	Community Supports & Health Services Domain			**SMART Actions include:**					
	1. Care & services are accessible.								
	2. A wide range of community & health services are available.			**Specific:** tangible next steps					
	3. There is a robust workforce & volunteer support.			**Measurable:** how will we determine success?					
	4. People are supported where they live.			**Attainable:** partners and/or resources required or available					
	5. Residential facilities are available for those unable to live at home.			**Realistic/Relevant:** addresses a gap					
	6. Health & social services collaborate.			**Time Bound:** timeline; ensure both short and long time recommendations					
	7. Ensure efficient use of public resources, through active collaboration.								

Goal	Recommendation	Original Action	Edited Action	S	M	A	R	T	Project Type	Notes
1	A. Identify and develop recommendations that address discrimination experienced by residents within the emergency room and medical services.	Educate professionals about bias against pain medications.								
		Ableism and disability training for health care providers and caregivers.								
	B. Develop an outreach campaign that focuses on increasing community awareness regarding key services, access or information points.									
	C. Train first responders and urgent care clinicians to be dementia capable and implement dementia friendly practices									
	D. Identify eligibility requirements with local programs and seek to increase the supports available for middle income seniors and people with disabilities. Efforts may include:	Identification of the greatest needs of this population.								
		1. Assessment of the state eligibility requirements as it relates to the middle income population. 2. Evaluation of local policies and programs to determine if they can be more flexible about eligibility requirements and wherever possible, consider a sliding scale.								
		Consideration of local programs that may cover or reduce the costs for moderate income residents, such as Free MUNI, Support@Home, or Healthy SF.								

2		Identifying data collection practices, policies, and training among hospitals and clinics.								
	A. Promote health services to be thoroughly inclusive by incorporating a cultural humility approach to race, ethnicity, sexuality, and disability/ableism.	Identify and promote best practices in hospitals with policies and/or training that directly address culturally humility.								
		Develop a pilot program or program to test out services, ensuring that they are accessible, culturally appropriate, etc.								
	B. Ensure that all essential medical equipment is available to those who need it.									
	C. Prioritize addressing the needs of unique populations.	Prioritize, develop, and support programs that prevent isolation for caregivers and people with dementia.								
		Ensure that needs of younger adults with disabilities are addressed and considered, such as offering access points that are not housed within senior centers.								
		Ensure that outreach, services, and program options are available for people living alone with cognitive impairment.								
	A. Expand services and support for caregivers, to ensure that seniors and adults with disabilities are able	Address the current home care workforce crisis, which includes wages, benefits, and lack of eligible workers.								
		Provide respite support and options for caregivers.								
		Strengthen the training and capacity of social service providers to recognize, engage, and provide family								

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3	to live as independently as long as possible.	caregivers referrals to services within the community.											
		Implement a range of effective caregiver support strategies to better address the multiple needs of informal caregivers.											
	B. Develop meaningful partnerships with local universities and volunteer based organizations to recruit volunteers and interns.	Streamlining the volunteer or internship process.											
		Making efforts to work across departments.											
		Engaging local nonprofit partners.											
	C. Develop education and training for staff to better identify early stages of dementia and ensure that clients are referred and connected to relevant medical and social services.													
4	A. Ensure that there are community supports available for hospitalized persons transitioning home. Projects can include:	1. Assessing and proposing specific support for people with cognitive impairment.											
		2. Ensuring that caregivers and family members that are supporting the patient and assisting with the care plan are included.											
		3. Assessing and supporting services for people that need minor home modifications or temporary in-home support in order to remain independent.											
	B. Develop a community services master plan that complements the Health Care Services Master Plan, and serves to connect residents with services with services appropriate for their need and level of independence.	Facilitating collaboration and opportunities to link the Health Care Services Master Plan and community based services.											
	C. Look for places where technology and social services can collaborate more efficiently, allowing people to live independently. Move to Comm, Info & Technology?	Training and education for people to access and learn to use technology.											
		Ensure technology services remain affordable.											
		All efforts should be informed by the community.											

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5	A. Address the discrimination LGBT seniors face in residential care facilities.	Through trainings, incentives, and education.									
	B. Ensure that seniors and adults with disabilities living in residential care facilitates have a surrogate decision maker.	Assess and propose specific support for people with cognitive impairment.									
		Ensure that caregivers and family members that are supporting the patient and assisting with the care plan are included.									
		Assessing and supporting services for people that need minor home modifications or temporary in-home support in order to remain independent.									
6	A. Promote and support choice for end of life care. Actions may include:	Developing a resource directory, educational opportunities, and outreach strategies that focus on palliative care services.									
		Raise the awareness for the need of an Advanced Care Directive & end of life discussions through education, outreach and events.									
	B. Support community based ("holistic") case management programs navigating a range of services, programs, and connection.	Support may include coordinating: facilitating paid caregivers; identifying and/or coordinating enrichment services; nurses, doctors, and medical appts; health and wellness services; community based programs; and transportation services.									
7	A. Ensure that community efforts, city agencies and non-profits organizations are collaborating when developing plans.	The Age and Disability Friendly effort could support the work of the Health Care Services Master Plan.									
	B. Combine/repurpose senior center and community centers. (WC) Support innovation and integration of community centers.	Assessing overlap of services									
		Developing and implementing intergenerational programming similar to community center models.									
		Inclusion of wellness and social programs for younger adults with disabilities.									

| | | Increased access to food and other services. | | | | | | | | |

	Engagement & Inclusion							SMART Actions include:							
	1. Seniors & people with disabilities have opportunities for civic participation & volunteering.														
	2. Public & private policies & programs are inclusive & accessible.							Specific: tangible next steps							
	3. Programs exist that reduce & address isolation.							Measurable: how will we determine success?							
	4. Efforts are made to integrate generations & cultures.							Attainable: partners and/or resources required or available							
	5. Ableism & ageism are addressed through public & private efforts.							Realistic/Relevant: addresses a gap							
	6. Localized community networks that provide engagement & support for seniors, people with disabilities, & caregivers.							Time Bound: timeline; ensure both short and long time recommendations							

Goal	Recommendation	Original Action	Edited Action	S	M	A	R	T	Project Type	Notes
1	A. Create and offer trainings that promote participation of seniors and people with disabilities on commissions, boards, and other existing civic participation opportunities.	Develop a focused effort for people with disabilities specifically to participate on government related bodies and commissions.								
	B. Identify and support or develop a platform that matches volunteers appropriately with existing volunteer opportunities.	Exploring existing programs and incentives to promote engagement (such as Senior Corps).								
		Partner and support existing volunteer matching sites or organizations, ensuring that they are inclusive and accessible.								
	C. Create a disability center that is culturally inclusive and builds community among people with disabilities, as well as the greater community.									
	D. Assess and increase participation for people with disabilities to vote.	Identifying what current voting efforts exist.								
		Assess the challenges and barriers people with disabilities face when voting.								
		Identify and implement strategies that aim to increase voting among people with disabilities, which may include increasing capacity for mail-in ballots and assessing the accessibility of voting equipment and locations.								
		Integrate the needs of people with dementia into comprehensive planning processes .								

2	A. Advocate for policies that empower and offer opportunities for people with disabilities and seniors to engage within efforts that impact their lives and communities.	Ensure that advisory bodies, committee, and neighborhood based organization are inclusive and accessible. Next steps may include: Ensure that American Sign Language (ASL) and resources for people with hearing loss, such as captioning and/or microphones, are available within the city and community based organizations; Ensure that event policies are inclusive and offer accessible accommodations.										
		Educate, train, and support civic bodies or volunteer organizations that want to become more accessible and inclusive. Actions may include: Assess, support, and incentivize faith institutions to become ADA compliant										
	B. Advocate for increased collaboration among City agencies that serve seniors and adults with disabilities, both maximizing resources and providing increased service connections.	Prioritize innovative approaches by providing support for policy and value shifts to leverage existing funding in new and creative ways, with both short term and long term goals.										
		Collaborate with the SF Public Library: assessing and ensuring effective outreach for their unique programing and accessible library locations										
		Collaborate with the SF Department of Recreation and Parks: assessing and ensuring that programming is inclusive, that there is effective outreach and increasing awareness and/or utilization of existing green space and accessible public locations.										
3	A. Create and support programs that specifically target populations (also "different communities") at risk of isolation.	Expand on the community services and programing for people with disabilities, especially younger adults										
		Explore the use of technology, such as forums on specific topics, for "face-time" interactions, or social networking										
		Identifying opportunities to engage with residents living in residential care facilities, such as promoting and supporting community based										

#	Goal/Strategy	Action										Notes
		programs and services, such as animal friendly visitors										
		Identify, support, and develop engaging activities for people with dementia and their care partners, such as physical activity, art, and wellness programs										
4	A. Increase opportunities for intergenerational interactions.	Create an inventory and evaluation of existing intergenerational programs and identifying the various populations served										
		Support and incentivize opportunities for seniors and people with disabilities to engage with youth, possibly targeting the following areas or populations: Schools, after-school & youth programs; Community centers and focused classes or programs; and Collaborating with existing arts or music focused programs or organizations.										
5	A. Increase public awareness of dementia through education and training for those experiencing memory loss, caregivers, service providers, and health care professionals on the following topics	Early identification of Alzheimer's and related dementias, including what to expect, disease management, and risk reduction										
		Available services and resources										
		Caregiver wellness and support										
	B. Develop and implement an Age and Disability Friendly Business program, which may include	Provide outreach and training for local businesses and merchant corridors on the economic benefits of operating an inclusive business										
		Create an awareness campaign that informs consumers of their neighborhood's accessible and inclusive businesses										
		Develop a recognition program that acknowledges age and disability friendly businesses and encourages continued participation.										

		A public marketing strategy that uses positive images and narrative to counter assumptions about seniors and people with disabilities									
	C. Create a citywide campaign that highlights ableism and ageism.	Identify opportunities to address and discuss ableism and ageism within the educational system									
		Create an event that shares and exemplifies what an age and disability friendly city might look like, such as "all-ages day" or an age and disability friendly block party.									
6	Develop an inventory of existing neighborhood assets (including people) and connections, and an evaluation of those assets as well as any gaps.	Targeted outreach to first generation communities, specifically seniors, caregivers, people with disabilities that may not be connected to programs and/or may not have family/support networks available									
		Identify and support methods of fostering neighborhood connections on a block by block basis									
		Promote community-based models rather than program based models, for outreach and engaging neighborhoods.									

		Communication, Information & Technology					SMART Actions include:														
		1. Improve the availability of information through a variety of means.																				
		2. Ensure that information & data is available through open data sources & is available for planning & advocacy efforts.					Specific: tangible next steps															
		3. Prioritize programs & policies that allow for accessible & inclusive technology.					Measurable: how will we determine success?															
		4. Increase efforts that empower seniors & adults with disabilities to identify & avoid fraud.					Attainable: partners and/or resources required or available															
							Realistic/Relevant: addresses a gap															
							Time Bound: timeline; ensure both short and long time recommendations															
Goal	Goal	Recommendation	Original Action	Edited Action	S	M	A	R	T	Project Type	Notes											
1	1	A. Increase information sharing and outreach, specifically focusing on existing services that are available for residents and their family members.	Assessing and improving the opportunities, coordination, and available information among San Francisco's various information hubs, such as: DAAS Intake, United Way's 211, the City's 311, SF Resource Connect, the SF Public Library, and others																			
			Encouraging and educating residents on innovative technological approaches to information sharing, such as 311's phone application																			
			Ensuring that information is provided in multiple formats, such as online and in person presentations or via phone																			
			Establish best practices and coordination of communication with key partner agencies as a way of increasing information sharing									NOTE: This seems like a more vague version of the first item.										
			Ensure that public and private information venues understand and implement accessibility best practices.																			
		B. Efforts are made to ensure that City websites and other public information communication avenues are accessible and easy to use.	Assessing, identifying, and supporting public agency websites that could be greatly improved with regards to accessibility																			
			Coordinating, compiling and sharing accessibility best practices widely																			
			Implementation of Section 508 of the Rehabilitation Act of 1973.																			
2	2	A. Ensure consistent data collection.	establishing standards or best practices about data collection and sharing, which will allow for effective planning and advocacy									Perhaps there is an active Open Data/DataSF effort that could work here (maybe Aneeka can advise)										
			Developing a shared classification for "neighborhoods" thereby allowing comparisons among different departments.																			
			Addressing the data gap for homebound seniors and people with disabilities, with the goal of better identifying their needs and service matching.																			

		B. Explore and support innovative open source data collection applications.	Creating local public and private partnerships or reviewing existing practices																		
3	3	A. Identify and increase opportunities that increase access to, and support for, frequent use of technology.	Affordable and/or free internet connectivity, citywide																		
			Partnering with Smart Cities for All and other efforts that strive to incorporate inclusive practices within the Smart City efforts																		
			Programs that utilize a coaching model, either peer to peer or intergenerational.																		
			Collaborating with local companies or organizations that have a similar mission or serve a similar population																		
			Providing accessible and affordable devices																		
			Considering alternative models or approaches for introducing and building trust with new technologies																		
			Developing a "Gold Standard" business or agency level accessibility standard, that may include: Recommendations on the adoption of accessible equipment, tools, and technology, with the goal of increasing adoption; User engagement and input prior to tool or technology launch; and Encourages accessible best practices in the city procurement process.																		
		B. Identify and prioritize areas where communication-based technology (computers, cell phones, etc.) may improve the quality of life for seniors and people with disabilities	including the following possible areas: first responders and medical care; accessing transportation; frequently using government sites; banking, bill paying, and financial management; and searching for employment or community engagement opportunities.																		
		C. Increase digital literacy for seniors & people with disabilities	Offering abundant training programs that are culturally specific and tailored to participant needs																		
			Assessing the possibility of developing training and support for homebound seniors and adults with disabilities																		
			Ensuring that ongoing support is available, such as intermediary level courses or technical support.																		
		D. Ensure that the users, including seniors, people with disabilities, or caregivers, are partners and actively engaged in the development of solutions, technology and tools.	Developing partnerships agencies that are either developing solutions or are making citywide technology decisions, such as the Department of Technology, Aging 2.0, or the Council on Information Technology																		
4	4	A. Utilize local opportunities and engage seniors and people with disabilities in developing solutions,	Sponsoring a Hack-A-Thon for developing anti-fraud software or approaches																		
			Recognizing and supporting cultural specific responses and strategies																		

			Identifying primary information sources that can alert residents about current scams, such as "Scam of the Week" PSA announcement on local radio stations.															

	Employment & Economic Security									SMART Actions include:						
	1. Ensuring employment policies & priorities exist to meet the needs of elders, people with disabilities, & caregivers.															
	2. There are efforts to address ableism & ageism within the employment process.									Specific: tangible next steps						
	3. Prioritize efforts that support economic security for elders, people with disabilities, and caregivers.									Measurable: how will we determine success?						
										Attainable: partners and/or resources required or available						
										Realistic/Relevant: addresses a gap						
										Time Bound: timeline; ensure both short and long time recommendations						
Goal	Recommendation	Original Action	Edited Action	S	M	A	R	T	Project Type	Notes						
1	A. Support and develop individualized and diverse employment efforts	Support and expand programs that capitalize on the skills and strengths of older adults and people with disabilities														
		Ensure that there are available opportunities (either training, support or placement) for middle income seniors and people with disabilities, as well as low-income residents									What about an effort focused on employees with late-in-career employment disruption?						
		Identify what, if any, gaps of populations served exist and develop recommendations that will address those gaps;															
		Incentivize employers to provide flexible schedules, family leave policies, and job protection for employees who must take time off to care for a family member.															
	B. Recognizing the silo nature of employment and job training programs, identify areas for increased collaboration and partnership among organizations and departments,	Identify opportunities for employment programs serving different populations to collaborate and partner														
		Identify opportunities to streamline the process														
		Increase outreach regarding economic opportunities & benefits, such as the SF Business Portal															
		Leverage existing efforts when considering expanding programs or services															
	C. Identify opportunities to assess current data collection practices and support increased collection, to better assess the experience of applicants.	Support and partner with the Access to City Employment (ACE) program, specifically with regards to client outreach, placements, and supporting efforts to insure that the program is appealing to both employees and employers															
		Ensure that the City and County of San Francisco captures and shares data on the number of employees that have disabilities															
	D. Support existing and successful programs, ensuring that they are sustainable and able to increase capacity,	Encourage the funding diversification of programs, particularly ones that are currently reliant on federal funding															
		Partner with other applicable programs, such as the Mayor's Job Plus program (perhaps can partner on intergeneration mentoring)															
		Explore public/private partnerships that would allow															

#	Objective	Strategy																				
		collaboration such as job placement, program funding, or trainings that address discrimination.																				
2	A. Ableism and ageism are consistently highlighted as the greatest barrier to employment. Increased efforts must be made to address this discrimination, through all stages of the employment process.	Increase training, placement, and job support for people with disabilities within public agencies																				
		Advocacy for a workforce that better represents the diversity of San Francisco's demographics, particularly with regards to people with disabilities and seniors																				
		Ensure that online recruitment efforts (hiring, testing, and interviewing) are accessible																				
	B. A campaign and call to action geared towards increasing awareness, education, and employment opportunities for people with disabilities based on a model that prioritizes "for/by/with us' strategies, similar to San Francisco's "Youth Works" campaign	Consider partnering with the "sharing economy" companies, recognizing that a significant number of older adults work with them (part time, flexible hours, etc.)																				
	C. Explore opportunities and appropriate partners in a supportive retirement transition approach,	Programs or policies that help the transition a retiring employee such as honoring their contribution, allowing for a part-time role, mentoring newer employees, or providing alternative opportunities for those retiring to remain engaged through volunteer work.																				
	D. Within the City and County of San Francisco, ensure that city departments and human resources are informed and provide resources for employees with disabilities,	Educating managers about ADA requirements and how to best support an employee with a disability																				
		Support and/or provide training for accessible hiring best practices																				
		Providing accessible accommodations for current employees																				
		Ensure that services and/or supports are easily available for those who need them.																				
3	A. Support existing benefits and safety net programs that help seniors, people with disabilities, and their caregivers, including Social Security, Medicare and MediCal.	Support City's lobbying effort to vigorously defend benefits and federal funding for critical programs																				
	B. Encourage and support nonprofits that may be able to address economic security issues "up-stream".	Incentivize and support companies and nonprofits that provide retirement savings products to their employees																				
		Identifying and sharing "poverty risk factors" for seniors and people with disabilities, as a tool for social services, health and behavioral health services, and legal services to ask about and connect residents with services (or the Hub) that may be able to support them																				
		Identify and support financial fitness programs that are "more upstream" in supporting economic security. Examples can be educational programs or matched savings programs.																				
	C. Assess the current demand for benefits counseling, particularly for people with disabilities and based on results, support that service appropriately																					

Housing									SMART Actions include:								
	1. A range of affordable housing options is available for seniors & people with disabilities.																
	2. There are policies & resources to support seniors & people with disabilities aging in place, within the community of their choice.								**Specific:** tangible next steps								
	3. Support is available for seniors & people with disabilities at risk or currently experiencing homelessness.								**Measurable:** how will we determine success?								
									Attainable: partners and/or resources required or available								
									Realistic/Relevant: addresses a gap								
									Time Bound: timeline; ensure both short and long time recommendations								
Goal	**Recommendation**	**Original Action**	**Edited Action**	**S**	**M**	**A**	**R**	**T**	**Project Type**	**Notes**							
1	A. Support community education regarding proposed affordable housing developments.	Working with community partners, establish and share best practices on how community organizations, neighbors, and others can support proposed affordable housing developments, particularly those proposed for seniors and people with disabilities															
		Identify existing community input process on proposed developments and, working with local housing agencies and advocates, develop recommendations for seniors and people with disabilities to increase engagement.															
	B. Advocate for and support programs that ensure the preservation of existing affordable housing	Support community awareness and participation in opportunities for public feedback when Housing and Urban Development Department (HUD) funded affordable properties are transitioning to market rate															
		Assess the need for and identify mediation opportunities and possible partner agencies between tenants and their landlords															
		Expand and support existing programs and policies such as co-housing efforts and community land trusts															
		Evaluate existing eviction protection laws and develop recommendations based on tenants need and legal feasibility.															
	C. Identify the challenges faced by residential care facilities (RCFE's) and develop recommendations that will support and expand their capacity,	Research funding mechanisms or waivers that may increase the bed rates for clients															
		Ensure that nursing home placement also provides person-centered care with an array of services, in addition to ensuring safety and containment of dementia related behaviors															
		Ensure that a range of affordable residential care settings are available for people with cognitive impairment, such as dementia															
		Research opportunities to increase residential care facilities (or bed numbers), such as connecting RCFE's to existing small business resources and sustainable business models.															
		Work with the Planning Department to develop a "white paper" or best practices for building age & disability friendly housing															

#																			
	D. Ensure that the housing needs of seniors, people with disabilities and their caregivers are recognized and prioritized.	Ensure that the housing needs and priorities of seniors and people with disabilities are included in the Housing Element update, San Francisco's General Plan																	
		Identify opportunities to create incentives for ensuring implementation standards of accessibility modifications and upgrade practices with older existing multifamily buildings																	
		Identify and actively engage in local housing policy efforts such as CASA																	
		Research opportunities, or reduce existing barriers, to ensure stable and affordable housing for paid and unpaid caregivers.																	
	E. Research, develop or support existing recommendations that seek to increase new affordable developments specifically for seniors and people with disabilities	Assessing current California and San Francisco policy and legal requirements and limitations around private developer requirements, including "in-lieu fees", legal status and capacity of inclusionary housing																	
		Consider ways to reduce barriers around development																	
		Explore what opportunities are available to incentivize intergenerational housing development																	
		Increase the number of affordable housing units that are actually affordable for residents within the lowest income bracket.																	
2	A. Expand policies and programs that support people to live independently and age in place	Assess current home modifications programs, particularly identifying any gaps or opportunities to expand program capacity;																	
		Assess the opportunity of using financial and tax based incentives for home modifications that exceed current program capacity;																	
		Identify and develop recommendations that support aging in place based on models such as "naturally occurring retirement communities" or ways to bring in support with existing housing;																	
		Explore, expand, and support programs that provide financial stewardship and independence for property owners that are seniors or people with disabilities such as: Support and increase the outreach of the "Home Match" program to homeowners that may benefit from this program; Opportunities to support or facilitate older adults that own property but are hesitant or nervous to be landlords, similar to the efforts of the Community Living Fund.																	
	B. Identifying and supporting efforts to increase the development of accessory dwelling units (ADU's),	Streamlining the accessory dwelling unit (ADU's) process to be more user friendly																	
		Providing educational and financing housing programs;																	
		Assess the potential and develop recommendations around underutilized spaces in existing homes for new units (internal ADU's)																	
	A. Connect seniors and people with	Support the Department of Homelessness and Supportive Housing (DHSH) in identifying specific supports or strategies unique to seniors and people with disabilities that are homeless, in an effort to better support them																	

3	disabilities at risk for homelessness to existing services and resources	Identify effective strategies to reach residents at risk, by engaging our partner organizations such as senior centers, adult day programs, and food pantry or delivery services;													
		Support programs that enable people to remain in their homes, such as in-home supportive services													
	B. Improve eviction data collection process to include data on whether tenants are seniors and/or a person with a disability.														

	Transportation										
	1. Ensure that public transportation is affordable, accessible & equitable for residents of all ages & abilities.			**SMART Actions include:**							
	2. Residents have the information & tools they need to make informed travel choices.			**Specific:** tangible next steps							
	3. Active transportation (bicycling and walking) is encourage and supported, through policies, design, and programs.			**Measurable:** how will we determine success?							
	4. Private transportation policies or programs should ensure accessibility & equity.			**Attainable:** partners and/or resources required or available							
				Realistic/Relevant: addresses a gap							
				Time Bound: timeline; ensure both short and long time recommendations							

Goal	Recommendation	Complete Action	Edited Action	S	M	A	R	T	Project Type	Notes
1	A. Support efforts to improve the accessibility and safety of public transit,	Increase seating options at public transit stops, such as prioritizing bus shelters near senior centers, transfer locations, or other programs specifically utilized by seniors and people with disabilities;								
		Provide redundant elevators in all Muni Metro underground stations, or more than one elevator in each station, for every possible elevator trip (such as the platform, mezzanine, and sidewalk elevators);								
		Offer discounted or free Paratransit services for adult day health care (ADHC) programs								
		Increasing the Van Gogh options and schedules								
		Advocating for San Francisco to be a "transit first city"								
		Funding should prioritize a 'state of good repair' which ensures that transit systems are maintained to provide efficient, reliable, and safe service, which may include: Replacing Muni and paratransit vehicles at the end of their "useful lives"; prioritizing immediate repairs in high impact areas and connecting points; and prioritize strategic repair and maintenance of facilities to minimize travel time and distance between access points.								
	B. Incorporate accessibility treatments during the design process and prioritize when providing all street or transit improvements.	New design concepts, services, policies, and infrastructure should include an assessment of impact on current services, particularly for people with disabilities and seniors;								
		Continue to improve and implement the City's Guidelines for Accessible Building Blocks for Bicycle Facilities document which provides guidelines for separated bikeways to improve connectivity and safety, while also ensuring that the public realm is accessible for people with disabilities								
		Assess the feasibility of a system wide policy or approach that identifies "best practices for intersections" that engages both the experiences of residents as well as transportation needs in prioritizing intersection safety treatments.								

3	C. Support and expand educational efforts that improve users experience with public transportation,	Ensure that paratransit drivers are trained and familiar about supporting people with all disabilities, including cognitive impairment (such as dementia), mental illness, and other "hidden disabilities"										
		Assess and support travel training programs for seniors and people with disabilities, specifically exploring: Training for young adults with disabilities, particularly a curriculum that incorporates all aspects of public transportation; and assessing the potential for intergenerational neighborhood based transportation ambassador program.										
2	A. Prioritize effective communication and updates with regards to system changes, delays, and proposals	Develop a comprehensive assessment of user experience with all transportation systems as a way to determine navigation and/or wayfinding challenges and gaps;										
		Ensure that when elevators/escalators are out of service: that a shuttle service is provided, that information is up to date and shared widely, and that the next closest station is operating, offering an alternate option for those who need it.										
		Assess and support outreach and communication practices, so that they best reflect San Francisco's diverse communities, including materials in multiple languages and accessible format.										
	B. Transportation info should be available in a variety of accessible ways	Utilizing and building capacity with existing transportation tools such as the Next Bus application, Paratransit at the DAAS Benefits and Resource Hub, and existing travel training programs										
		Opportunities that raise awareness among users about the range of transportation options that are available										
	C. Support seniors or people with disabilities that are no longer able to self-drive	Assessing and enhancing existing programs that support residents who lose their driver's license										
		Support doctors, family members and patients by providing resources and information for alternative transportation options										
3	A. Pedestrians are prioritized through policies and improvements that focus on street calming measures and address critical	Increase crosswalk time at key intersections, including high-injury corners, within specific distance of senior and accessible housing, day programs, and senior centers										
		Install leading pedestrian intervals[1] (which gives pedestrians a 3-7 second head start over cars when entering intersections)										
		Support and collaborate with the City's Vision Zero effort.										

	street calming measures and address critical safety issues.	Further research and possible support towards targeted congestion pricing practices in particularly crowded streets												
		Support efforts to install automated speed enforcement cameras												
		Law enforcement of pedestrian right of way laws, particularly with regards to "hot spots" where there is increased pedestrian injury or fatalities.												
4	A. Recommend policies and practices that encourage transparency while also allowing innovation	Support local efforts that require the California Public Utilities Commission (CPUC) to share accessibility data and the number of rides with regards to the transportation network companies (TNC's).												
	B. Address the impact of transportation network companies (TNC's) on seniors & people with disabilities through policy or practice.	Support efforts that improve the accessibility or address the negative impacts of TNC[2]'s with regards to seniors and people with disabilities including ensuring that any feasibility study specifically includes both people with disabilities and seniors;												
		Assess the viability of requiring driving training for TNC drivers												
		For on-demand transportation (such as taxi's, carshares, and TNC's) that do not offer accessible accommodations, consider the feasibility of requiring accessible vehicles and/or options;												
		In lieu of accessible vehicles, consider charging a fee that would go towards increasing the capacity of Paratransit or other accessible transportation services;												
	C. Ensure that private transportation options are equitable and accessible,	Explore ways to increase accessible taxi vans through incentives, such as: providing maintenance subsidies, subsidizing accessible vehicles, such as ramp taxis, or providing a per trip subsidy, with the goal of bringing the costs of ramp taxis to be the same as sedan taxis.												
		Recognizing and supporting the need of disabled parking for those who need it, either as public spots or within new transit oriented developments.												

Outdoor Spaces & Buildings																
1. A diversity of accessible & clean outdoor public spaces.				SMART Actions include:												
2. Buildings, both public & private, should be accessible & inclusive.				**Specific:** tangible next steps												
3. Public right of ways, such as sidewalks, should be accessible & inclusive.				**Measurable:** how will we determine success?												
				Attainable: partners and/or resources required or available												
				Realistic/Relevant: addresses a gap												
				Time Bound: timeline; ensure both short and long time recommendations												

Goal	Recommendation	Original Action	Edited Action	S	M	A	R	T	Project Type	Notes				
1	A. Assesse and identify opportunities to increase access for underserved populations to green space.	Providing opportunities for residents that live in assisted living or residential care facilities, either through city partnerships or providing program outreach to facilities.												
		Accessible playgrounds and/or accessible intergenerational park equipment.												
		Identify and establish aging and disability friendly park best practices as a policy initiative for developing and maintaining public parks.												
	B. Supporting and expanding age and disability friendly programming and events within existing public spaces.	Expanding sports and exercise opportunities for people with disabilities												
		Supporting and expanding Rec & Park programs programs for young adults with developmental disabilities												
		Ensure best practices exist that are supportive of people with cognitive impairment and caregivers.												
2	A. Support efforts to ensure that small businesses are able to implement accessible modifications.	Supporting the Accessible Business Entrance Program												
		Efforts that support small business owners in developing accessible solutions that are also financially sustainable.												
	B. Work with local interfaith organizations and private clubs to develop a strategy for these buildings to implement ADA accessibility improvements	Consider prioritizing facilities that are also used as neighborhood emergency locations.												
	C. Assess current practices and advocate for improved accessibility of San Francisco beaches,	Prioritizing beaches that are relatively flat, near transit and parking												
		Looking at other accessible options and models locally, such as ramps down the beach in Santa Cruz or large wheeled chairs in San Diego.												
		Benches and seating options should be designed, installed, and available at key areas, such as transit locations, near public buildings, along commercial corridors, etc.												
		Supporting and working with the Department of Homelessness and Supportive Housing with regards to homeless encampments that block critical paths of travel												
		Prioritize improving park connections by focus on paths of travel between parks, transit, and neighborhoods												

3	A. Identifying, developing and advocating for best practices to ensure that sidewalks are age and disability friendly.	Assess the current practices with regards to ensuring that public right of ways are accessible around major annual events and advocate for improved accessible practices													
		Assessing current street light practices, determining if there are accessibility challenges and if so, developing recommendations													
		Ensuring that new technologies and strategies that involve the public right of way are accessible for both people with disabilities and seniors													
		Research existing permeable sidewalk design practices to ensure that standards are accessible and consistent													
		Sidewalks should be smooth, include accessible design (such as curb cuts), and be free of tripping hazards.													
	B. Advocate for design and communication practices that improve wayfinding for people of all abilities	Develop neighborhood based wayfinding signs that allow people to navigate easier within and between neighborhoods													
		Explore the possibility of accessible maps or web based applications, such as public restrooms, details and scoring of park accessibility, or curb cuts, that would allow users to better navigate public areas and pathways.													

Resiliency & Emergency Preparedness						**SMART Actions include:**					
	1. Individuals, families & caregivers have the support & training to prepare for disasters.										
	2. Resiliency efforts at the community level are supported & include seniors & people with disabilities.					**Specific:** tangible next steps					
	3. Emergency response efforts include the unique needs of seniors & people with disabilities.					**Measurable:** how will we determine success?					
						Attainable: partners and/or resources required or available					
						Realistic/Relevant: addresses a gap					
						Time Bound: timeline; ensure both short and long time recommendations					

Goal	Goal	Recommendation	Original Action	Edited Action	S	M	A	R	T	Project Type	Notes
1	1	A. Ensure that there is support and training to geared towards seniors, people with disabilities, and their caregivers are prepared.	Develop a multi-lingual, fear-free public awareness campaign that highlights existing resources (including various alerts) and how residents can best be prepared and/or respond in the case of an emergency;								This seems particularly important/useful. Did DEM attend/participate in this meeting?
			Incorporate detailed explanations of various alarms and alerts in informational resources for residents;								
			Explore to what capacity existing alarms or alerts can be emergency specific (such as different tones, providing next steps or safe routes);								
			Identify opportunities to reach vulnerable residents that are not connected to social service networks;								
			Ensuring that residents are registered with AlertSF (San Francisco's citywide communication system).								
2	2	A. Support and expand existing community-based approaches recognized to effectively mitigate the impact of disasters and emergencies.	Partnering with efforts that work closely with isolated and/or vulnerable populations								
			Support and partner with: Neighborhood Emergency Response Team and the Neighborhood Empowerment Network								
		B. All resiliency efforts that prepare for disasters and/or ensure communities are able to recover following a disaster should include the participation of seniors and people with disabilities, in addition to ensuring that their needs are accounted for.	Drills should be conducted regularly, so that participants can develop a sense of how to respond in a crisis;								
			Trainings and sheltering exercises should be accessible and inclusive.								
		C. Ensure that institutional facilities and in-home caregivers are prepared to support seniors and people with disabilities in the case of a disaster or emergency.	Training of homecare agencies and homecare providers:								
			How home health care providers can be personally prepared for a disaster; and								
			How caregivers can support their clients in disaster preparedness, such as helping clients create disaster plans. This could include backup plans for transportation, health maintenance, and information related to evacuation and access to shelters in case their home health care provider cannot reach them in an emergency.								
		Implement policies and procedures that account for and are prepared to respond	Ensure that the skills and strengths of community-based organizations serving people with disabilities are well integrated into emergency service plans and local government strategies;								
			Identify methods for signaling for help, particularly for residents unable to leave their homes								
			Assess existing alert networks, identify any gaps in coordination or communication and ensure that key departments are included in the planning and implementation								

3	3	promptly to seniors and people with disabilities, prioritizing those who require additional support or are unable to shelter in place for 72 hours.	Ensure that there is a strategy in place for evacuating people with mobility challenges in multi-story buildings																
			Assess the feasibly of using mandates with regards to evacuations, such as fire safe elevators																
			Ensure that first responders are trained to identify and support seniors and people with disabilities in a disaster, such as people with cognitive impairment;																
			All disaster plans account for critical equipment, including strategies to provide back-up power system in an emergency or disaster																