

Dignity Fund **DATA, EVALUATION, AND OUTCOMES**

San Francisco Department of Disability & Aging Services
and Human Services Agency's Planning Unit

Dignity Fund Service Provider Working Group
January 13, 2020

Agenda

- Refresher: Outcome and Evaluation Plan
- Focus Area Reports for FY 2019-20
- OCP Outcome Processes/Workshops
- Data and Evaluation Report

Refresher: Outcome and Evaluation Plan

Outcome/Evaluation Plan Components

- I. Annual Data and Evaluation Report
- II. Focus Area Reports
 - Program or topic-specific assessments and evaluations (“deep dives”)
- III. Cycle-End Evaluation Report
- + Outcome Objective Framework

Outcome/Evaluation Plan Timeline

Component	FY 17/18	FY 18/19	FY 19/20	FY 20/21	FY 21/22	FY 22/23	FY 23/24	FY 24/25	FY 25/26	FY 26/27
	CNA	SAP			CNA	SAP			CNA	SAP
Annual Data & Evaluation Report		X	X	X	X	X	X	X	X	X
Focus Area Reports		X	X	X		X	X	X		X
Cycle-End Evaluation Report					X				X	

Goals for Enhanced Outcome Framework

1. Strengthen outcome objectives

- Ensure metrics include meaningful outcome objectives.
 - Outputs versus outcomes.
 - Relevant to a program's stated purpose.
- Performance measures must also be reliable and manageable
 - Data is consistently available and not overly burdensome to collect

2. Implement a cohesive framework

- To describe collective impact of DAS community services and Dignity Fund money

Outcome Objective Framework [1/2]

Service Area	Primary Goals	Outcome Themes
Access & Empowerment	To educate, empower, and support older adults and people with disabilities to access needed benefits and participate in services	<ul style="list-style-type: none"> • Education & Awareness of Services • Empowerment • Provider Training & Cultural Competence • Service Connection
Caregiver Support	To support the wellbeing of family and friend caregivers and their care recipients through education, counseling, resources, and connection	<ul style="list-style-type: none"> • Ability to Care for Recipient • Avoidance of Institutionalization • Caregiver Health &Wellbeing
Case Management & Care Navigation	To facilitate service connections and support individuals with complex needs to navigate available resources and promote stability in the community	<ul style="list-style-type: none"> • Service Connection • Stability in the Community
Community Connection & Engagement	To provide opportunities for older people and adults with disabilities to socialize, build community, and participate in a meaningful way in their community	<ul style="list-style-type: none"> • Education & Awareness of Services • Empowerment • Engagement & Socialization • Reduced Social Isolation • Service Connection

Outcome Objective Framework [2/2]

Service Area	Primary Goals	Outcome Themes
Housing Support	To support seniors and adults with disabilities to maintain stable housing through service connection and community engagement	<ul style="list-style-type: none"> • Housing Stability • Service Connection • Engagement & Socialization
Nutrition & Wellness	To promote physical health and wellbeing for older adults and adults with disabilities by providing nutritious foods and supporting healthy lifestyles	<ul style="list-style-type: none"> • Community Stability & Independence • Healthy Nutrition Habits • Increased Food Security • Physical Fitness & Health
Self-Care & Safety	To support older adults and people with disabilities to meet their needs in the most independent setting, safe from abuse and self-neglect	<ul style="list-style-type: none"> • Empowerment & Self-Determination • Provider Training • Stability in the Community

FY 2019-20 Focus Area Reports

FY 2019-20 Topics

- Asian/Pacific Islander population analysis
- Trend analysis in Legal Services
- Assessment of Grocery/Pantry Programs
- Health Promotion – Evaluate Always Active for evidence-based certification

OCP Outcome Processes/Workshops

Process

- Process to develop measures:
 - Research best practices/tools
 - Review historical data
 - Collaborate with providers
- Spotlight on service areas by contract schedule
 - This year:
 - Access & Empowerment
 - Caregiver Support
 - Housing Support
 - *Also: New Community Connection & Engagement services*

Example: SF Connected (partial list)

Past measures:

- Clients have increased technology knowledge, awareness, and skills
- Clients use skills learned to connect with relatives and friends through email or online social media

New measures:

- Consumers improve their self-sufficiency and independence by accessing digital services they learned about through the program (e.g. DAHLIA, Google maps, online banking, and shopping).
- Consumers are kept up to date with changing technology through the program
- Consumers connect with relatives and/or friends through technology using learned skills (i.e. email, social media, digital messaging).

FY 2018-19 Data & Evaluation Report

Dignity Fund
**DATA &
EVALUATION
REPORT**
FY 2018-2019

Report by the
San Francisco Department of Aging & Adult Services

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Report Purpose

- Provide annual snapshot of service and outcomes performance
- Develop shared context between Department, partners, community, etc
- Share progress, identify areas for work, and build momentum

Report Structure and Approach

- Structured by seven service areas
- Each section contains:
 - Overview of service area
 - Performance profiles by service
 - Client profiles by service (where data is available)
- Building groundwork to focus on outcome themes

Service Area Overview

Service Area: Case Management & Care Navigation

Case Management & Care Navigation services facilitate service connections and support individuals with complex needs to navigate available resources and promote stability in the community.

CASE MANAGEMENT & CARE NAVIGATION SERVICES

- Case Management
- Community Living Fund
- LGBTQ Care Navigation (including Pet Support)
- Money Management

PRIORITY OUTCOME MEASUREMENT THEMES

- Service Connection: Clients are connected to resources that address their needs and support them to live safely and engage in their community.
- Stability in the Community: Clients maintain stability living in the community with limited experiences of crisis and/or institutionalization.

FY 2018-19 HIGHLIGHTS

- We served 2,171 clients with a total of 2,103 enrollments across all Case Management & Care Navigation services. In total, DAAS allocated \$8.9 million for services in this area.
- We supported seniors and people with disabilities to maintain stability in the community. This includes 92% of Community Living Fund clients who experienced one or fewer unplanned hospital admissions within a six-month period and 100% of Money Management clients living in public housing who retained their housing over the course of 12 months.
- We supported providers to enhance their skills through Case Management's Clinical Consultation support. Both case managers and their supervisors attributed enhanced case manager skills and performance in working with individuals with complex needs to the training and clinical support provided.
- People felt less isolated and more connected. Over 80% of LGBTQ Care Navigation clients felt more engaged due to their participation in programming.

Dignity Fund FY 2018-19: Case Management & Care Navigation Services

Total Enrollments	Total Unduplicated Clients	Total Funding
2,171	2,103	\$8,915,541

Performance Page by Service

LGBTQ Care Navigation

This program helps LGBTQ seniors and adults with disabilities navigate service systems to access healthcare resources and social supports. Peer volunteers visit clients regularly to reduce isolation and address barriers that inhibit accessing of needed services. For those struggling to care for their animal companion, this program also provides pet care resources to maintain this important source of support.

Funding	\$736,325
Providers	1

Service Objectives

Clients

Actual	Target
325	275

Outcome Objectives

Outcome Theme	Outcome Objective	# Surveyed	Actual	Target
Quality of Life	Clients receiving animal support services are able to keep their pet	66	Actual	96%
				Target
Reduced Social Isolation	Clients feel less isolated through their engagement in care navigation, volunteer peer support activities, and supportive programming	38	Actual	82%
				Target
Service Quality	Clients receiving animal support services feel less isolated through their engagement in care navigation, volunteer peer support activities, and supportive programming	66	Actual	91%
				Target
Service Quality	Peer support volunteers report their training was comprehensive and helpful to their role in program	104	Actual	91%
				Target

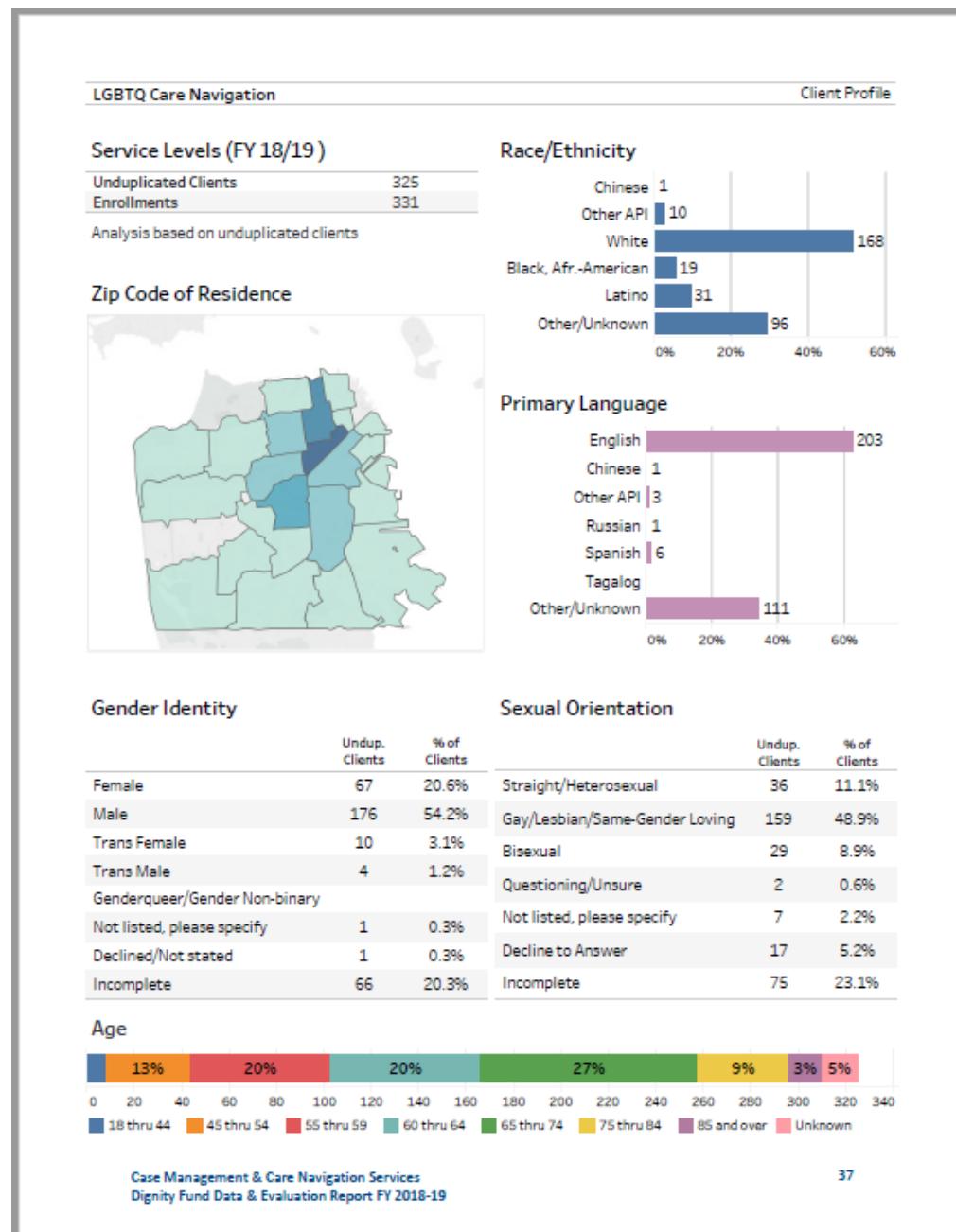
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*Key Measurement Theme for Service Area

Case Management & Care Navigation Services
Dignity Fund Data & Evaluation Report FY 2018-19

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Client Profile by Service



Key Highlights from FY 2018-19

- **ACCESS & EMPOWERMENT**

- Served 22,510 clients* and facilitated 31,478 enrollments.
- Completed over 15,500 hours of legal assistance through our Legal Services and LGBTQ Legal and Life Planning programs.

- **CAREGIVER SUPPORT**

- We served 936 clients with a total of 2,238 enrollments.
- We supported quality care for recipients: across Caregiver Respite and Family Caregiver Support Program, 92% of caregiver clients felt better able to provide quality care for their recipients as a result of the services they received.

*Excludes programs for which client-level data was not available

Key Highlights from FY 2018-19

- **CASE MANAGEMENT & CARE NAVIGATION**

- We served 2,103 clients with a total of 2,171 enrollments.
- We supported seniors and people with disabilities to maintain stability in the community. This includes 92% of Community Living Fund clients who experienced one or fewer unplanned hospital admissions within a six-month period.

- **COMMUNITY CONNECTION & ENGAGEMENT**

- We served 17,365 clients with 21,058 enrollments.
- Over 90% of clients experienced increased engagement and socialization.[^]

[^] Based on Adult Day Health Centers, Community Connector, Community Service Centers, Community Service Program Pilots, Intergenerational Program, SF Connected, Village Programs, and Volunteer Visitors programs.

Key Highlights from FY 2018-19

• **HOUSING SUPPORT**

- We served 679 clients* and facilitated 2,810 enrollments in services.
- Across services, 85% of clients had a positive impact related to their housing stability.^

NUTRITION & WELLNESS

- We served 28,580 clients* and facilitated 50,450 enrollments.
- Across services, 85% of clients improved their nutrition habits.~ This includes 91% of Congregate Meal clients who reported an increase in their consumption of fruits and vegetables.

* Excludes programs for which client-level data was not available

^ Based on Rental Assistance Demonstration, Scattered Site, and Veterans Services Connect

~ Based on Congregate Meals, Home-Delivered Meals, Nutrition Counseling and Education, and Nutrition for Healthy Outcomes

Key Highlights from FY 2018-19

- **SELF-CARE & SAFETY**

- We served 295 clients* and facilitated 771 enrollments.
- We helped people to remain safely in the community. For example, 98% of clients who received homecare through our Support at Home or Emergency Short-Term Home Care programs reported that the help they received supported their stability.

*Excludes programs for which client-level data was not available

Findings/Reflections/Next Steps

- Continue efforts to strengthen outcome objectives and align with outcome objective framework and similar metrics
 - This year's contract schedule: Access & Empowerment, Caregiver Support, Housing Support
- Ensure data (performance and # surveyed) is consistently collected and recorded
- Use this information with providers – share and incorporate into collaborative discussion

Discussion