HIV was set up through the Q Foundation.
- 9) Funding was increased to the existing LGBT focused housing counseling program.
- 10) Affordable housing: 40 units opened on 55 Laguna Street, and 79 units at 95 Laguna Street. Another 185 units are being built on 1939 Market Street
- 11) The LGBT Senior Care Facilities Bill of Rights was unanimously approved by the Board of Supervisors in March of 2015.
- 12) Legal Assistance to the Elderly provide LGBTQ+ Life Planning services

# DAS CBO Partners

- **Alzheimer's Association**
  - Dementia Care Project in Service to LGBT Seniors/AWD Renewal FY20-24
- **Curry Senior Center**
  - **LGBT+ Mental Health Connections and Technology Support**
  - **Services for Transgender and Gender Nonconforming Older Adults & AWD**
- **Golden Gate Senior Services**
  - Community Services-Castro Senior Center FY23-27
- **Legal Assistance to the Elderly**
  - LGBTQ+ Life Planning Services

# DAS CBO Partners

- **On Lok Day Services**
  - Adult Day Program (ADP) for Older Adults and Adults with Disabilities
- **Openhouse**
  - Age and Disability Resource Center (ADRC)
  - Case management
  - Intergenerational Program
  - Community Services
  - Cultural Sensitivity Training Program
  - **Transgender Services**

# DAS CBO Partners

- **San Francisco LGBT Center**
  - SmartMoney Coaching
- **Shanti Project**
  - Isolation Prevention Services for LGBTQ Seniors
- **Steppingstone**
  - Adult Day Programs







[www.disabilityculturalcenter.org](http://www.disabilityculturalcenter.org)



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# Accessing DAS Services



# DAS Benefits and Resources Hub

- “No Wrong Door” Model
- **Information and Assistance**
  - Nutrition and Wellness
  - Self-Care and Safety
  - Medi-Cal and CalFresh
  - Housing Support
  - Adult Learning and Activities
  - Veterans Services
  - Caregiver Support
- Services available in other **languages**



# The DAS Hub is available Monday – Friday, 8am – 5pm



## **In Person**

Drop in to see us at  
2 Gough Street



## **By Phone**

Call our helpline at (415)  
355-6700



## **Online**

Visit our website at  
[www.SFHSA.org](http://www.SFHSA.org)



# Aging and Disability Resource Centers

- Located throughout the City, ADRCs provide information and referrals for support services including caregiver support, case management, in-home care, financial planning, medical care, and housing.

ADRC Sites	Address
30th Street Senior Center (On Lok)	225 30th St, 94131
Aquatic Park Senior Center (SFSC)	890 Beach St, 94109
Bayview Senior Connections (BSS)	1753 Carroll Ave, 94124
Canon Kip Senior Center (ECS)	705 Natoma St, 94103
DAS Benefits and Resource Hub	2 Gough St, 94103
Downtown SF Senior Center (NCPHS)	481 O'Farrell St, 94102
Geen Mun Activity Center (SHE)	777 Stockton St, 94108
Geneva Community Center (SHE)	5050 Mission St Ste C, 94112
Independent Living Resource Center of SF	825 Howard Street, 94103
Mission Neighborhood Centers	362 Capp St, 94110
Openhouse LGBTQ+ Senior Center	65 Laguna St, 94102
Richmond Senior Center (GGSS)	6221 Geary Blvd, 94121
Self-Help for the Elderly (SHE)	829 Kearney St, 94133
South Sunset Activity Center (SHE)	2601 40th Ave, 94116
Toolworks	22 Battery St Ste 300, 94111
West Portal Clubhouse (SHE)	131 Lenox Way, 94127
Western Addition Senior Center (BSS)	1390 1/2 Turk St, 94115





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# DAS: HIV and Aging Services



# SF Interdepartmental Collaboration on HIV and Aging

- Reps from DA S, MOHCD, DPH HHS. Meeting monthly since April 2024.
- Goal is to increase collaboration, coordination, and integration among our Departments' services to better serve our shared clients.
- Focus:
  - Learning about one another's services and sharing resources
  - Reviewing data on projected HIV and aging
  - Cross training of staff
  - Gaining knowledge of service gaps through interviews with subject matter experts
  - Identifying strategies to make all of our services welcoming