

Message from the Chair of the Board of Directors



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For over 48 years, Self-Help for the Elderly has been committed to promoting the independence, dignity and self-worth of seniors in the Bay Area. Like all non-profit agencies, Self-Help has faced the continuing challenge of maintaining its high level of service in an environment of ever-scarce resources. Government funding continues to be vulnerable, at the same time the senior population is growing and its needs are increasing. We can be proud of our programs and accomplishments over the past year, while we commit to always seek ways to improve our services and programs.

Self-Help is currently providing comprehensive services to over 35,000 seniors in four Bay Area counties - San Francisco, San Mateo, Santa Clara and Alameda Counties. Our programs include employment development and training, social services, adult day services, home care and hospice, nutrition and senior centers, residential facilities and health insurance counseling. This year Self-Help added a new nutrition program called CHAMPSS (Choosing Healthy Appetizing Meal Plan Solution for Seniors), which allows participants to be served nutritious meals in a restaurant setting, thus allowing more flexibility in menu choice and meal times than is available at current senior centers. Although it has been in effect for only a few months in a single restaurant, CHAMPSS has provided over 2,000 meals and has received an enthusiastic response from participants.

We will continue to strive for efficient and creative ways to serve seniors in the Bay Area. As Government programs change, Self-Help will continue to evaluate and review its programs to ensure that we are always making the best use of available resources in meeting the needs of our seniors. Among Self-Help's greatest assets are the dedication and commitment of its staff and over 1,000 volunteers, as well as the generosity and support of its donors. With the continuation of this commitment, generosity and support, Self-Help looks forward to celebrating its 50th anniversary and to many more years of service to the community.

Patricia Mar
Chair, Board of Directors

Self-Help for the Elderly's Locations

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

- *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 40th 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. 5th Ave., San Mateo, CA 94401
650-342-0822

Adult Day Services

Jackie Chan Senior Center
408 22nd Ave., San Francisco, CA 94121
415-677-7556

Chinatown Neighborhood Access Point

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

Senior Community Services Employment Program

601 Jackson St., 2/F, San Francisco, CA 94133
415-677-7500

Technology and Information Empowerment (TIE) Centers

- *San Francisco TIE Center*
601 Jackson St., 2nd Floor,
San Francisco, CA 94133
415-677-7530
- *San Mateo TIE Center*
50 E. 5th 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. 5th Ave., San Mateo, CA 94401
650-342-0822
- *TEAM, CHANGES & Language Access*
601 Jackson St., Basement
San Francisco, CA 94133
415-677-7619

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., 2nd Floor,
San Francisco, CA 94133
1-800-434-0222
- *San Mateo HICAP*
1710 S. Amphlett Blvd., #100,
San Mateo, CA 94402

2013-2014 Funders

- Alameda County Social Services Agency
- Asian Pacific Fund
- AT&T
- Bank of the Orient
- CA HealthCare Foundation
- California Consumer Protection Foundation
- California Department of Aging
- California Department of Education
- California Department of Transportation
- California Employment Development Department
- California Pacific Medical Center/ Sutter Health
- California Public Utilities Commission
- Cathay Bank
- Chinese Community Health Care Association
- Comcast Foundation
- DCL
- Dignity Health
- East West Bank
- Evelyn & Walter Haas Jr Fund
- Fidelity Charitable
- Forward Time Corporation
- H. Chan & Sons, LLC
- Joseph L. Barbonchielli Foundation
- KTSF
- National Asian Pacific Center on Aging
- Office of Civic Engagement & Immigrant Affairs
- On Lok
- PG&E
- San Diego Gas & Electric
- San Francisco Culinary/Bartenders & Service /Welfare Fund
- San Francisco Department of Public Health
- San Francisco Foundation
- San Francisco Human Services Agency
- San Francisco Mayor's Office of Community Investment
- San Francisco Mayor's Office of Housing
- San Francisco Office of Economic and Workforce Development
- San Francisco Office of the Aging
- San Francisco Paratransit
- San Mateo County Department of Aging and Adult Services
- Santa Clara County Department of Human Relations
- Santa Clara County Social Services Agency
- Silicon Valley Community Foundation
- Southern California Edison
- Southern California Gas Company
- Stanley Schiffman
- The Wallace Alexander Gerbode Foundation
- Thrivent Financial
- Today's Hotel Corporation
- U.S. Department of Housing and Urban Development
- United Way
- United Way of the Bay Area
- United Way Silicon Valley
- UPS Foundation
- Veolia Transportation
- Verizon Foundation
- Veritas Investments, Inc.
- Walter & Elise Haas Fund
- Wells Fargo



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

Annual Report 2013-2014



**Self-Help for
the Elderly**
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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 & 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 2013-2014.

Adult Day Services

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

1. 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.
2. Adult Day Care (ADC), Social model program, emphasizes opportunities for socialization, activities as well as non-medical personal care and supervision services.
3. Alzheimer's Day Care Resource Center (ADCRC) 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 2013-2014, ADS served a total of 167 unduplicated participants, of which 37 were in the ADCRC program. Participants ranged from 54 to 102 years old and the average age was 84. Seventy-nine percent (79%) were paid for by MediCal through the San Francisco Health Plan, Anthem Blue Cross or the Health Plan of San Mateo while the remaining twenty-one percent (21%) were private pay participants. At ADS, we are committed to providing 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. The center 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 including 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, Mahjong and Dominos. We also organize monthly birthday parties, weekly Arts & Crafts group meetings, singing classes and karaoke.

In FY 2013-2014, LSSC had a high turnover rate of 11 tenants. 18 tenants are 90 years old or 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- eighty one-bedroom and two studios. 29 of the 82 units are set-aside for individuals who were homeless or at risk of homelessness. Residents receive supportive services from In-Home Support Services (IHSS) or the Center for Elder's Independence (PACE). Lincoln Court Center serves residents of the Dimond, Laurel and Glen View districts of Oakland.

Programs and classes provided in the center include Tai Chi, Mahjong, Brain Fitness, Jewelry Making, Line Dancing and various Arts & Crafts projects. The center is also the recipient of surplus food from the Sequoia Elementary School lunch program, which adds food resources to assist in preventing hunger for the residents in addition to the Mercy Brown Bag program. Quarterly food clinic was offered to residents by the Lifelong Medical Care Over 60 Health Center. Other services were provided to the residents including a hearing screening sponsored by Connect Hearing of Oakland and the Thanksgiving Dinner and Warm Coat Give-Away sponsored by the City of Oakland.

Home Health Care Program

Self-Help for the Elderly Home Health Care 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. 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 Home Health Care program provides Medicare-centered services including short-term nursing, rehabilitative, and therapeutic care by registered nurses, physical therapists, occupational therapists, speech therapists, home health aides and medical social workers. The 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, Home Health staff made 14,250 home visits to 817 patients residing in San Francisco and Northern San Mateo Counties.

Hospice Care Program

As the only non-profit hospice agency specialized in serving the needs of the monolingual and limited English-speaking Chinese communities in the Bay Area, Self-Help for the Elderly Hospice Care Program helps terminally ill patients accept their prognosis and live comfortably in the privacy of their homes and in harmony with their families. The Medicare-centered services include primary care by registered nurses, home health aides and medical social workers, secondary care by physical therapists, occupational therapists, and speech therapists. During the past year, the Hospice program made 1,753 home visits to 64 patients residing in San Francisco and Northern San Mateo Counties.

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:

1. The Chinatown Neighborhood Access Point that provides job search assistance, career planning, job placement and case management.
2. Vocational skills training for custodial, culinary, home health aide and housekeeping.
3. Business services including housekeeping, gardening, home health aide, commercial cleaning and bill pay services for: PG&E, AT&T, Comcast, and Clipper Card.
4. The Senior Community Services Employment Program (SCSEP) for community service and work-based, paid job training for older workers.

In FY 2013-2014, ETED provided employment training to 306 low-income adults, dislocated workers, and older workers. The Chinatown Neighborhood Access Point, received 8,470 visits from job seekers citywide and continues to provide employment services to the community.

This year's major achievements included the successful renewal 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.

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), a volunteer-based, federal and state-funded 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 2013-2014, HICAP has 57 trained and state-registered volunteer counselors and 10 HICAP staff who provide client services at 40 sites throughout San Francisco and San Mateo Counties. HICAP counselors from both counties had served 35,324 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, understanding supplemental plans, assistance with prescription plans, fraud and abuse, screening and application for low-income benefits, and long term care insurance counseling.

Beneficiaries who would like 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 2013-14, the Nutrition Department provided 211,494 congregate meals and 98,566 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 continued the “Step-Up for a Healthy Life” project for the seniors as well as other health providers. This project was launched in January, 2013 to encourage participants to walk 10,000 steps everyday and be part of a community that utilizes social media and technology to improve the health of our community. As of November 2014, there were over 230 participants in the wellness program.

In collaboration with the San Francisco Department of Aging and Adult Services (DAAS), we launched a brand new senior meal program called CHAMPSS (Choosing Healthy Appetizing Meal Plan for Solutions for Seniors) in June 2014. The program allows participants, adults 60 or older and their spouse/partners regardless of age, to receive nutritious meals at a restaurant setting in which they enjoy greater flexibility on when and what they want to eat from the dietitian-approved menu. As of November 2014, the restaurant has served over 2,000 nutritious meals to CHAMPSS participants. Please visit www.sfchampss.org for more information about the CHAMPSS program.

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 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 to seniors afflicted with Alzheimer’s, Parkinson’s or other Multi-Infarct Dementia diseases.

In FY 2013-2014, the exterior walls were repaired and re-painted due to visible signs of deterioration and leakage. Old tables and chairs in the dining room were replaced with new to maintain a pleasant appearance. New carpets were installed in all floors.

The annual client satisfactory survey revealed a 95% satisfaction rate on the overall program services. Moreover, Autumn Glow received the maximum score rating (4) in the annual program monitoring conducted by the San Francisco Department of Public Health.

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 2013-2014, we served over 8,500 seniors and adults with disabilities through multiple programs:

The Case Management program provided comprehensive assessments, care planning, service authorizations, and case monitoring to 348 clients.

The Emergency In-Home Support Services program provided personal care, home-making, and assistance with chores to 278 seniors.

The Aging and Disability Resource Centers provided translation assistance as well as information and referrals regarding community services to 3,527 seniors and adults with disabilities.

The Transitional Care Program accepted at least 30 referrals monthly and provided hospital-to-home services for seniors for up to six weeks after hospital discharge.

The Naturalization Program offers ESL/citizenship classes throughout San Francisco and provides support services such as completing naturalization applications and making inquiries and legal service referrals. In FY 2013-2014, a total of 578 clients received one-on-one assistance in the citizenship process while 467 students benefited from the classes. In addition, 1,515 naturalization applications were completed through the San Francisco Pathways to Citizenship Initiative.

The Housing Services Program provided 726 clients with assistance in completing housing applications, housing counseling and referrals, home safety assessments, and housing-related mediation. In addition, 495 individuals attended our housing workshops.

The 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. The program made 118 outreach contacts through 5 public information activities; provided 151 information and assistance and 98 interpretation contacts; 101 assessment, 242 case management, 171 counseling and 104 training hours; and 20 assistive devices to assist caregivers.