



堅強

Hope

力量

Strength

希望

Empowerment



SELF-HELP  
FOR THE  
ELDERLY

安老自助處

Annual Report 2012-2013

# Message from the Chair of the Board of Directors



**SELF-HELP  
FOR THE  
ELDERLY**

安老自助處

## **Board of Directors**

### Officers:

William Schulte, Chair  
Janie Kaung, Vice Chair  
Linda Wang, Secretary  
Gerald Lee, Treasurer

President & CEO: Anni Chung

### Members:

Rosalyn Koo  
Jerry Lee, Esq.  
Dominic Li  
Patricia Mar  
Stanley M. Schiffman  
Philip Tam  
Sebastian Wong

Self-Help for the Elderly celebrated its 47<sup>th</sup> anniversary this year, a remarkable achievement. Beginning modestly, as part of the Federal governments “War on Poverty,” Self-Help originally provided senior employment and training programs in San Francisco’s Chinatown. We have grown to provide comprehensive services to over 35,000 seniors in San Francisco, San Mateo, Santa Clara, and Alameda Counties. Self-Help now has eight service departments specializing in Senior Employment and Training, Social Services, Nutrition & Senior Centers, Adult Day Services, Licensed HomeCare & Hospice, Senior Housing, Residential Facilities for the Elderly, and the Health Insurance Counseling and Advocacy Program.

There is no question that this last year provided continued challenges to the senior service safety net. Government programs have undergone significant changes and in some cases have been reduced. As the economy struggled so did our most vulnerable seniors. Self-Help also felt the effects of the economy and is undergoing a thorough review of its programs. We need to be as efficient as possible in order to maintain our high level of service in the face of ever-scarce resources. Despite these challenges Self-Help has strived to provide an even greater level of service to our growing senior population. We are committed to promoting the independence, dignity, and self-worth of our seniors. We have been able to maintain this high level of service because of the dedication and passion of our staff and volunteers. No other organization can boast of the commitment Self-Help for the Elderly has. We are all truly blessed.

This report details the many and varied accomplishments of Self-Help over the last year. I strongly encourage you to read this report. You will find it most interesting, and, hopefully, motivating. Despite the increasing challenges, the Self-Help staff and its group of over 1,000 volunteers have done a remarkable job and demonstrated both a passion and commitment to assisting our most vulnerable citizens.

If after reading this report you are affected by the plight of our seniors and the ability of Self-Help to provide much-needed services, please consider becoming a donor. Self-Help has flourished because of the generosity and commitment of our many donors, and we want to continue that success as long as the need exists.

*William R. Schulte*

William R. Schulte  
Chair, Board of Directors

## About Self-Help for the Elderly

Founded in 1966, Self-Help for the Elderly is a community-based organization committed to promoting the independence, dignity, and self-worth of seniors. Each year the agency serves over 35,000 seniors in San Francisco, San Mateo, Santa Clara and Alameda Counties by providing a comprehensive range of multicultural and multilingual services.

Every effort has been made to provide inclusive services along a continuum of care for seniors. These now include eight service departments specializing in Senior Employment and Training, Social Services, Nutrition & Senior Centers, Adult Day Services, Licensed HomeCare & Hospice, Senior Housing, Residential Care Facilities for the Elderly and Health Insurance Counseling and Advocacy Program. Our vision is to be the premier provider of senior services in the San Francisco Bay Area with a commitment to excellence and achievement.

This annual report highlights our accomplishments for Fiscal Year 2012-2013.

### Adult Day Services

The Adult Day Services (ADS) department offers three programs at the Jackie Chan Center in San Francisco's Richmond District:

- (I) The Adult Day Health Care (ADHC), a Medical model program, is an organized day program of therapeutic, social and health activities and services provided to frail and/or disabled older adults.
- (II) The Adult Day Care (ADC), a Social model program, emphasizes opportunities for socialization, activities as well as non medical personal care and supervision services.
- (III) Alzheimer's Day Care Resource Center (ADCRC) offers both Medical and/or Social models programs, and provides quality day care for persons with Alzheimer's disease or other dementia while giving respite to their caregivers. In addition, the program provides education and training for caregivers, professionals and members of the community about Alzheimer's disease. Referral and support services to persons with dementia, their families and caregivers are also provided.

In FY 2012-2013, ADS served a total of 161 unduplicated participants. Our current enrollment is 131 with 24 of them in the ADCRC program and 101 in the ADHC program. Twenty Six (26) were private pay participants while the rest were paid for by MediCal with Community Based Adult Services (CBAS) benefit, which is one of the new Long Term Support Services of MediCal Managed Care Plans. At ADS, we are committed to provide quality care for the neediest population in our community as a cost-saving alternative to nursing homes.

### Affordable Housing for Independent Seniors

#### (I) Lady Shaw Senior Center

The Lady Shaw Senior Center (LSSC), opened in 1990, provides a safe, healthy and affordable living environment to the low-income seniors aged 62 and above and persons with disabilities, enables them to live happily and independently in their golden years.

The center is a 6-story building, located at 1483 Mason Street, San Francisco, CA 94133. There are a total of 70 units – 63 studios and 7 one-bedroom apartments, housing a total of 75 residents. Each unit is equipped with kitchen and bathroom facilities. The location provides the conveniences of an urban dwelling with easy access to grocery shopping, public transportation and medical services. Furthermore, tenants can enjoy a panoramic view from North Beach to Embarcadero and the City's skyline from the terraces of the building.

In addition to housing, the Center provides social services and recreational activities. The services include needs assessment, case management, counseling, family support, referral services, health education, translation, home management, meals and weekly grocery shopping trips. The recreational activities range from physical exercises like Tai Chi, hand and foot exercises, chair dance for frail tenants, dart ball, ring toss and basketball, to mental fitness exercises such as Chinese Chess, Majong and Dominos. We also organize monthly birthday parties, weekly Arts & Crafts group meetings, singing classes and karaoke.

In FY 2012-2013, LSSC had a high turnover rate of tenants, that is 12 tenants, since 30 of our tenants are 90 years old and above. We project that this pace will continue for the next few years.

## (II) Lincoln Court Senior Apartments

Lincoln Court Senior Apartments, located in Oakland, has 82 apartments; 80 one-bedrooms and 2 studios. Twenty Nine (29) of the eighty two (82) units are set-aside for individuals who were homeless or at risk of homelessness and disabled. These residents are required to receive supportive services from IHSS or PACE. Lincoln Court Center serves the residents of the Dimond, Laurel and Glen View districts of Oakland.

In March of 2012, the service coordinator position which manages the programs for Lincoln Court Center was reduced to part-time. Despite the cut, the service coordinator was able to maintain the same amount of activities offered to the residents and also serves as a case manager.

In fiscal year of 2012-2013, activities like Brain Fitness, Line Dancing, Tai Chi and Beading were among the popular, health-promotion programs. In addition, we offered Foot Clinic in every 3 months, Diabetes Management was offered in Cantonese and STRETCH, a series of computer classes for older adults.

Social activities such as bingo, mahjong, weekly movies, and occasional outings like attending the Healthy Living Festival at the Oakland Zoo were offered to our residents. Some of our residents are socially and/or physically isolated and these activities help foster a sense of community and well-being. We have continued the tradition of bringing speakers to each of our monthly residents' meetings to share the topics like hospice, how the mental health system works, preventing falls and etc.

During this fiscal year, Lincoln Court Center served 140 new clients with a total of 3,614 duplicate clients.

## HomeCare and Hospice

Self-Help for the Elderly HomeCare and Hospice Program provides culturally sensitive care, education, and support for our patients who require skilled nursing care and rehabilitation. Care is provided in the patient's home. Both the Home Health (HomeCare) and Hospice programs are state licensed and Medicare certified. We are the only non-profit home health agency specialized in serving the needs of the monolingual and limited English-speaking Chinese communities in the Bay Area. The HomeCare and Hospice program's commitment to providing quality care is reflected in the Quality Outcome and Process Indicator measures that are consistently above the national database for other agencies. During the past year, HomeCare staff made 12,383 home visits to 857 patients residing in San Francisco and Northern San Mateo Counties. The Hospice program made visits to 81 patients receiving a total of 1,954 visits this year.

## Employment Training and Economic Development

The Employment Training & Economic Development (ETED) department provides quality workforce services to job seekers and employers and develops business services that employ skilled workers and support economic self-sufficiency.

ETED provides the following services:

- Vocational skills training in Housekeeping and Home Health Aide
- Job readiness training in the Hospitality sector
- On-the-job training such as the Senior Community Services Employment Program (SCSEP)
- Job coaching and placement services
- Bill pay services for: PG&E, AT&T, Comcast, and Clipper Card

In FY 2012-2013, ETED provided employment training to 308 low-income adults, dislocated workers, and older workers. The One-Stop Career Center, now called the Chinatown Neighborhood Access Point, received 10,099 visits from job seekers citywide and continues to provide employment services to the community.

This year's major achievements included the successful renewal and bid of three key workforce programs from the Office of Economic and Workforce Development including the continuation of the Chinatown Neighborhood Access Point and the Health Care and Hospitality sector training programs. In addition, business services saw a 13% increase in revenue over the last fiscal year.

## Health Insurance Counseling and Advocacy Programs

Self Help for the Elderly is a San Francisco and San Mateo Counties' contracted provider of Health Insurance Counseling and Advocacy Program (HICAP), which is a federal and state-funded, and volunteer based-program. HICAP provides free information and assistance to people with Medicare and related health insurance issues through face to face counseling, workshops and health fairs.

In FY 2012-2013, HICAP has 56 trained and state-registered volunteer counselors and 11 HICAP staff who provide client services at 40 sites throughout San Francisco and San Mateo Counties. HICAP counselors from both counties had served 43,637 clients in the last fiscal year.

Counselors are available to provide unbiased information and problem-solving advice regarding Medicare benefits, rights and options under Medicare, the understanding of supplemental plans, assistance with prescription plans, fraud and abuse, screening and application for low-income benefits, and long term care insurance counseling.

Beneficiaries who want to learn more about HICAP services or schedule an appointment should call 1-800-434-0222.

## Nutrition & Senior Centers

Nutrition and Senior Centers Department started the Older Americans Act (OAA) funded Elderly Nutrition Program (ENP) in San Francisco, Santa Clara and San Mateo Counties in 1974, 1989 and 1992 respectively. During FY 2012-13, the Nutrition Department provided over 204,470 congregate meals and 90,754 home delivered meals for seniors and young adults with disabilities.

The mission of Nutrition Department is to promote active and healthy aging. This year, with the support from the Verizon Foundation, we have started a “Step-Up for a Healthy Life” project for the seniors as well as other health providers. This project was launched in January, 2013 with 125 seniors and 90 Self-Help’s staff signed up to pledge to walk 10,000 steps everyday and be part of a community that utilizes social media, technology and classes to improve the health of our community.

Monthly gatherings were held for participants to obtain updated health and nutrition information from a registered dietitian and indulge in the joy of group exercise. Blood pressure, body mass index, heart rate, and body fat percentage were also measured at the meeting so participants are aware of their health status. Additionally, participants were able to connect with each other through a Facebook Page that we setup, provide supports and confidence to their friends in this “Step Up for a Healthy Life” project. Please visit and like our Facebook Page at <http://www.facebook.com/HealthySHE>.

## Residential Care Facilities for the Elderly

The mission of Residential Care Facilities for the Elderly (RCFE) Department is to provide high quality 24-hour supervision and long term care to seniors in a safe and loving environment. We strive to ensure that our residents live happily with dignity and respect in our care-home.

The Autumn Glow Alzheimer’s Care Home in San Francisco is a 15-bed facility which provides 24-hour care and supervision primarily to seniors afflicted with Alzheimer’s, Parkinson’s or other Multi-Infarct Dementia diseases.

In FY 2012-2013, Autumn Glow had a 1% increase in occupancy rate. Reflected in the Annual Client Satisfactory Survey, 97% of our clients and families were satisfied with the quality of the overall program. In the same survey, 93% of the family members of our clients were satisfied with the staff performance. Moreover, Autumn Glow received a full (4) scores rating in the annual program monitor inspection conducted by San Francisco Department of Public Health.

We project two major challenges for the next few years. First, the In-Home Support Services is now being widely used in the family instead of moving the elderly to an assisted living home. Thus we are looking at a possible decrease in occupancy. Second, a large portion of our financial budget will need to be spent on maintaining the safety and pleasant appearance of this ten-year-old facility.

## Social Services

The mission of the Social Services Department is to enable seniors and adults with disabilities to remain independent while living in their own homes and communities by providing quality social services and support. In Fiscal Year 2012-2013, we served over 20,400 seniors or adults with disabilities in San Francisco, Alameda, and San Mateo Counties. In customer satisfaction surveys conducted between March and May 2013, 100% of respondents rated the quality of service and staff good to excellent.

Our Case Management program provided a total of 7,921 hours (assessments, care planning, service authorizations, and case monitoring) of short and long-term care and services to 282 clients.

The Elder Care at Home (Emergency IHSS) program provides personal care, home-making, and assistance with chores. 254 seniors benefited from these services.

Our Aging and Disability Resource Center at Sansome Street provided translation assistance, referral and information regarding community services and programs to 15,902 clients.

In February 2013, Transitional Care Program became an independently-funded program, providing hospital-to-home services for seniors for up to six weeks after hospital discharge.

The Naturalization Program offers ESL/citizenship classes throughout San Francisco. In the past FY, 933 clients and students benefited from classes and assistance in the citizenship process.

For seniors and adults with disabilities needing housing assistance, the Housing Services Program provided 903 clients with counseling, referrals, assistance with housing applications, home safety assessments, and housing-related mediation.

Family Caregiver Support Services offers information, assistance, and support services to improve the physical and mental health of informal caregivers and enables them to maintain their caregiving role and reduce stress and depression. Last fiscal year, 920 caregivers received supportive services and resources from this program.

# Self-Help for the Elderly's Locations

## 2012-2013 Funders

### Main Office

731 Sansome St., Suite 100,  
San Francisco, CA 94111  
415-677-7600

### Alameda Senior Center

*Lincoln Court*  
2400 MacArthur Blvd., Oakland, CA 94602  
510-336-1952

### Santa Clara Senior Center

• *Good Shepherd Christian Church*  
940 S. Stelling Rd., Cupertino, CA 95014  
408-873-1183

### San Francisco Senior Centers

- *Fun & Fit Total Wellness*  
779 Kearny St., San Francisco, CA 94108  
415-773-1869
- *Geen Mun Senior Center*  
777 Stockton St., San Francisco, CA 94108  
415-391-3843
- *Jackie Chan Senior Center*  
5757 Geary Blvd., San Francisco, CA 94121  
415-677-7571
- *John King Senior Center*  
500 Raymond Ave., San Francisco, CA 94134  
415-239-9919
- *Lady Shaw Senior Center*  
1483 Mason St., San Francisco, CA 94133  
415-677-7581
- *Manilatown Senior Center*  
848 Kearny St., San Francisco, CA 94108  
415-398-3250
- *Mendelsohn House Senior Center*  
737 Folsom St., San Francisco, CA 94107  
415-243-9018
- *South Sunset Senior Center*  
2601 40<sup>th</sup> Ave., San Francisco, CA 94116  
415-566-2845
- *Southeast Asia Senior Meal Program*  
315 Turk St., San Francisco, CA 94102  
415-920-1357
- *Wolf House Senior Center*  
801 Howard St., San Francisco, CA 94103  
415-495-0931

### San Mateo Senior Centers

- *San Mateo Center*  
50 E. 5<sup>th</sup> Ave., San Mateo, CA 94401  
650-342-0822

### Adult Day Services

*Jackie Chan Senior Center*  
408 22<sup>nd</sup> Ave., San Francisco, CA 94121  
415-677-7556

### Chinatown Neighborhood Access Point

601 Jackson St., San Francisco, CA 94133  
415-677-7500

### Technology and Information Empowerment (TIE) Centers

- *San Francisco TIE Center*  
601 Jackson St., 2<sup>nd</sup> Floor,  
San Francisco, CA 94133  
415-677-7530
- *San Mateo TIE Center*  
50 E. 5<sup>th</sup> Ave., San Mateo, CA 94401  
650-342-0822

### Residential Care Facilities for the Elderly

- *Autumn Glow*  
654 Grove St., San Francisco, CA 94102  
415-934-1622

### Affordable Housing for Independent Seniors

- *Lady Shaw Senior Housing*  
1483 Mason St., San Francisco, CA 94133  
415-677-7572
- *Lincoln Court Senior Apartments*  
2400 MacArthur Blvd., Oakland, CA 94602  
510-336-1952

### Social Services

- *Case Management Services*  
601 Jackson St., Basement,  
San Francisco, CA 94133  
415-677-7588
- *Citizenship Services*  
601 Jackson St., Basement,  
San Francisco, CA 94133  
415-677-7590
- *Geen Mun Center*  
777 Stockton St., San Francisco, CA 94108  
415-677-7553
- *Housing Services Program*  
601 Jackson St., Basement,  
San Francisco, CA 94133  
415-677-7587
- *San Mateo Center*  
50 E. 5<sup>th</sup> Ave., San Mateo, CA 94401  
650-342-0822

### Citizenship, Civics, and ESL Classes

**Main Line: 415-773-1869 / 415-677-7592**

- 733 Kearny St., San Francisco, CA 94108
- 5757 Geary Blvd., San Francisco, CA 94121
- 500 Raymond Ave., San Francisco, CA 94134
- 1490 Mason St., San Francisco, CA 94133

### Health Insurance Counseling and Advocacy Program (HICAP)

- *San Francisco HICAP*  
601 Jackson St., 2<sup>nd</sup> Floor,  
San Francisco, CA 94133  
1-800-434-0222
- *San Mateo HICAP*  
1710 S. Amphlett Blvd., #100,  
San Mateo, CA 94402  
650-627-9350

- 407 Sansome St., LLC
- AARP Foundation
- Alameda County Social Services Agency
- Asian Pacific Fund
- AT&T
- Bank of the Orient
- Joseph L. Barbonchielli Foundation
- California Consumer Protection Foundation
- California Department of Aging
- California Department of Education
- California Department of Transportation
- California Employment Development Department
- California Public Utilities Commission
- Cathay Bank Foundation
- Chinese Community Health Care Association
- Comcast Foundation
- DCL
- Hardy W. Chan & Sons
- The Health Trust (City of San Jose)
- National Asian Pacific Center on Aging
- Office of Civic Engagement & Immigrant Affairs
- PG&E
- Richard and Rhoda Goldman Fund
- San Francisco Foundation
- San Francisco Human Services Agency
- San Francisco Department of Public Health
- San Francisco Mayor's Office of Housing
- San Francisco Office of the Aging
- San Francisco Office of Economic and Workforce Development
- San Mateo County Department of Aging and Adult Services
- Santa Clara County Department of Human Relations
- Santa Clara County Social Services Agency
- SCAN Health Foundation
- U.S. Department of Housing and Urban Development
- United Way of the Bay Area
- UPS Foundation
- Verizon Foundation
- W.A. Gerbode Foundation
- Wells Fargo

**Self-Help for the Elderly is a non-profit organization with 501(c)(3) tax-exemption status. Federal Tax ID #94-1750717**