



**Self-Help for
the Elderly**
安老自助處

www.selfhelpelderly.org



ANNUAL 2014 - 2015 REPORT



A MESSAGE FROM THE CHAIR OF THE BOARD OF DIRECTORS

This is a special time for Self-Help for the Elderly, as we look forward to our 50th Anniversary next year. We can be proud of our accomplishments over the past 49 years, while at the same time we continuously strive to improve our services to senior citizens. I urge everybody to read our Annual Report, which describes the comprehensive services we now provide and the impact the agency has on the people it serves. I would like to highlight just a few of our programs:

Our 12 Nutrition and Senior Centers provided over 200,000 on-site meals this year to low-income seniors. Nearly 100,000 additional meals were home-delivered to seniors and persons with disabilities. The Senior Centers also provided a variety of services and activities to enrich the lives of senior citizens, ranging from organizing field trips and grocery shopping to promoting active and healthy living.

Lady Shaw Senior Center, which celebrated its 25th Anniversary this year, provides low-income housing for 75 residents with an average age of 87 years. Lady Shaw was built using air rights over the Broadway Tunnel in San Francisco and is a prime example of the innovative thinking on which Self-Help has built its reputation of leadership.

The Social Services department was the lead agency, working with six other community-based partners, in the City of San Francisco's "Pathways to Citizenship" program. Over 2,000 eligible immigrants received assistance in completing applications for U.S. citizenship. Self-Help also provided ESL and Citizenship classes that served over 1,000 non-English or limited English immigrants in several San Francisco neighborhoods.

Self-Help's original mission of providing employment and training services remains a strong component of the agency's services, evolving and growing with the community's needs. The agency currently provides vocational training for caregivers, commercial custodial workers, culinary workers and home health aides. It also operates one of San Francisco's four neighborhood access points which provide career planning, job search and job placement services to job seekers.

For many years, Self-Help has partnered with, and depended on, Federal, State and Local governmental agencies in providing its programs. But government funding has become increasingly vulnerable, at the same time the senior population is growing and its needs are increasing. We must rely more and more on the generosity and support of our many donors. To all of our funders and donors, we commit to continuously evaluate and review our programs to insure that we are always making the best use of available resources in meeting the needs of our seniors. With the demonstrated commitment of Self-Help's Board of Directors, staff and over 1,000 volunteers, we are confident that Self-Help for the Elderly will continue to flourish and improve. We look forward to celebrating our 50th anniversary and to our next 50 years of service to the community.

Patricia Mar
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 Employment & Training, Social Services, Nutrition & Senior Centers, Adult Day Services, Licensed Home Care & 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 2014-2015.

ADULT DAY SERVICES

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

(I) 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) Adult Day Care (ADC), a Social model program, emphasizes opportunities for socialization and 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 dementias 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, and referral and support services to persons with dementia and their families and caregivers.

In FY 2014-2015, ADS served a total of 143 unduplicated participants. Our current enrollment is 112, with 21 of them in the ADCRC program and 102 in the ADHC program. 15 were private pay participants while the rest were paid for by MediCal with Community Based Adult Services (CBAS) Program.

Despite the dire state budget crisis of ADHC MediCal Benefit elimination, our average daily attendance has maintained at around 69. Our goal is to keep ADS as an available program and continue 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

Celebrating its 25th anniversary in November 2015; the Lady Shawn Senior Center (LSSC) 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 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 FY 2014 - 2015, the LSSC staff put together three new activities to the existing array of recreational programs. The three activities were well received among tenants. Participants now enjoy field trips that are organized every two months; two tea hours with pastries every week; and Red Cross youth volunteers' monthly visit.

In addition, LSSC welcomes two new team members, the Housing Manager and after-hour Custodian. LSSC continues to strive to provide 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.

(II) Lincoln Court Senior Apartments

Lincoln Court Senior Apartments, located in Oakland, has 82 apartments – 80 one-bedrooms and 2 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 In 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 clinics were 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's Home Health Care Program provides culturally sensitive supportive care and education in the home by licensed healthcare professionals. We are the only nonprofit home health agency specializing in serving the needs of the monolingual and limited English-speaking Chinese communities in the Bay Area. Home Health services help seniors who are recovering after a hospital, rehabilitation center or other health facility stay, or who need additional support to remain safely at home and avoid unnecessary hospitalization. These Medicare-centered services include short-term nursing, rehabilitative, and therapeutic care by registered nurses, physical therapists, occupational therapists, speech therapists, home health aides and medical social workers. The Home Health program's commitment to providing quality care is reflected in the long-term clinical experience and tenure of our clinical staff. During the past year, Home Health staff made 11,002 home visits to 642 patients residing in San Francisco and Northern San Mateo Counties.

HOSPICE CARE PROGRAM

Self-Help for the Elderly's Hospice Care Program provides culturally sensitive supportive care and education in the home by licensed healthcare professionals. We are the only nonprofit hospice agency specializing in serving the needs of the monolingual and limited English-speaking Chinese communities in the Bay Area. Hospice services help terminally ill patients accept their prognosis and live comfortably in the privacy of their homes and in harmony with their families. These Medicare-centered services include primary care by registered nurses, home health aides and medical social workers, and secondary

care by physical therapists, occupational therapists, and speech therapists.

During the past year, the Hospice program made 2,210 home visits to 59 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 provides job search assistance, career planning, job placement, and case management.
2. Vocational skills training including custodial, culinary, home health aide, and caregiver training.
3. Business services including housekeeping, gardening, home health aide, caregiver, commercial cleaning and bill pay services for: PG&E, AT&T, Comcast, and Clipper Card.
4. The Senior Community Service Employment Program (SCSEP) provides community service and work-based, paid job training for older workers.

In FY 2014-2015, ETED provided employment training to 346 low-income adults, dislocated workers, and older workers. The Chinatown Neighborhood Access Point received 5,523 visits from job seekers citywide and continues to provide employment services to the community. This year's major achievements include 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. New grants awarded include: (1) the English as a Second Language (ESL) English Skills Training for the Workplace funded by the Southeast Asian Community Center which received a grant from the Mayor's Office of Housing and Community Development (MOHCD) - Community Development Division, and (2) California Pacific Medical Center (CPMC) Development Agreement Workforce Fund: Barrier Removal, Training & Workforce Preparedness Services Program administered by the San Francisco Foundation.

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 2014-2015, HICAP has 67 trained and state-registered volunteer counselors and 10 HICAP staff who provide client services at 42 sites throughout San Francisco and San Mateo Counties. HICAP counselors from both counties have served 46,000 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.



Best Wishes to Anne Hinton

On behalf of Self-Help for the Elderly, we would like to thank Anne Hinton for her countless support in our agency's endeavors throughout her time as the Executive Director for the Department of Aging and Adult Services. She has helped Self-Help in making our numerous projects come to life, and never failed to attend our events and opening ceremonies with her gracious and ardent support. Anne has long been a leader in senior and disability services, advocating for more centers, congregate and home-delivered meals, case management, and many more for the San Francisco community. We are thankful for her work in making the city a better place, and wish her a wonderful retirement.

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 2014-2015, we served over 9,000 seniors and adults with disabilities through multiple programs:

The Case Management program provided comprehensive assessments, care planning, service authorizations, and case monitoring to 382 clients.

The Emergency In-Home Support Services program provided personal care, homemaking, and assistance with chores to 253 seniors.

The Aging and Disability Resource Centers provided translation assistance as well as information and referrals regarding community services to 4,933 seniors and adults with disabilities.

The Transitional Care Program accepted at least 32 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 2014 - 2015, a total of 1,088 clients received one-on-one assistance in the citizenship process while 381 students benefited from the classes. In addition, 2,012 naturalization applications were completed through the San Francisco Pathways to Citizenship Initiative.

The Housing Services Program provided 2,779 clients with assistance in completing housing applications, housing counseling and referrals, home safety assessments, and housing-related mediation. In addition, 336 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 129 outreach contacts through 3 public information activities; provided 136 information and assistance and 116 interpretation contacts; 252 assessment, 261 case management, 128 counseling and 83 training hours; and 11 assistive devices to assist caregivers.

NUTRITION & SENIOR CENTERS

The Department of Nutrition and Senior Centers aims to promote active and healthy aging to seniors in all of our San Francisco, San Mateo, and Santa Clara centers. Participants attending our centers enjoy nutritious congregate meals and a wide range of social, educational, and recreational activities. Our center services are constantly growing to adapt to the ever-changing needs of the senior population, and our client rate and satisfaction level has progressively increased throughout the year.

We welcomed our new caterer, Moon Chef, to provide over 1,000 freshly-made meals a day to our centers and home-delivered meal (HDM) program. Congregate meals promote better physical and mental health for seniors through the provision of nutritious meals and opportunities for social contact. The HDM program provides hot meals to homebound seniors and people with disabilities who have no other means of obtaining healthy food. In Fiscal Year 2014-2015, the Nutrition Department provided 228,755 congregate meals (215,990 without CHAMPSS) and 94,230 home-delivered meals for seniors and young adults with disabilities.



Moon Chef Opening Ceremony.

Our Department is also proud to announce the opening of our new meal site at West Portal Club House in February 2015. We are able to provide a space for approximately 80 seniors daily to enjoy meals and activities together in the West Portal neighborhood. Highlights of the center include nutrition education, smart phone tutoring, jewelry and bead-making classes, and line dancing.

In collaboration with the San Francisco Department of Aging and Adult Services (DAAS), we were able to expand our CHAMPSS (Choosing Healthy Appetizing Meal Solutions for Seniors) program. The popularity of the first restaurant, S&E Café, has led to the opening of our second CHAMPSS restaurant at Prince Cooking in August 2015. CHAMPSS enables our clients to have a greater flexibility over when and what they want to eat from a dietitian-approved menu. Each of the two restaurants serves up to 100 clients a day.



CHAMPSS Restaurant – Prince Cooking Opening Ceremony.

Interest in the SNAP-Ed (Supplemental Nutrition Assistance Program Education) funded Tai Chi program has also grown in the senior community, and we have been successfully partnering with different agencies to bring the class to a larger senior population. Tai Chi for Arthritis and Fall Prevention is an evidence-based disease prevention and health promotion program that aims to increase physical activity and help reduce the risk of falls and injury in older adults. The simplified Sun Style Tai Chi form, adapted by Dr. Paul Lam from the Tai Chi for Health Institute, is specifically designed for seniors, and helps to improve their balance, mobility, and strength. Since March 2015, we have had over 20 classes within different centers in the San Francisco Bay Area.



Tai Chi for Arthritis and Fall Prevention.

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.

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
- *West Portal Playground Clubhouse*
131 Lenox Way,
San Francisco, CA 94127
415-753-7038
- *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 Alzheimer's Care Home*
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, & ESL Classes

**Main Line: 415-773-1869
or 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
650-627-9350

THANKS TO OUR FUNDERS 2014-2015

- Alameda County Social Services Agency
- Asian Pacific Fund
- AT&T
- CA HealthCare Foundation
- California Department of Aging
- California Department of Education
- California Department of Transportation
- California Employment Development Department
- California Public Utilities Commission
- Cathay Bank
- Chinese Affirmative Action
- Chinese Community Health Care Association
- Comcast
- Comcast Foundation
- DCL
- Dignity Health
- East West Bank
- Evelyn & Walter Haas Jr. Fund
- Fidelity Charitable
- Forward Time Corporation
- H. Chan & Sons, LLC
- HAAS Foundation
- Joseph L. Barbonchielli Foundation
- KTSF
- National Asian Pacific Center on Aging
- Norman Tu
- Office of Civic Engagement & Immigrant Affairs
- On Lok
- PG&E Foundation
- 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 Veritas Investments, Inc.
- The Wallace Alexander Gerbode Foundation
- 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
- Veritas
- Verizon 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



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Let's get Social

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