

San Francisco Department of Aging & Adult Services

# Benefits and Resource Hub

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# Agenda

- Introduction to Department
- Benefits and Resource Hub
  - Creation
  - Structure
  - Integrated Intake and Referral
  - Community Connections
  - Lessons Learned
- Discussion

San Francisco Department of Aging & Adult Services

# Introduction to Department

# 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

# Our Department

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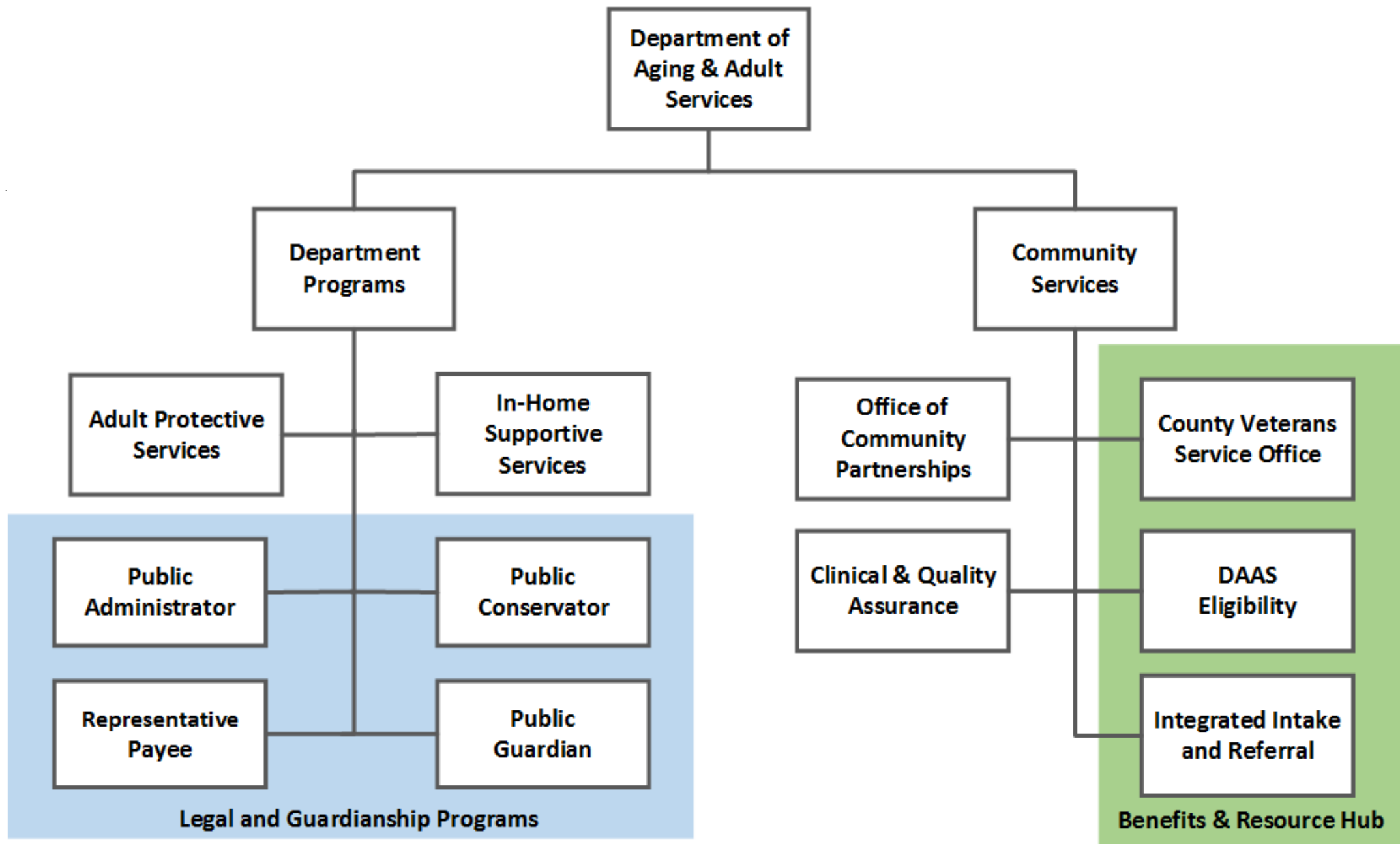
**\$370 million budget**  
for direct programs  
and community  
partnerships



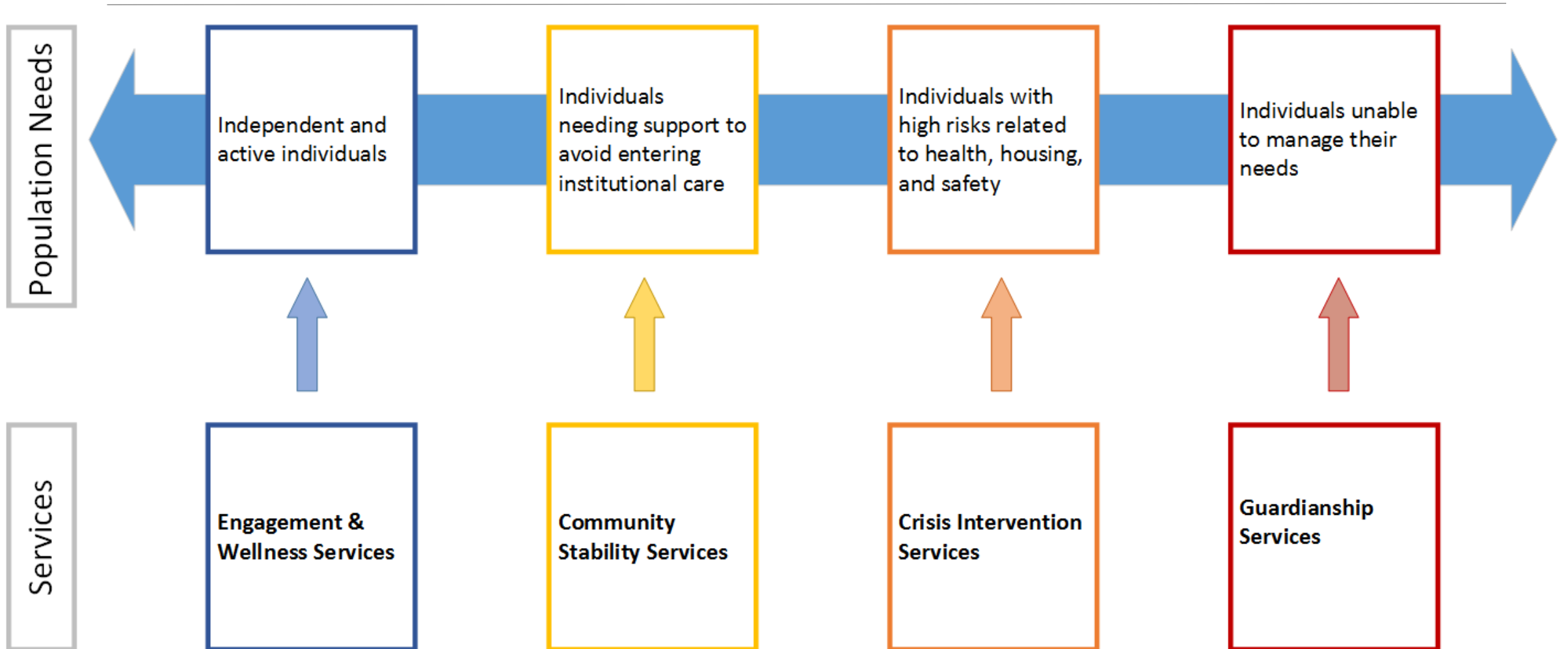
**370 employees**  
working to administer  
and develop services



**62 community-based  
organizations**  
partnering to provide  
diverse services



# Range of Population Needs and Department Services



San Francisco Department of Aging & Adult Services

# Benefits and Resource Hub



# Creating the Hub

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- Motivation: In-person service center focused on older people, adults with disabilities, caregivers, and veterans
- Process
  - Community conversations
  - Department visioning
  - Consultant support (client flow, staffing structure)
- Opened April 2016



# Hub Structure

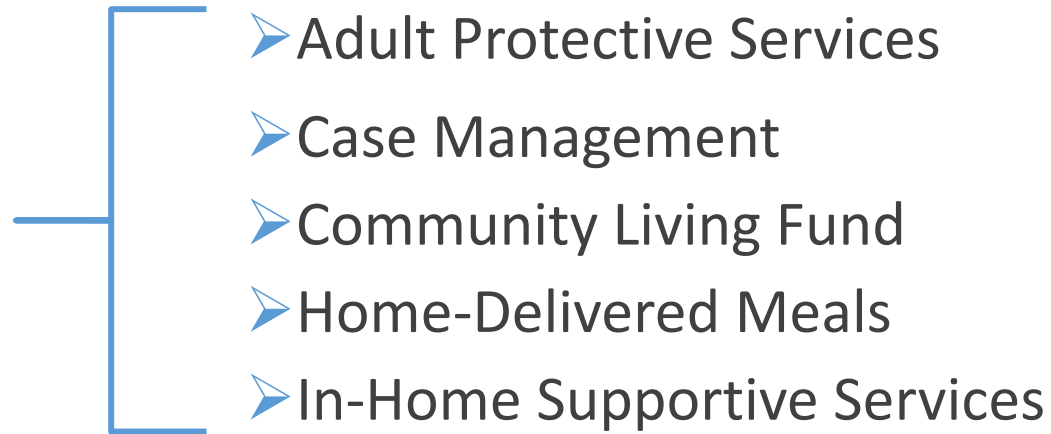
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- One-stop shop for services
- Services
  - County Veterans Service Office
  - DAAS Eligibility (Medi-Cal, CalFresh)
  - Information and Referral
  - + IHSS Provider Support



# Integrated Intake and Referral Unit

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- Created in 2007 to serve as a single door for resources
  - Staffing: 30 FTE across three units
  - Services provided:
    - Information and referral
    - Processes applications for services
    - Waitlist management/clearinghouse  
(Case Management and Home-Delivered Meals)
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- Adult Protective Services
  - Case Management
  - Community Living Fund
  - Home-Delivered Meals
  - In-Home Supportive Services

# Community Connections: Leveraging the Hub

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- Community outreach
  - DAAS Integrated Intake staff provide trainings and lead outreach for the agency
- On-site resources
  - Computer lab
  - Paratransit



# Community Connections: Aging and Disability Resource Centers

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- Network of information and assistance specialists located at 13 community-based organizations throughout City
- Act as extension of Hub within the community: provide information and referral, assistance, and translation
- Priorities: Geographic distribution and language representation  
+ two sites with specialized focus: disability, LGBTQ



# Lessons Learned

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- Importance of community connections
- Benefits of waitlist management
- Integrated intake and database
- Clear signage = key
- Shifting staff perspective to a whole person orientation



# Discussion

# Thank you!

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