

# AGE & DISABILITY FRIENDLY IMPLEMENTATION WORKGROUP

## MINUTES

2-4PM Friday, July 13, 2018

Dept. of Aging & Adult Services

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

**PRESENT:** Nicole Bohn (co-chair), Shireen McSpadden, Anne Hinton, Mikiko Huang, Lisa Starliper, Julie Klee, Anna Chodos, Juliet Rothman, Alex Banh, Mona Saghri, Felisia Thibodeaux, Jim Blacksten, Cindy Kauffman

**STAFF:** Valerie Coleman (DAAS), Joseph Formentos (DAAS)

---

### WELCOME & INTRODUCTIONS –Nicole Bohn

- Call to order 2:06pm.
- Ms. Bohn welcomed members and guests.
- Members introduced themselves.
- Ms. Bohn announced headlines for Age and Disability Friendly news.

### ADF news and comments include:

Valerie referenced handout: ‘San Francisco’s Changing Demographics’ which reveals statistics centered on older adults in San Francisco. Additionally, there will be another statistical one-pager focused on adults with disabilities which is to be shared with everyone once finalized.

Shireen revealed that DAAS (thru Dignity Fund) is involved with development of a Disability Cultural Center in the city. In partnership with the Paul K. Longmore Institute at San Francisco State University (SFSU), the plan revolves around creating a location to celebrate disability culture/history from a disability rights perspective and also operate as a place to access services. Community-wide effort includes potential collaboration with UCSF, SF Rec & Park, SF Arts Commission, and Department of Children, Youth and their Families (DCYF). Plan proposal aimed for the end of fiscal year and development to begin during the next fiscal year. Nicole mentioned the center becoming the first ever municipal cultural center in the nation.

SFSU Longmore Institute on Disability website can be found here on this link:

<https://longmoreinstitute.sfsu.edu/>

Next, Nicole updated group about news that refers to Recommendation T-2 from the Transportation Domain regarding a policy change to increase pedestrian crosswalk signal times at key intersections. With help from Municipal Transportation Agency (SFMTA) and Senior Disability Action (SDA), the standard crossing time for pedestrian clearance of the street is 3 feet per second, but now it will be lengthened to 4.5 feet per second. Crosswalk time length policy change effective in the next few years, beginning with major intersections in SF: South of Market area and Financial District.

The official SFMTA announcement of the countdown change can be found here on this link: <https://www.sfmta.com/blog/sfmta-announces-new-pedestrian-countdown-changes>

Afterwards, Nicole explained the last piece of ADF news by mentioning the Senate Bill 1376 (SB-1376) which impacts Recommendation T-3 from the Transportation Domain. During an open hearing in Sacramento with California Public Utilities Commission (CPUC) and Senator Jerry Hill, SFMTA, SDA, Mayor's Office on Disability (MOD) proposed that CPUC work with Transportation Network Companies (TNCs such as Uber, Lyft, etc.) for better disability access to the adults with disability population. Senator Hill drafted legislation, effective 2024, requiring CPUC regulation of TNCs about having accessibility implementation plans in place for wheelchair users. Statewide effort also intended to affect local Bay Area cities' advocacy for regulation on improved disability access to TNCs.

Lastly, Shireen mentioned a meeting discussion of the 2020 Census and the possibility that it will be conducted all-digitially which brings up ongoing digital divide issues. SF Tech Council members will inform the rest of the Council and Alex from SF Office of Digital Equity mentioned that their department is also aware of the news. Valerie will report back with more information about what it means to the ADF Workgroup and what next steps to take.

#### **RECOMMENDATION UPDATE- Community Support & Health Services 1: Anna Chodos**

Anna began update by listing the scheduled ableism/ageism trainings with the major SF health care networks such as San Francisco VA Medical Center (SFVAMC) and UCSF. The trainings are aimed to educate medical residents, as well as emergency room residents. Trainings will be held in October for all medical residents and more intensive trainings for primary care residents at SF General will resume later in the fall. Anna also reached out to Kaiser Permanente emergency medicine training program. She suggested expanding training to hospital security guards and planned on contacting Kelly to extend training to home care provider systems through Homebridge and San Francisco In-Home Supportive Services Public Authority (SF IHSSPA).

Timeline is ongoing for as long as trainings are conducted and the partners involved with CSHS-1 Recommendation includes the SDA, Optimizing Aging Collaborative (OAC) at UCSF, and potentially Openhouse.

#### **RECOMMENDATION UPDATE- Community Support & Health Services 2: Shireen McSpadden** **RECOMMENDATION UPDATE- Engagement & Inclusion 3: Shireen McSpadden**

Shireen presented her update by describing a two-pronged campaign: 1) how to increase community awareness of DAAS and DAAS-related organizations' services and 2) how to reframe aging and disability in San Francisco. With assistance of Frameworks Institute which conducts research on ideas of how to communicate about aging, how we think about aging, and how to change the narrative on aging, Shireen shared ideas of driving a campaign towards a more aging/disability positive strategy. Along with hiring a consultant, Shireen has also identified a workgroup that represents different organizations with diversity in languages and values. The main workgroup will break into smaller workgroups that focus on certain aspects of the campaign and there are plans to develop a style guide where all organizations follow standardized approach with reframing aging. Timeline is currently ongoing, however materials expected to be out by March or April 2019.

In connection to these Recommendations, Anna shared an idea from the UCSF Geriatrics Clinical/Medical Care for older adults and adults with disabilities about finding a way to highlight their underrepresented patients and celebrating older generations in a positive view. Anna is leading a group where they list 80 diverse people over 80 years old and profile their different stories as either a book or a website. She wants to reach out to different people from various neighborhoods including artists, caregivers, and district supervisors. Group members recommended networking with Longmore Institute.

Timeline slated for the next calendar year, potentially in conjunction with Older Americans Month.

**RECOMMENDATION UPDATE- Communication, Information & Technology 2: Anne Hinton**  
**RECOMMENDATION UPDATE- Communication, Information & Technology 3: Anne Hinton**

Anne began by citing SF Tech Council mission to bridge the digital divide for older adults and adults with disabilities. SF Tech Council narrowed down focus of campaign to ensure digital connection to every person. Council has been working with Comcast and DAAS to expand affordable internet access as well as looking to provide low-cost/free equipment to low-income residents via refurbished computers programs. Tech Council Steering Committee decided on forming group to concentrate on strategic plan. Though the Tech Council mission has always been clear, Anne mentioned the difficulty in how the Council prioritizes what to work on to achieve the end goal. She underscored point of giving older adults and disabled people a voice at the table with community conversations.

Timeline is ongoing.

**RECOMMENDATION UPDATE- Resiliency & Emergency Preparedness 2: Lisa Starlipper**

Lisa introduced her update by handing out pamphlets that the Department of Emergency Management (SFDEM) routinely gives out when the department does community outreach presentations. She described how a typical presentation runs during a community event where the SFDEM external affairs coordinators encourage AlertSF registration. Lisa detailed outreach plans of partnering with organizations such as Felton Institute, the ARC and Paratransit, in addition to presenting at the Asian-Pacific Islander and Latino Community Partnerships

meetings that help to serve the aging and disability community. She admitted that SFDEM outreach involves the use of social media and acknowledged how the department struggles to address the digital divide issue especially when trying to reach seniors who are not connected to the internet. SFDEM offered sending staff to visit senior centers with computer labs in the hopes of getting older adults to sign up for AlertSF, however Lisa mentioned resistance from older adults who did not want to share their private information. She welcomed suggestions of how to reach the older adult and adults with disabilities population who are not connected electronically and revealed that there are over 100,000 individuals subscribed to AlertSF.

Timeline aimed for the end of the calendar year—composition of outreach plan proposals by September and report back to SFDEM by November.

**Comments include:**

- Nicole added that through the Voting Accessibility Advisory Committee and Department of Elections, the MOD was successful in adding AlertSF information in multiple languages to voter publication.
- Cindy mentioned that during the DAAS department manager meeting there was discussion of encouraging DAAS social workers on visits to help clients sign up for AlertSF.
- Shireen recommended connecting with Family Caregiver Alliance to reach caregivers and even having volunteers (or stipend volunteers) to liaison with the community. She also mentioned setting aside Dignity Fund funding to enlist neighborhood ambassadors and peer navigators to better reach older adults and adults with disabilities population. DAAS Integrated Intake would be another good option for signing up.
- Other workgroup members suggested the SF Public Library as well as the Neighborhood Empowerment Network (NEN).
- Alex revealed from the Digital Equity survey, that the majority of residents preferred mode of communication from the city government is through mail.

**RECOMMENDATION OPPORTUNITY- EMPLOYMENT & ECONOMIC SECURITY 1: Nicole Bohn and Shireen McSpadden**

Nicole began by recapping a public hearing back in May with SF Supervisor Yee about increasing the focus on older adults and adults with disabilities employment opportunities. Along with presentations from MOD, DAAS, Office of Workforce Development (OEWD), SF Department of Human Resources (DHR), and the public comments from older adults', the cross-collaborative group emphasized the need for a focused effort on the employment of older adults and adults with disabilities. Shireen further explained that Supervisor Yee wanted multiple city departments to communicate/work together to set effort in motion. The outcome of the cross-collaboration drew enough of Supervisor Yee's interest to set aside \$600K in an add-back to DAAS for advancing employment opportunities to older adults and adults with disabilities.

**Opportunities include:**

- ReServe program through community based-organization that provides job subsidies through individuals either interested in part-time work, getting back into the workforce, and/or exploring the job market.
- Partnering with Human Services Agency (HSA) workforce development department to get help on ideas for mirroring infrastructure model; maybe creating a pilot program.
- Connecting with SFDHR to identify ways that push employment effort of older adults and adults with disabilities within DAAS.

**Comments include:**

- Nicole shared that around 75%-80% of employment eligible adults with disabilities are unemployed.
- Felisia expressed concern over lack of education from older adults and adults with disabilities about matters regarding employment, disqualification of subsidies, fixed incomes, and/or loss of benefits.
- Jim reinforced Felisia’s point by talking about The Ticket to Work program which helps educate individuals through benefits counseling.

**RECOMMENDATION INFORMATION- COMMUNICATION, INFORMATION, & TECHNOLOGY 3:**

**Alex Bahn**

Alex outlined the Digital Equity Playbook, which was composed “to bridge the digital divide and achieve digital equity in the city.” What began as a pilot program has now become a long-term presence to identify and address barriers in this fast-paced digital age.

Digital Equity Playbook website can be found here on this link: <https://sfcoit.org/digitalequity>

**Digital Equity Playbook recognized digital/technology issues that include:**

- Digital skills necessary in employment
- Education requires technology, even with parents
- Health Care and Health Information also requires technology

An estimated 100,000 individuals (or 1 in 8 residents) living in San Francisco lack internet access with low-income population, limited-English speakers, older adults, and people with disabilities.

Focus groups and interviews provided insight on research to identify biggest challenges which include:

- Computer and internet affordability
- Lack of digital skill confidence
- Frustration and/or intimidation of technology
- Mobile connectivity helps, but still a lack of computer usage which is essential
- Concern for cybersecurity and online safety

Alex detailed ways of how to improve the Playbook in three ways starting with: 1) it is a living document that urges adding more materials later, 2) Playbook looks to become more disability friendly, and 3) to enhance the resource forms.

**Comments and discussion questions include:**

- Shireen asked questions regarding awareness of playbook: has this gone out to our non-profit organizations? Or can we send a link out to those organizations? She offered that DAAS was willing to send out email or letter to make it available.
- Felisia pointed out some older adults and adults with disabilities worried about overage fees on internet usage or mobile connectivity data. Suggested looking into better offered discounts to low-income populations.

Alex next steps and goal is to spread the adoption of the Playbook around the community and to improve the Aging and Disability friendly component of the Playbook. Nicole, Cindy, and Valerie recommended spreading importance of playbook by connecting with DAAS partners and organizations. Workgroup members advised reaching out to Community Living Campaign and SF Village.

**RECOMMENDATIONS: priorities for the next quarter**

- EE1 – Promote and support employment programs for older adults and people with disabilities (city, non-profit, and for-profit). (pg.8)
- EE2 – Advocacy for a workforce that better represents the diversity of San Francisco’s demographics, particularly with regards to people with disabilities and seniors. (pg. 9)
- EE3 – 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.). (pg. 9)

**PUBLIC COMMENT:** n/a

**ANNOUNCEMENTS:** n/a

**ADJOURN:** Meeting adjourned at 4:07 pm.

**NEXT MEETING:** October 12, 2018; 2:00 to 4:00 pm  
1650 Mission Street 5<sup>th</sup> floor, Golden Gate Conf. Room  
San Francisco, CA 94103