



SAN FRANCISCO
HUMAN SERVICES AGENCY

2021-22 Dignity Fund Community Needs Assessment

Presentation to the San Francisco Board of Supervisors
Budget and Appropriations Committee

Kelly Dearman

Executive Director | Department of Disability & Aging Services
June 22, 2022

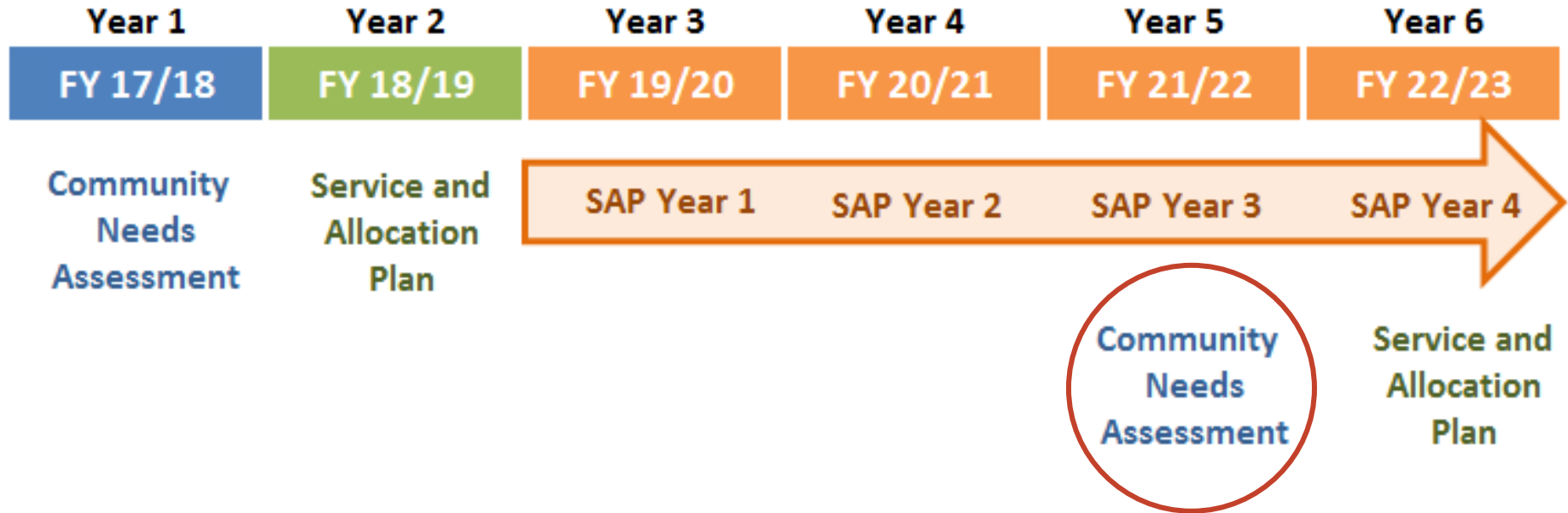




SAN FRANCISCO
HUMAN SERVICES AGENCY

Background

Dignity Fund Planning Cycle



Background

- **Purpose:**
 - Gather community input on the needs of older adults and people with disabilities to better understand service strengths and gaps, and areas of unmet need
 - Use findings to inform Dignity Fund spending to address community needs
- **Research Questions:**
 - What are the needs of older adults and adults with disabilities?
 - What are system-level strengths and gaps?
 - What population subgroups may be underserved?



Methodology

Research Activity	Data Sources/Participants
Discovery Phase	Key informant interviews, SPWG listening session
Stakeholder Engagement	
Population Survey	2,187 participants 1,770 consumers, 111 caregivers, 306 service providers
Community Forums	324 participants across 11 virtual + 5 in-person events
Focus Groups & Interviews	84 participants across 9 virtual + 4 in-person events
Equity Analysis	Census, DAS enrollment data, DAS budget data
Secondary Data Analysis	BIPOC Listening Sessions, LGBTQ Older Adult Survey, Tech Needs Assessment





SAN FRANCISCO
HUMAN SERVICES AGENCY

DFCNA Findings

DFCNA Findings: Strengths

See report for full list

- DAS is serving over 1 in 5 of the city's older adults
 - 1 in 2 of older adults with low-to-moderate income
- Populations with the presence of an equity factor tend to access services at a higher rate than the overall population
- Consumers participating in existing programs view them favorably



DFCNA Findings: Gaps & Recommendations

See report for full list

- 1. Consumers experience many barriers to service connection, contributing to feelings of being excluded and unsupported**
 - *Recommendations:* Create an online resource directory; diversify modes of communication regarding available services to meet various population needs, including improving messaging on the DAS Benefits & Resource Hub
- 2. Adults with disabilities experience heightened barriers and have greater unmet needs than older adults**
 - *Recommendations:* Strategize ways to meet the unique needs of — and address barriers specific to — adults



DFCNA Findings: Gaps & Recommendations

See report for full list

3. **While many of consumers' basic needs are generally met, social connectivity and mental health needs (amplified by the pandemic) are not as well met**

- *Recommendations:* Expand service opportunities and improve service connection for consumers, particularly LGBTQ+ and BIPOC consumers, who are experiencing loneliness and mental health challenges; identify new, creative, localized, and culturally relevant opportunities for consumers to connect and socialize



DFCNA Findings: Gaps & Recommendations

See report for full list

- 4. Consumers increasingly rely on technology and would benefit from expanded technology resources and virtual service offerings that promote inclusivity**
 - *Recommendations:* Continue the investment and expansion of hybrid services to allow consumers flexibility with how they engage; expand and scale technology access across service offerings

- 5. Consumer concerns and needs relating to safety, mobility, and transportation have been exacerbated by the COVID-19 pandemic and racialized violence**
 - *Recommendations:* Increase access to safe and efficient transportation; strengthen supportive services for consumers with mobility-related disabilities



DFCNA Findings: Gaps & Recommendations

See report for full list

- 6. BIPOC and LGBTQ+ consumers need culturally responsive services that affirm their identities and make them feel included, accepted, and safe**
 - *Recommendations:* Strengthen service provider capacity to deliver culturally responsive services; provide inclusive services to unique LGBTQ+ population subgroups; improve the consistency and quality of demographic data collection to inform planning

- 7. Caregivers need more information about available resources for themselves and their care recipients, as well as help navigating these services**
 - *Recommendations:* Improve outreach, education, and support for caregivers to ensure services are widely known and caregivers can effectively meet the needs of consumers



DFCNA Findings: Gaps & Recommendations

See report for full list

8. Service providers need support to identify and successfully connect clients with available resources

- *Recommendations:* Strengthen provider training, coordination, and capacity to support consumers with resource navigation

9. Consumers have unmet needs in areas outside of DAS services (e.g., housing) where the Department can play a role through access support and system coordination

- *Recommendations:* Strengthen interdepartmental collaboration and service coordination to better meet housing needs; clarify the Department's role as a subject matter expert on disability and aging and enhance the Department's service coordination role (especially on housing issues)





SAN FRANCISCO
HUMAN SERVICES AGENCY

Next Steps

Dignity Fund: Next Steps

- Complete Services and Allocation Plan in FY 2022-23
- Conduct focused analyses to better understand key populations and programs, identified in partnership with the Dignity Fund Oversight and Advisory Committee

