

AGE & DISABILITY FRIENDLY IMPLEMENTATION WORKGROUP

MINUTES

2-4PM Friday, April 13, 2018

Dept. of Aging & Adult Services

1650 Mission Street, Golden Gate Conf. Room, 5th floor, San Francisco, CA 94103

PRESENT: Kelly Dearman (co-chair), Nicole Bohn (co-chair), Anne Hinton, Alicia Neumann, Mikiko Huang, Jessica Lehman, Teri Dowling, Jeri McGovern, Cindy Kauffman, Sheila Malkind, Jim Blackstone, Catherine Collen, Valerie Coleman

STAFF: Cindy Kauffman (DAAS), Joseph Formentos (DAAS)

WELCOME & INTRODUCTIONS –Nicole Bohn & Kelly Dearman

- Call to order 2:10pm.
- Ms. Dearman welcomed members and guests.
- Members introduced themselves.
- Ms. Bohn informed group of goal check-in's and path to next steps.

Comments include:

Age and Disability Friendly Workgroup effort was presented last month at American Society on Aging (ASA) Aging at America Conference as well as to the Long-Term Care Coordinating Council (LTCCC).

RECOMMENDATION UPDATE- Community Support & Health Services 2: Cindy Kauffman

Cindy reviewed CSHS 2 and described examining this recommendation in stages. Campaign is generally connected to the Dignity Fund Community Needs Assessment presented at last month's hearing with the Commission and Advisory board. The published Needs Assessment included items such as data collection, surveys, focus groups, gaps analysis and more. Gaps analysis areas relevant to domain goal include:

- Overall accessibility
- Lack of awareness and knowledge of services
- System challenging to navigate
- Unaware of needs and experiences of older adults and adults with disabilities

Recommendations to gaps analysis:

- Framing information better
- Need for collaboration on neighborhood/district level
- Continued effort to collaborate with other city agencies
- Raising community sensitivity to needs of population
- Increasing awareness of existing services
- Reduce burden of navigation
- Utilize peer navigators or “trained consumers” as ambassadors to support services
- Consider opportunities to co-locate certain services
- Expand inter-generation/multi-cultural collaborative programming

General feedback requires agency to reframe information better. Some of the recommendations above have already started while shift of focus on other ones are growing. Agency is currently in process to work more collaboratively with other city departments to expand inter-generational and multi-cultural programs. Revolving and implementing service plan based on 4-year Dignity Fund allocation of funding. Actively working with Mayor’s Office on Disability (MOD), SF Rec and Park, Office of Economic and Workforce Development (OEWD) as well as utilizing 2Gough Intake and Referral Resource Hub as peer navigators.

Struggles with timeline completion for some areas include the lack of services outreach to population of people with disabilities. Questions agency is asking has to change and possibly exploring other cities’ models will support cause.

Comments include:

- Work with MOD to clearly define disability-specific concerns for consultant group
- Identify why other city departments are having trouble reaching people with disabilities

RECOMMENDATION UPDATE- Engagement & Inclusion 3: Cindy Kauffman

Next, Cindy presented history of Frameworks Institute, an independent research organization that uses strategic framing through communication practices and cognitive/social sciences. The Institute’s research on aging identified issues and gaps during ASA event and now DAAS is looking to apply Frameworks’ research to older adults and adults with disabilities in SF beginning with the leaders in the community. Separate workshops took place with various organizations about the research that demonstrated our approach/strategy but then also showed how to operate same methods in different ways. Frameworks helped to re-frame conversation about ageism/ableism and will provide information takeaways from workshops with a campaign to follow. DAAS Communications team working on branding, messaging, and collateral material which will eventually make way to the community.

Questions and comments include:

How do other organizations and other members of the community get invited to contribute and include input at workshops for the continued efforts?

(Cindy answered by welcoming more feedback of how department could be more inclusive with inviting the right community members for input about strategies.)

RECOMMENDATION UPDATE- Community Support & Health Services 1: Alicia Neumann

First, Alicia explained assessing the state of trainings for ableism and disability training in San Francisco. She contacted networks, but excluded SF Department of Human Resources (DHR) trainings and looked into in-person training with few results. Identified online consumer resources including Openhouse SF, which offers training within a training but not specifically geared towards ableism/disability training (<https://www.openhouse-sf.org/resources/training>).

Alicia provided example from website link here:

(<https://www.brownpapertickets.com/event/2979094>), where one training was conducted last year through Lighthouse for the Blind—Beyond Ramps: Disability, Ableism, and Racial Justice training offered in workshop format.

Senior and Disability Action (SDA) has the most comprehensive and regularly offered Ableism and Disability training class which is taught to DAAS staff members and other non-profit organizations. However, when it comes to educating health care/caregiver organizations, it could be expanded but depends on capacity. Collaboration between departments and city employees would help a great deal. SDA website link here: (<https://sdaction.org/>)

Comments include:

From one member’s personal experience, a great way of learning from older adults and adults with disabilities was by being around them and working with them.

Recommended organizations to contact:

- Family Caregiver Alliance
- San Francisco In-Home Supportive Service Public Authority (IHSSPA)
- Homebridge
- Health Care systems and possibly eventually school systems such as UCSF.
- San Francisco Community Clinic Consortium (SFCCC)
- Kaiser and SF General- continued education training
- Service Employees International Union (SEIU)

RECOMMENDATION UPDATE- Communication, Information & Technology 2: Anne Hinton

Anne went over origin of SF Tech Council, a collective of organizations that is dedicated to advancing digital inclusion for older adults and adults with disabilities. She presented on strategic planning workgroup pulling from Tech Council meetings to focus on opportunity to get new low-cost equipment and refurbishing equipment for people. She explained need for providing insight to older adults and adults with disabilities regarding basic fundamental understanding in technology.

RECOMMENDATION UPDATE- Communication, Information & Technology 3: Anne Hinton

Anne elaborated on recommendation to develop/evaluate technology for homebound seniors and adults with disabilities by mentioning the Little Brothers Friends of the Elderly – Tech Allies

program which offers in-home 1:1 tech training for homebound seniors. The success of this program model could determine whether it can be piloted with IHSS or areas where older adults and adults with disabilities lack public access to places in the city.

Anne referenced SF Digital Equity (SFDE) Playbook, (website link here: <https://sfcoit.org/digitalequity>), which is a collection of ideas that agencies/organizations can learn from to help bridge the digital divide. Goal for increasing digital literacy falls on message, advocacy, and data collection. The interest will come from both the workgroup as well as any national research generating in possible funding or inter-department collaboration around city and county of San Francisco.

SFDE Playbook will be presented the following week at the Mayor's Disability Council meeting on Friday April 20 from 1pm-4pm.

RECOMMENDATION UPDATE- Resiliency & Emergency Preparedness 2: Teri Dowling

Teri began presentation by asking group members if they are signed up for AlertSF, which is managed by Department of Emergency Management (SFDEM). Lisa Starlipper, Planning Director for Department of Emergency Management, has reached out to Department of Elections about adding AlertSF information in multiple languages on voter information pamphlet to reach a lot of households. Teri referenced meeting material to show rendition of what pamphlet looks like.

Department of Public Health office partnered with SFDEM during weekend of warm climate conditions in the city around March and sent out mass email to non-profit and city organizations about preparing for extreme heatwaves in San Francisco. The email strongly emphasized AlertSF system and how to sign-up for alerts online. SFDEM will have community meeting in Bayview district via Resilient Bayview effort to ensure neighborhood awareness of AlertSF.

Comments and discussion questions include:

- Can we find figures on number of people signed up to AlertSF?
(Teri replied that numbers are retrievable, however cannot find exact age ranges of registrants signed up to AlertSF.)
- Was there a spike in registration after North Bay fires back in September 2017?
- Can we find out what people are registering for and how often?
- Is it in different languages?
- Can you limit what messages you receive?
(Teri replied that yes, you can modify what you receive online.)

POTENTIAL OPPORTUNITY- Transportation 3: Nicole Bohn

Nicole revealed state legislation proposed around Transportation Network Company (TNC) and accessibility issue. Expanded by mentioning a public hearing scheduled on 4/24 and 5/6 where individuals and organizations could voice comments on why legislation should be passed. SF Municipal Transportation Agency (MTA) and MOD is trying to ask permission from City and

County to use funding from TNC and impart surcharge for non-accessible rides in order to provide equivalent services as TNCs learn how to become more accessible.

Nicole will send out dates of opportunities to lobby for TNCs becoming more accessible. She explained that other states have made more progress on issue because local cities in those states have more authority over TNCs. California should adopt other states' model.

Comments include:

The window to have a voice with regulating TNCs systems is moving quickly and opportunity could be missed. Nicole mentioned reaching out to Tilly Chang and Warren Logan from the County Transportation Authority (CTA), where there is a plan with the emerging mobility strategy that can affect equity between businesses and consumers.

NEXT STEPS:

- **CSHS1** - Reaching out to list of health care systems and other organizations.
- **CSHS2** - Department waiting to gather from research/info shared from meetings.
- **EI3** - Strategy is still in early stages and not meant to be exclusive; information will be shared once tools have been forged.
- **CIT2** - Allowing Tech Council workgroup to work and report back as needed.
- **CIT3** - Workgroups to continue and Anne will keep reporting. See if the expansion of Tech Allies program is within reach.
- **REP2** - group looking how to provide outreach to specific disability populations in May.

RECOMMENDATIONS: priorities for the next quarter

- **T2** – Assess feasibility of increasing crosswalk time at key intersections (pg. 12, Lead: Jessica Lehman, DPH, Vision Zero, and Senior & Disability Action)
- **EE1** – Promote and support employment programs for older adults and people with disabilities (city, non-profit, and for-profit) (pg. 8, Lead: Nicole Bohn, SF IHSS-PA, Homebridge, DAAS, IHSS Task Force, and OEWD)

PUBLIC COMMENT:

Relating back to recommendation EE1, Nicole mentioned a public hearing on Wednesday, 5/16 revolving around District Supervisor Norman Yee meeting with DHR, DAAS, OEWD and MOD to push issue for employment programs for older adults and people with disabilities.

ANNOUNCEMENTS:

- Re:Imagine End of Life event week; schedule found on <http://www.letsreimagine.org/>

ADJOURN: Meeting adjourned at 3:52 pm.

NEXT MEETING: July 13, 2018; 2:00 to 4:00 pm
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