

AGE- AND DISABILITY-FRIENDLY SAN FRANCISCO

TASK FORCE RECOMMENDATIONS JANUARY 2018

| | |
|--|----|
| Introduction | 1 |
| Domain: Community Support & Health Services..... | 2 |
| Domain: Engagement & Inclusion..... | 4 |
| Domain: Communication, Information & Technology..... | 6 |
| Domain: Employment & Economic Security | 8 |
| Domain: Housing..... | 10 |
| Domain: Transportation..... | 12 |
| Domain: Outdoor Spaces & Buildings | 14 |
| Domain: Resiliency & Emergency Preparedness | 16 |

INTRODUCTION

Locally, nationally, and globally, populations are aging at increasing rates and San Francisco is no exception. Currently, one in five San Franciscans is 60 or older – and these numbers will increase as the Baby Boomers continue to age. Additionally, 4% or more than 35,000 San Franciscans are adults (18 to 59 years) with a disability. Together, **almost 1 in 4 San Francisco residents is an older adult or adult with disability.**

There is a need to address both the benefits and the challenges that come with a rapidly aging population, while also recognizing what San Francisco already has done both to support and prepare for this growth. Understanding the importance of this work, Mayor Edwin Lee petitioned the World Health Organization to accept San Francisco as part of its “**Global Age-Friendly Cities Project,**” which defines an elder friendly community as:

“An inclusive and accessible community environment that optimizes opportunities for health, participation, and security, in order that quality of life and dignity are ensured as people age.”

With Mayor Lee’s support, the San Francisco effort includes adults with disabilities, as well as older adults, in its scope.

Between January and December 2017, the **Age- and Disability-Friendly San Francisco (ADFSF) Task Force** met monthly to evaluate how San Francisco supports and/or needs to do more to support the ability of older adults and people with disabilities to live engaged and fulfilling lives. This work was supported by prior research by a Long-Term Care Coordinating Council workgroup in the two years leading up to the ADFSF Task Force launch.

Co-chaired by Aneeka Chaudhry (Senior Policy Advisor, Office of the Mayor) and Kelly Dearman (Executive Director, IHSS Public Authority), the ADFSF Task Force was comprised of consumers and representatives from city departments, service provider agencies, academia, and business. The task force identified San Francisco-specific goals and gaps across eight domains, generating over 200 recommendations that were systematically consolidated and prioritized into the **27 specific actions to make San Francisco a more age- and disability-friendly city** included here.

The final ADFSF Task Force report is forthcoming in 2018. However, the process has sparked such interest and excitement that there is a desire to maintain momentum and immediately begin working towards implementation while the final report is drafted. Accordingly, San Francisco Long-Term Care Coordinating Council has sponsored an **Age- and Disability-Friendly San Francisco Implementation Workgroup** to begin meeting in January 2018. This group is tasked with developing a process and schedule for facilitating implementation of these recommendations. This document is intended to serve as an initial guide for this work, providing a template for tracking recommended actions by domain, identifying the lead for ushering each specific action forward, and estimating timeline for completion.

DOMAIN: COMMUNITY SUPPORT & HEALTH SERVICES

OVERVIEW: Community supports and health services are critical to ensuring that San Franciscan’s remain healthy, engaged, and independent for as long as possible. Community supports refers to the social services and organizations that support the day to day needs of San Franciscan’s and may include innovative programs, policies or themes focused on nutrition, legal advocacy, and other areas. Health services refer to programs or policies that support the overall health needs of residents, such as health clinics and the health network, as well as wellness centers, wrap around models like PACE, and more.

GOALS:

- Care and services are accessible. (2)
- A wide range of community and health services are available. (0)
- There is a robust workforce and volunteer support. (1)
- People are supported where they live. (0)
- Residential facilities are available for those unable to live at home. (0)
- Health and social services collaborate. (0)
- Ensure efficient use of public resources through active collaboration. (0)

GOAL: CARE AND SERVICES ARE ACCESSIBLE.

Recommendation: Identify and develop recommendations that address discrimination experienced by residents within the emergency room and medical services.

| Ref. | Action | | |
|-----------------|--|---------------------|-------------------------------|
| CSHS-1 | Evaluate and expand ableism and ageism training for 3-5 health care and caregiver organizations. | | |
| Lead | Anna Chodo, OAC | Project Type | Training |
| Partners | DAAS, SDA, OAC, Dementia workgroup | Timeline | TBD – first round of projects |
| Start | | Status | In process |

GOAL: CARE AND SERVICES ARE ACCESSIBLE.

Recommendation: Develop an outreach campaign that focuses on increasing community awareness regarding key services, access to services, or information points.

| Ref. | Action | | |
|-----------------|---|---------------------|-------------------------------|
| CSHS-2 | Develop a DAAS outreach campaign focused on services and information available for older adults, people with disabilities, and caregivers in San Francisco. | | |
| Lead | Shireen & Cindy | Project Type | Outreach |
| Partners | DAAS; Dementia Workgroup | Timeline | TBD – first round of projects |
| Start | | Status | In process |

GOAL: THERE IS A ROBUST WORKFORCE AND VOLUNTEER SUPPORT.

Recommendation: Expand services and support for caregivers, to ensure that seniors and adults with disabilities are able to live as independently as long as possible.

| Ref. | Action | | |
|-----------------|---|---------------------|--|
| CSHS-3 | Develop and implement a whole person approach in social services. | | |
| Lead | | Project Type | Needs assessment; identify gaps; expand/develop services or programs |
| Partners | TBD | Timeline | TBD |
| Start | | Status | Not started |

DOMAIN: ENGAGEMENT & INCLUSION

OVERVIEW: This domain focuses on the programs and policies that foster social integration and create opportunities for people with disabilities and seniors to participate and remain connected within their communities. These programs and policies may occur in but are not limited to cultural, social, educational, enrichment, and civic participation sectors.

GOALS:

- Seniors and people with disabilities have opportunities for civic participation and volunteering. (0)
- Public and private policies and programs are inclusive and accessible. (0)
- Programs exist that reduce and address isolation. (0)
- Efforts are made to integrate generations and cultures. (0)
- Ableism and ageism are addressed through public and private efforts. (3)
- Localized community networks that provide engagement and support for seniors, people with disabilities, and caregivers. (0)

GOAL: ABLEISM AND AGEISM ARE ADDRESSED THROUGH PUBLIC AND PRIVATE EFFORTS.

Recommendation: Increase public awareness of dementia through education and training for those experiencing memory loss, caregivers, service providers, and health care professionals.

| Ref. | Action | | |
|-----------------|--|---------------------|--------------------|
| EI-1 | Develop a resource guide, site or tool that will be available for a wide range of users. | | |
| Lead | | Project Type | Resource; Outreach |
| Partners | Dementia Care workgroup | Timeline | |
| Start | | Status | Not started |

GOAL: ABLEISM AND AGEISM ARE ADDRESSED THROUGH PUBLIC AND PRIVATE EFFORTS

Recommendation: Develop and implement an Age and Disability Friendly Business program.

| Ref. | Action | | |
|-----------------|---|---------------------|--|
| EI-2 | Develop a recognition program that acknowledges age and disability friendly small businesses. | | |
| Lead | | Project Type | Outreach; Ongoing Effort |
| Partners | Dept. of Small Businesses, MOD, TBD | Timeline | First survey to small businesses goes out in May 2018, wait until after. |
| Start | | Status | Not started |

GOAL: ABLEISM AND AGEISM ARE ADDRESSED THROUGH PUBLIC AND PRIVATE EFFORTS

Recommendation: Create a citywide campaign that highlights ableism and ageism.

| Ref. | Action | | |
|-----------------|--|---------------------|-------------------------------|
| EI-3 | A public marketing strategy that uses positive images and narrative to counter assumptions about seniors and people with disabilities. | | |
| Lead | Shireen McSpadden | Project Type | Outreach; Marketing |
| Partners | DAAS, Reframing Aging | Timeline | TBD – first round of projects |
| Start | | Status | In process |

DOMAIN: COMMUNICATION, INFORMATION & TECHNOLOGY

OVERVIEW: This domain focuses on the programs and policies that ensure people with disabilities and seniors have access to accurate, unbiased, and useful information and that this information is available through a variety of communications systems and strategies. Relevant programs and policies may include, but are not limited to: new technology training, affordable internet service, accessible information formatting, support for informal communication sharing, and culturally appropriate outreach.

GOALS:

- Improve the availability of information through a variety of means. (1)
- Ensure that information & data is available through open data sources & is available for planning & advocacy efforts. (0)
- Prioritize programs & policies that allow for accessible & inclusive technology. (2)
- Increase efforts that empower seniors & adults with disabilities to identify & avoid fraud. (0)

GOAL: IMPROVE THE AVAILABILITY OF INFORMATION THROUGH A VARIETY OF MEANS.

Recommendation: Increase information sharing and outreach, specifically focusing on existing services that are available for residents and their caregivers.

| Ref. | Action | | |
|-----------------|--|---------------------|------------------|
| CIT-1 | Develop and disseminate a "best practices" guide to accessibility in information sharing for both public and private agencies. | | |
| Lead | | Project Type | Training |
| Partners | MOD | Timeline | Policy; Resource |
| Start | | Status | Not started |

GOAL: PRIORITIZE PROGRAMS & POLICIES THAT ALLOW FOR ACCESSIBLE & INCLUSIVE TECHNOLOGY.

Recommendation: Identify and increase opportunities that increase access to, and support for, frequent use of technology.

| Ref. | Action | | |
|-----------------|--|---------------------|-------------------------------|
| CIT-2 | Identify opportunities to expand affordable internet access. Explore opportunities to provide low-cost/free equipment to low-income residents. | | |
| Lead | Anne Hinton | Project Type | Policy; Program |
| Partners | Tech Council | Timeline | TBD – first round of projects |
| Start | | Status | In process |

GOAL: PRIORITIZE PROGRAMS & POLICIES THAT ALLOW FOR ACCESSIBLE & INCLUSIVE TECHNOLOGY.

Recommendation: Increase digital literacy for seniors & people with disabilities.

| Ref. | Action | | |
|-----------------|---|---------------------|---------------------------------------|
| CIT-3 | Develop and evaluate technology for homebound seniors and adults with disabilities. | | |
| Lead | Anne Hinton | Project Type | Funding advocacy; program development |
| Partners | Tech Council, DAAS, CBO partners | Timeline | TBD – first round of projects |
| Start | | Status | In process |

DOMAIN: EMPLOYMENT & ECONOMIC SECURITY

OVERVIEW: This domain focuses on the programs and policies that contribute to wealth building and employment, job training, support and placement, as well as financial education and money management. Economic Security is used broadly to refer to income, benefits, and a range of other resources that allow people to cover their basic needs and meet a general standard of living. This includes opportunities for paid labor, as well as policies and programs that address the diverse range of needs for people with disabilities, seniors, and caregivers. In recognition that the employment needs for these populations are particularly diverse, this domain will cover a variety of support strategies, such as career-building support (e.g., training, internships), part-time employment opportunities, and financial management.

GOALS:

- Ensuring employment policies & priorities exist to meet the needs of elders, people with disabilities, & caregivers. (1)
- There are efforts to address ableism & ageism within the employment process. (1)
- Prioritize efforts that support economic security for elders, people with disabilities, and caregivers. (1)

GOAL: ENSURING EMPLOYMENT POLICIES & PRIORITIES EXIST TO MEET THE NEEDS OF ELDERS, PEOPLE WITH DISABILITIES, & CAREGIVERS.

Recommendation: Support and develop individualized and diverse employment efforts.

| Ref. | Action | | |
|-----------------|---|---------------------|--|
| EE-1 | Promote and support employment programs for older adults and people with disabilities (city, non-profit, and for-profit). | | |
| Lead | | Project Type | Outreach; Programs |
| Partners | SF IHSS-PA, Homebridge, DAAS, IHSS Task Force, LTCCC, MOD | Timeline | Consider 2 nd quarter of 2018 |
| Start | | Status | Not started |

GOAL: THERE ARE EFFORTS TO ADDRESS ABLEISM & AGEISM WITHIN THE EMPLOYMENT PROCESS.

Recommendation: 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.

| Ref. | Action | | |
|-----------------|---|---------------------|--|
| EE-2 | Advocacy for a workforce that better represents the diversity of San Francisco’s demographics, particularly with regards to people with disabilities and seniors. | | |
| Lead | | Project Type | Needs assessment; workforce training (employers and employees) |
| Partners | MOD | Timeline | |
| Start | | Status | Not started |

GOAL: PRIORITIZE EFFORTS THAT SUPPORT ECONOMIC SECURITY FOR ELDERS, PEOPLE WITH DISABILITIES, AND CAREGIVERS.

Recommendation: Assess the current demand for benefits counseling, particularly for people with disabilities and based on results, support that service appropriately.

| Ref. | Action | | |
|-----------------|---|---------------------|-------------|
| EE-3 | Evaluate/expand impact of DAAS Eligibility counseling that counsels Medi-Cal clients on most beneficial Medi-Cal program (e.g., working disabled program, opportunities to reduce share of cost, etc.). | | |
| Lead | | Project Type | Outreach |
| Partners | DAAS Intake | Timeline | |
| Start | | Status | Not started |

DOMAIN: HOUSING

OVERVIEW: The Housing domain focuses broadly on programs, policies, and priorities that ensure seniors and people with disabilities have affordable, accessible, and safe housing options, as well as the programs, policies, and services that support homeless residents and those at risk for homelessness. Relevant programs and policies may include, but are not limited to: eviction prevention services, home sharing, preserving existing affordable housing, and home modifications that supports aging in place.

GOALS:

- A range of affordable housing options is available for seniors & people with disabilities. (1)
- There are policies & resources to support seniors & people with disabilities aging in place, within the community of their choice. (0)
- Support is available for seniors & people with disabilities at risk or currently experiencing homelessness. (2)

GOAL: A RANGE OF AFFORDABLE HOUSING OPTIONS IS AVAILABLE FOR SENIORS & PEOPLE WITH DISABILITIES.

Recommendation: Identify the challenges faced by residential care facilities (RCFE’s) and develop recommendations that will support and expand their capacity.

| Ref. | Action | | |
|-----------------|--|---------------------|---------------------|
| H-1 | Provide resources and support to existing residential care facilities that may help with sustainability, such as trainings and small business resources. | | |
| Lead | | Project Type | Training; resources |
| Partners | Office of Small Business, LTCCC Housing Workgroup, 6bed.org | Timeline | |
| Start | | Status | Not started |

GOAL: SUPPORT IS AVAILABLE FOR SENIORS & PEOPLE WITH DISABILITIES AT RISK OR CURRENTLY EXPERIENCING HOMELESSNESS

Recommendation: Connect seniors and people with disabilities at risk for homelessness to existing services and resources

| Ref. | Action | | |
|-----------------|--|---------------------|--|
| H-2 | Support and expand programs that enable people to remain in their homes, such as in-home supportive services, outreach, advocacy, legal services, and eviction protection. | | |
| Lead | Jessica & Kelly | Project Type | TBD |
| Partners | LTCCC, IHSS Task Force, DSHS, CBOs | Timeline | Consider for 2 nd quarter of 2018 |
| Start | (partners are working on aspects of this) | Status | Not started |

Recommendation: Expand policies and programs that support people to live independently and age in place.

| Ref. | Action | | |
|-----------------|---|---------------------|---------------------------|
| H-3 | Assess current home modifications programs, identify any gaps or opportunities to expand program capacity and support outreach efforts. | | |
| Lead | | Project Type | Needs assessment; program |
| Partners | LTCCC Housing Workgroup, Rebuilding Together SF, Habitat for Humanity, DAAS, MOH | Timeline | |
| Start | | Status | Not started |

DOMAIN: TRANSPORTATION

OVERVIEW: This domain covers the infrastructure, equipment, and services for all means of urban transportation, with a focus on transportation services and policies specifically related to people with disabilities and seniors. Transportation represents a broad range of mobility options, including public and private options, drivers, pedestrians, Paratransit ridership, and bicyclists - all of whom cross paths daily. Relevant programs and policies may include the Vision Zero pedestrian safety efforts, improving and expanding accessible modes of transportation, bike lane design, and bus shelters.

GOALS:

- Ensure that public transportation is affordable, accessible & equitable for residents of all ages & abilities. (1)
- Residents have the information & tools they need to make informed travel choices. (0)
- Active transportation (bicycling and walking) is encourage and supported, through policies, design, and programs. (1)
- Private transportation policies or programs should ensure accessibility & equity. (1)

GOAL: RESIDENTS HAVE THE INFORMATION & TOOLS THEY NEED TO MAKE INFORMED TRAVEL CHOICES.

Recommendation: Transportation info should be available in a variety of accessible ways.

| Ref. | Action | | |
|-----------------|---|---------------------|---------------------------------|
| T-1 | Support MTA's Mobility Management efforts, including collaborating on innovative approaches to increase outreach and utilization of existing transportation tools, services and resources. Develop a user friendly directory for all transit options. | | |
| Lead | | Project Type | Outreach; programs and services |
| Partners | MTA, MOD, DAAS | Timeline | Year 1 |
| Start | MTA is working on this – how ADF can plug in | Status | Not started |

GOAL: ACTIVE TRANSPORTATION (BICYCLING AND WALKING) IS ENCOURAGED AND SUPPORTED, THROUGH POLICIES, DESIGN, AND PROGRAMS.

Recommendation: Pedestrians are prioritized through policies and improvements that focus on street calming measures and address critical safety issues.

| Ref. | Action | | |
|-----------------|---|---------------------|------------------|
| T-2 | Assess feasibility of increasing crosswalk time at key intersections. | | |
| Lead | | Project Type | Research; policy |
| Partners | DPH, Vision Zero, Senior & Disability Action | Timeline | Year 1 |
| Start | SDA is working on this – how ADF can plug in | Status | Not started |

GOAL: PRIVATE TRANSPORTATION POLICIES OR PROGRAMS SHOULD ENSURE ACCESSIBILITY & EQUITY.

Recommendation: Address the impact of transportation network companies (TNC’s) on seniors & people with disabilities through policy or practice.

| Ref. | Action | | |
|-----------------|---|---------------------|--|
| T-3 | Explore new opportunities and support existing efforts to increase accessible transportation with regards to TNC's. | | |
| Lead | Nicole | Project Type | Policy |
| Partners | MOD, MTA | Timeline | TBD – will give an update at April meeting |
| Start | | Status | In process |

DOMAIN: OUTDOOR SPACES & BUILDINGS

OVERVIEW: This Outdoor Spaces and Buildings domain covers all outdoor spaces such as parks and plazas, as well as the paths of travel that connect our spaces, such as sidewalks. This domain also includes public buildings such as libraries and community centers, and private businesses such as small business districts, malls, and theaters. Relevant policies include efforts to increase green space, installing parklets, ensuring equitable access to parks, as well as efforts to improve the accessibility of our small businesses.

GOALS:

- A diversity of accessible & clean outdoor public spaces. (2)
- Buildings, both public & private, should be accessible & inclusive. (0)
- Public right of ways, such as sidewalks, should be accessible & inclusive. (1)

GOAL: A DIVERSITY OF ACCESSIBLE & CLEAN OUTDOOR PUBLIC SPACES.

Recommendation: Assess and identify opportunities to increase access for underserved populations to green space.

| Ref. | Action | | |
|-----------------|--|---------------------|-------------|
| OSB-1 | Identify and establish aging and disability friendly park best practices as a policy initiative for developing and maintaining public parks. | | |
| Lead | | Project Type | Policy |
| Partners | RPD, MOD, DAAS | Timeline | |
| Start | | Status | Not started |

Recommendation: Support and expand age and disability friendly programming and events within existing public spaces.

| Ref. | Action | | |
|-----------------|---|---------------------|---------------------------|
| OSB-2 | (1) Increase awareness and outreach for existing programs and opportunities for people with disabilities. (2) Ensure there are adequate activity opportunities and capacity for people with different disabilities. | | |
| Lead | | Project Type | Needs assessment; program |
| Partners | RPD, MOD, DAAS | Timeline | |
| Start | | Status | Not started |

GOAL: PUBLIC RIGHT OF WAYS, SUCH AS SIDEWALKS, SHOULD BE ACCESSIBLE & INCLUSIVE.

Recommendation: Identify, develop, and advocate for best practices to ensure that sidewalks are age- and disability-friendly.

| Ref. | Action | | |
|-----------------|--|---------------------|--|
| OSB-3 | Focus on installing curb cuts is available in all major intersections and ensure that seating is available in key locations. | | |
| Lead | | Project Type | Needs assessment; program |
| Partners | DPW | Timeline | Suggestion: summer 2018 for next year's budget cycle |
| Start | | Status | Not started |

DOMAIN: RESILIENCY & EMERGENCY PREPAREDNESS

OVERVIEW: The Resiliency & Emergency Response domain includes programs, policies, and strategies that involve preparing for an emergency, the response immediately following a disaster and the long-term recovery, for individuals, neighborhoods and city-wide. Examples include the city-sponsored training for community volunteers, Neighborhood Emergency Response Teams (NERT), the citywide disaster response system, and the Neighborhood Empowerment Network (NEN) efforts to empower communities and advance resilience.

GOALS:

- 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. (0)
- Emergency response efforts include the unique needs of seniors & people with disabilities. (1)

GOAL: INDIVIDUALS, FAMILIES & CAREGIVERS HAVE THE SUPPORT & TRAINING TO PREPARE FOR DISASTERS.

Recommendation: Ensure that there is support and training so seniors, people with disabilities, and their caregivers are prepared for disasters.

| Ref. | Action | | |
|-----------------|--|---------------------|------------|
| REP-1 | Assess how to best reach vulnerable residents that are not connected to social service networks. | | |
| Lead | | Project Type | Outreach |
| Partners | DEM Access & Functional Needs Workgroup (DAFN); Dementia workgroup | Timeline | TBD |
| Start | | Status | In process |

| Ref. | Action | | |
|-----------------|---|---------------------|---------------------|
| REP-2 | Develop outreach campaign to encourage registration with AlertSF. Provide outreach through CBO partners to encourage registration with AlertSF. | | |
| Lead | | Project Type | Outreach; education |
| Partners | DAFN; Dementia workgroup | Timeline | TBD |
| Start | | Status | In process |

GOAL: EMERGENCY RESPONSE EFFORTS INCLUDE THE UNIQUE NEEDS OF SENIORS & PEOPLE WITH DISABILITIES.

Recommendation: Implement policies and procedures that account for and are prepared to respond promptly to seniors and people with disabilities, prioritizing those who require additional support or are unable to shelter in place for 72 hours.

| Ref. | Action | | |
|-----------------|---|---------------------|------------------------|
| REP-3 | Ensure that there is a strategy in place for evacuating people with mobility challenges in multi-story buildings. | | |
| Lead | | Project Type | Policy; infrastructure |
| Partners | DEM workgroup, HSA, DPH, MOD | Timeline | |
| Start | | Status | Not started |