



**Self-Help for
the Elderly**
安老自助處

www.selfhelpelderly.org

ANNUAL REPORT 2015-2016



**Serving over
40,000** Seniors
a year

A MESSAGE FROM THE CHAIR OF THE BOARD OF DIRECTORS

Join us in celebrating Self-Help for the Elderly's 50th Anniversary of service to the community! Founded in 1966 as an anti-poverty program in the heart of San Francisco, Self-Help for the Elderly is celebrating its 50th anniversary this year. The agency was started by Beatrice Schiffman, an experienced social worker with a big heart who saw the need of seniors in Chinatown, and directed by Sam Yuen, a retired postal worker committed to improving the lives of seniors with a gentle, determined approach. With the San Francisco Council of Churches serving as fiscal agent in its early years, the agency occupied offices at 3 Old Chinatown Lane where big things happened that helped improve the lives of seniors: assistance with applying for entitlements, translation and liaison services with the world outside Chinatown, advocacy for better housing for seniors relegated by circumstance to living in substandard residential hotels, to name a few. During these years, the seniors gained a voice going to San Francisco's City Hall and the Federal Department of Housing and Urban Development to express their plight and gain support for increased resources to improve conditions and services.

Much has happened in 50 years. Self-Help for the Elderly now serves almost 40,000 seniors in four Bay Area counties: San Francisco, San Mateo, Santa Clara and Alameda. This annual report provides an overview of the wide range of services provided by the agency. These services enable our seniors to live with dignity, to work and contribute to their retirement, to maintain their health and independence as long as possible through access to regular, nutritious meals, access to health care when needed and remaining connected to families, friends and neighbors in the community.

Many challenges have confronted Self-Help for the Elderly these first 50 years. There have been frequent threats of reduced government funding, problems competing in the marketplace to recruit and retain bilingual, skilled staff, and rapid changes in the health care system, to name just a few. These challenges have been met by hardworking,

**“Contribute
in any way you can now,
and do keep us in your
plans for the future.”**



dedicated staff and volunteers and the generosity of donors, many of whom have had parents and grandparents who benefitted from the agency's services. In times of budget constraints, some funders have tried to minimize reductions

knowing the negative impacts such reductions could have on the lives of our seniors. For all this help in meeting challenges, we have been most appreciative.

As we embark on our next 50 years, we thank you with all our hearts for your enduring support of our seniors these many years. We invite you to continue with us on our journey to ensure that the legacy left to us by those who started the agency 50 years ago continues far into the future. To help ensure financial stability even through difficult times, the Board of Directors has established a Longevity Legacy Fund for the agency. Contribute in any way you can now, and do keep us in your plans for the future. It is only with the help of all our supporters that we will continue to be able to help our seniors live with the dignity and respect they deserve.

Linda Wang

Linda Wang
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 40,000 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 2015-2016.

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ADULT DAY SERVICES

The mission of the Adult Day Services department is to provide an alternative to premature institutionalization of frail and/or disabled adults and seniors with Alzheimer's disease or other dementias by restoring or maintaining their optimal capacity for self-care in their own homes. We currently offer three programs:

Community-Based Adult Services (CBAS) and Alzheimer's Day Care Resource Center (ADCRC) Programs provide services including:

- Door-to-door transportation to and from participant's home to the center
- Breakfast, snacks and a hot, nutritious lunch
- Multicultural activities to encourage active engagement and mental stimulation
- Care assistance in walking, feeding and toileting
- Dietary and nutritional counseling
- Therapy services including Physical Therapy, Occupational Therapy, Speech Therapy and Recreational Therapy.
- Professional nursing care
- Social and support services

Adult Day Care (ADC) program provides services including:

- Door-to-door transportation to and from participant's home to the center
- Breakfast, snacks and a hot, nutritious lunch
- Multicultural activities to encourage active engagement and mental stimulation
- Care assistance in walking, feeding and toileting
- Dietary and nutritional counseling

Located conveniently in San Francisco's Richmond District, our center has been providing quality day services to seniors for more than 20 years. Our reputable program has served a total of 129 participants in FY 2015-2016.

We offer a nurturing, safe and structured environment for our seniors to participate in recreational and social activities in addition to receiving assistance in their activities of daily living. Our center is staffed with a multidisciplinary team consisting of registered nurses, physical therapist, occupational therapist, speech therapist, registered dietitian, psychological consultant, physician consultant, pharmacy consultant, medical social worker and activity manager.

At Self-Help for the Elderly's Adult Day Services, we recognize that each participant is unique and may require a different level of care and support. Our multidisciplinary team integrates a Person-Centered Care approach in designing each participant's individualized plan of care to ensure personal preferences and expressed needs are met in a way that maintains and promotes the dignity of each individual.

AFFORDABLE HOUSING FOR INDEPENDENT SENIORS

The Lady Shaw Senior Center (LSSC) is a 6-story building located at 1483 Mason Street in San Francisco. 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 2015-2016, two new activities were added to the existing tenant programs. They are Morning Walk in the Neighborhood and Tai Chi for Fall Prevention.

In addition, a new part-time position of an Overnight Custodian was employed to provide overnight support for emergency situations. The staff at LSSC continue to strive to provide a safe, healthy and affordable living environment to low-income seniors aged 62 and above; and persons with disabilities. Our goal is to enable seniors to live happily and independently in their golden years.

Lincoln Court Senior Apartments Located in Oakland, the building 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 foot 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 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 10,300 home visits to 507 patients residing in San Francisco and Northern San Mateo Counties.

HOSPICE CARE PROGRAM

Self-Help for the Elderly 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.

EMPLOYMENT TRAINING AND ECONOMIC DEVELOPMENT (ETED)

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 in custodial, culinary, home health aide, and caregiver.

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 Service Employment Program (SCSEP) provides community service and work-based, paid job training for older workers.

In FY 2015-2016, ETED provided employment training to 436 low-income adults, dislocated workers, and older workers. The Chinatown Neighborhood Access Point received 5,239 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. Additional renewal of 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 and Workforce Preparedness Services Program administered by the San Francisco Foundation, and **(3)** Rental Assistance Demonstration (RAD) Workforce Services for Ping Yuen Public Housing Residents funded by the Chinatown Community Development Center.

HEALTH INSURANCE COUNSELING AND ADVOCACY PROGRAMS (HICAP)

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 2015-2016, HICAP has 49 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 had served over 50,000 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.

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 2015-2016, we served over 12,000 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, home-making, and assistance with chores to 268 seniors.

The Aging and Disability Resource Centers provided translation assistance as well as information and referrals regarding community services to 6,738 seniors and adults with disabilities.

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 2015-2016, a total of 1,120 clients received one-on-one assistance in the citizenship process while 412 students benefited from the classes. In addition, 3,045 naturalization applications were completed through the San Francisco Pathways to Citizenship Initiative.

The Housing Services Program provided 2,500 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 132 outreach contacts through 3 public information activities; provided 128 information and assistance and 121 interpretation contacts; 263 assessment, 271 case management, 114 counseling and 83 training hours; and 10 assistive devices to assist caregivers.

The activities division at Lincoln Court Senior Apartment, Oakland provided free daily activities to seniors who live in the community; we serve over 150 seniors through health and fitness classes, computer classes and different educational workshops.

In FY 2015-2016, the Social Services department also assisted over 300 hotel workers' families applied Elder Care benefits, so they can sustain their family while working at the hospitality workforce.

NUTRITION AND 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 centers' 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 are proud of all the nutrition

programs' outcomes in three counties. **Congregate meals** promote better physical and mental health for seniors through the provision of nutritious meals and opportunities for social contact. **The Home Delivered Meals (HDM)** program provides hot meals to homebound seniors and people with disabilities who have no other means of obtaining healthy food. In Fiscal Year 2015-2016, the Nutrition Department provided 296,330 congregate meals (235,360 without CHAMPSS) and 112,371 home-delivered meals for seniors and young adults with disabilities. We served total of 408,701 meals annually. In addition, we welcomed our new caterer, Venus Café, to provide over 70 freshly-made meals a day to our Cupertino centers.

Our Department is also excited to announce the opening of our new meal site at 66 Raymond, Visitacion Valley in September 2016. We are able to provide a space for approximately 75 seniors and adult with disabilities daily to enjoy meals and activities together in the Visitacion neighborhood.

We are thrilled that our **CHAMPSS (Choosing Healthy Appetizing Meal Solutions for Seniors) program** has been recognized as a 2016 Innovations Winner at the National Association of Area Agencies on Aging's (n4a) Aging Innovations & Achievement Awards. In collaboration with the San Francisco Department of Aging and Adult Services (DAAS), we were able to expand our CHAMPSS program. We had received funding to open the third CHAMPSS restaurant in near future. 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. Currently, our CHAMPSS program has enrolled over 4,500 members.

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.

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.

OUR SERVICES LOCATIONS

Main Office

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

Adult Day Services (ADS)

408 22nd Ave.
San Francisco, CA 94121
415-677-7556

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

Chinatown Neighborhood Access Point

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

Health Insurance Counseling & 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

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

Community & Activity Centers

ALAMEDA

Lincoln Court Community Center
2400 MacArthur Blvd.
Oakland, CA 94602
510-336-0144

SANTA CLARA

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

SAN FRANCISCO

Geen Mun Community Center
777 Stockton St.
San Francisco, CA 94108
415-391-3843

Jackie Chan Community Center
5757 Geary Blvd.
San Francisco, CA 94121
415-677-7571

Lady Shaw Community Center
1483 Mason St.
San Francisco, CA 94133
415-677-7581

Manilatown Community Center
848 Kearny St.,
San Francisco, CA 94108
415-398-3250

Mendelsohn House Community 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 Community Center
315 Turk St.
San Francisco, CA 94102
415-920-1357

Visitacion Valley Community Center
66 Raymond Avenue
San Francisco, CA 94134
415-239-9919

West Portal Playground Clubhouse
131 Lenox Way
San Francisco, CA 94127
415-753-7058

Woolf House Community Center
801 Howard St.
San Francisco, CA 94103
415-495-0931

SAN MATEO

San Mateo Community 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

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

Citizenship, Civics & ESL Classes

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

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



“Providing **STRENGTH, HOPE**
and **EMPOWERMENT**
to seniors since 1966.”



THANKS TO OUR FUNDERS 2015-2016

Asian Pacific Fund
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California HealthCare Foundation
California Department of Aging
California Department of Education
California Department of Transportation
California Public Utilities Commission
Cathay Bank
Chinese Affirmative Action
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Association
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DCL Logistics
Dignity Health
East West Bank
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Good Hope Seeders
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HAAS Foundation

KTSF
Mei H Jew Charitable
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on Aging
Office of Civic Engagement
& Immigrant Affairs
On Lok
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R&G Executive Lounge, Inc.
San Diego Gas & Electric
San Francisco Culinary/Bartenders
& Service/Welfare Fund
San Francisco Department of
Building Inspection
San Francisco Department
of Public Health
San Francisco Foundation
San Francisco Human
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San Francisco Mayor's Office
of Housing
San Francisco Office of Economic
and Workforce Development
San Francisco Office of the Aging
and Adult Services

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
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Southern California Gas Company
The Wallace Alexander Gerbode
Foundation
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