



Self-Help for
the Elderly
安老自助處

www.selfhelpelderly.org

STRENGTH



HOPE



EMPOWERMENT

ANNUAL REPORT 2016-2017

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 and 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 2016 – 2017.

BOARD OF DIRECTORS

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William Schulte
May Wong
Vicky M. Wong

A MESSAGE FROM THE CHAIR OF THE BOARD OF DIRECTORS:

How quickly a year passes! Our annual report this year details some of the exceptional achievements that Self-Help for the Elderly has managed to accomplish, even while facing threatened funding cuts, a changing healthcare landscape and continuing stiff competition for skilled, talented, caring bilingual workers. This past year, our San Mateo Center celebrated its 25th anniversary...a major milestone.

We are grateful to our energetic volunteers and Board members such as Rosalyn Koo and William Schulte and the support of the San Mateo City Council, City Manager, and the San Mateo Aging and Adult Services, all of whom have enabled Self-Help to provide nutritious home-delivered and on-site meals and activities for senior residents of San Mateo in a beautiful city park facility these many years.

This year, as is our annual practice, the Board of Directors of Self-Help for the Elderly engaged in a program evaluation of our services. During this time, I was reminded of how numerous and complex our services have become. The organization has grown from serving 10,000 seniors in San Francisco decades ago, to now serving 40,000 in four Bay Area Counties. As you read this annual report, you will note the variety of services the agency has provided in this past year to improve the life of seniors, assure quality, meet funders' requirements, etc.

With so many seniors in need of services, and with the hundreds of thousands of contacts with seniors every year, we are still very mindful that each and every contact with each senior and his/her family is very important, and all must be treated with dignity and respect.

We are also aware that many of our older staff are reaching retirement age, and that we have a responsibility to engage and nurture new workers who are skilled, professional and care as deeply about our seniors as those who have already devoted much of their work lives to them.

We hope that you will continue to join with us as we strive to meet the challenges ahead. Do whatever you can-volunteer, donate, and keep Self-Help for the Elderly's Longevity/Legacy Fund in mind as you plan for the future. It is only because of your support, a dedicated staff and a committed Board of Directors that we are able to do so much with so little.



Linda Wang
Chair, Board of Directors



THANKS TO OUR 2016-2017 FUNDERS

Asian Pacific Fund
AT&T
California Department of Aging
California Department of Education
California Public Utilities Commission
Cathay Bank
Chinatown Community Development Center
Chinese Affirmative Action
Chinese Community Health Care Association
Chris & Donna Paisley
Citibank Foundation
Comcast Corporation
DCL Logistics
Dignity Health
Dr. Shiu Yuen Kwok and Mrs. Wai Wah Lee Kwok
Family Caregiver Alliance
Good Hope Seeders
H. Chan & Sons, LLC
Immigrant Legal Resource Center
Joseph L Barbonchielli Foundation
KTSF
The Maja Kristin Fund
Mei H Jew Charitable
Remainder Unitrust
Moonstar
National Asian Pacific Center on Aging
Office of Civic Engagement & Immigrant Affairs
On Lok
Pacific Gas & Electric Company
Patricia Mar
R&G Executive Lounge, Inc.
Robert Joseph Louie Foundation
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 Services Agency
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
The Sik-Kee Au Family Foundation
Today's Hotel Corporation
U.S. Department of Housing and Urban Development
United Pacific Hotel Group
United Way of the Bay Area
UPS Foundation
Veritas Investments, Inc.
Welcare Financial Group
Wells Fargo & Company
W. K. Kellogg Foundation
2nd Harvest Food Bank



01. 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, and those with Alzheimer's disease or other dementias by restoring or maintaining their optimal capacity for self-care in their own homes.

We are a licensed facility that provides nursing and personal care services, rehabilitative therapies, recreational activities, and social services. We provide transportation for participants and nutritious hot meals. The skilled services are provided by the multidisciplinary team which comprises of Registered Nurses, Social workers, Activity Coordinator, Program Aides, Dietitian, Physical, Occupational & Speech Therapist, Rehabilitation Aides, and Psychiatric Consultant. Integrated with Person-Centered Care approach, the team determines the medical, psychosocial and functional status of each participant and develops an individualized plan of care to meet the needs and preferences of each participant.

In FY 2016-2017, we have served a total of 110 participants in our three programs, The Adult Day Care (ADC), Adult Day Health (ADHC), and The Alzheimer's Day Care Resource Center (ADCRC). We're proud that we have been providing quality day services to seniors for more than 20 years and provided respite to hundreds of families in the Community. At Self-Help for the Elderly Adult Day Services, we'll continue to strive to promote the independence, dignity and self-worth of seniors.



02. 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. In FY 2016-2017, three new activities were added to the existing tenant activities. They are video games on tablets, new poker games and mahjong. Tenants continue to enjoy quarterly educational field trips with lunch at a buffet restaurant. 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 people 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 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.

03. 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 6,665 home visits to 367 patients residing in San Francisco and Northern San Mateo Counties. While home health care is available for all ages that qualify, the majority of our seniors were between the ages of 75 and 94, with our eldest patient 104 years old.

04. 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.

During the past year, the Hospice program made 1,753 home visits to 64 patients residing in San Francisco and Northern San Mateo Counties.

05. EMPLOYMENT TRAINING & ECONOMIC DEVELOPMENT (ETED)

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, caregiver, and customer service and computer skills.
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.
5. The Light Duty Community Service Program (LDCS) provides job readiness training and work opportunities to County Adult Assistance Program (CAAP) recipients who have some work limitations.
6. The Seismic Safety Outreach Program (SSOP) provides free-of-charge seismic safety outreach to San Francisco's multi-lingual communities to educate them on emergency preparedness and response.

In FY 2016-2017, ETED provided employment training to 609 low-income adults, dislocated workers, and older workers. The Chinatown Neighborhood Access Point received 4,496 visits from job seekers citywide and continues to provide employment services to the community.

This year's major achievements include the 3-year Commission on Accreditation of Rehabilitation Facilities (CARF) accreditation for our Employment Skills Training programs, 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 and two newly-awarded programs from National Pacific Center on Aging (NAPCA) and San Francisco Human Services Agency (HSA). Additional renewals 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.



06. NUTRITION AND SENIOR CENTERS

The Department of Nutrition and Senior Centers aims to promote active and healthy aging to seniors at our locations in San Francisco, San Mateo, and San Jose. 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. Our client rate progressively increases every year.

Our congregate meals program aims to 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 2016-2017, the Nutrition Department provided 220,891 congregate meals at our meal sites, 47,784 at our Choosing Healthy Appetizing Meal Plan Solution for Seniors (CHAMPSS) partner restaurants, and 119,473 home-delivered meals for seniors and young adults with disabilities.

This year, our San Mateo Center celebrated its 25th Anniversary together with its annual Autumn Moon Festival on September 24th at the city's Central Park. Over 150 families gathered to participate in the Generational Walk for Wellness and the event's festivities.

Our South Bay Community Center and meal site moved to a new location at 6345 Janary Way, San Jose, CA 95129. Approximately 64 participants attend the center daily in the South Bay area to enjoy meals and activities together.

We also partnered with Green Bamboo Restaurant to open a new CHAMPSS site, shortly after ending partnership with Prince Cooking. Green Bamboo offers delicious Asian-style cuisine, and is open every day except Thursday. The CHAMPSS Program enables our clients to have 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.

In November, the Nutrition Department partnered with the Fund Development Department to host the Annual Thanksgiving Luncheon. Three of our sites, Lady Shaw Senior Center, Geen Mun Senior Center, and Visitacion Valley Senior Center were opened on Thanksgiving Day to serve 3,000 turkey meals to seniors across San Francisco with help from over 300 volunteers from various organizations. Meanwhile, together with the San Francisco Police Department, San Francisco Fire Department, and San Francisco Sheriff's Department, our delivery team delivered over 800 meals to homebound seniors.

The Nutrition Department also contracted with On Lok's 30th Street Senior Center to bring the Diabetes Empowerment Education Program (DEEP) to our senior centers. Three Self-Help staff members attended the 2-day train-the-trainer workshop to learn how to teach the program. DEEP is a successfully proven self-management program where the participants learn to take control of their diabetes and reduce the risk of complications. The program is targeted to low-income, racial and ethnic minority populations. A total of 82 seniors from our centers graduated from the 6-week program.

Additional accomplishments this year include being awarded the Community Service Program Pilots contract and the renewal of the Department of Aging and Adult Services Nutrition Programs contracts for Equipping with Every Neighborhood Partnership (ENP) Congregate Meals, ENP Congregate CHAMPSS, Adult with Disabilities Congregate Meals, and ENP Home-Delivered Meals in San Francisco, as well as the Area Agency on Aging contracts for Congregate Nutrition Program and Home-Delivery Program in San Mateo.

07. 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 2016-2017, we served over 12,500 seniors and adults with disabilities through multiple programs:

The **Case Management program** provided comprehensive assessments, care planning, service authorizations, and case monitoring to 375 clients.

The **Emergency In-Home Support Services** program provided personal care, home-making, and assistance with chores 236 seniors.

The **Aging and Disability Resource Centers** provided translation assistance as well as information and referrals regarding community services to 7,210 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 2016-2017, a total of 1,250 clients received one-on-one assistance in the citizenship process while 412 students benefited from the classes. In addition, 3,110 naturalization applications were completed through the San Francisco Pathways to Citizenship Initiative.

The **Housing Services Program** provided 2,520 clients with assistance in completing housing applications, housing counseling and referrals, home safety assessments, and housing-related mediation. In addition, 308 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 140 outreach contacts through 3 public information activities; provided 135 information and assistance and 126 interpretation contacts; 250 assessment, 242 case management, 105 counseling and 75 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 180 seniors through health and fitness classes, computer classes and different educational workshops.

In FY 2016-2017, 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.

08. HEALTH INSURANCE COUNSELING & ADVOCACY PROGRAM (HICAP)

Self-Help for the Elderly is a provider of Health Insurance Counseling and Advocacy Program (HICAP) for San Francisco and San Mateo counties. HICAP is a volunteer-based, federal and state-funded program. It 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 2016-2017, HICAP has 48 trained and state-registered volunteer counselors and 10 HICAP staff who provide client services at 36 sites throughout San Francisco and San Mateo Counties. HICAP counselors from both counties had served over 45,000 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.

09. RESIDENTIAL CARE FACILITIES FOR THE ELDERLY

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. Services include room and board, meals, personal care, housekeeping, medication management and daily mild physical activities. We strive to ensure our residents live happily with dignity and respect.

Our goal is to provide high quality 24-hour supervision to frail seniors in a safe and loving environment.

Service Locations of Self-Help for the Elderly

ADULT DAY SERVICES

Adult Day Services (ADS)

415-677-7556

408 22nd Avenue
San Francisco, CA 94121

RESIDENTIAL CARE FACILITIES FOR THE ELDERLY

Autumn Glow Alzheimer's Care Home

415-934-1622

654 Grove Street
San Francisco, CA 94102

AFFORDABLE HOUSING FOR SENIORS

Lady Shaw Senior Housing

415-677-7572

1483 Mason Street
San Francisco, CA 94133

Lincoln Court Senior Apartments

510-336-1952

2400 MacArthur Boulevard
Oakland, CA 94602

COMMUNITY & SENIOR ACTIVITY CENTERS

Santa Clara

• **South Bay / 408-873-1183**

6345 Janary Way
San Jose, CA 95129

San Francisco

• **Southeast Asia / 415-885-2274**

315 Turk Street
San Francisco, CA 94102

• **Woelf House / 415-495-0931**

801 Howard Street
San Francisco, CA 94103

• **Mendelsohn House / 415-243-9018**

737 Folsom Street
San Francisco, CA 94107

• **Manilatown / 415-398-3250**

848 Kearny Street
San Francisco, CA 94108

• **Geen Mun / 415-391-3843**

777 Stockton Street
San Francisco, CA 94108

• **South Sunset / 415-566-2845**

2601 40th Avenue
San Francisco, CA 94116

• **Jackie Chan / 415-677-7571**

5757 Geary Boulevard
San Francisco, CA 94121

• **West Portal Playground Clubhouse / 415-753-7038**

131 Lenox Way
San Francisco, CA 94127

• **Lady Shaw / 415-677-7581**

1483 Mason Street
San Francisco, CA 94133

• **Visitation Valley / 415-239-9919**

66 Raymond Avenue
San Francisco, CA 94134

• **John King / 415-239-9919**

500 Raymond Avenue
San Francisco, CA 94134

San Mateo

• **San Mateo / 650-342-0822**

50 E. 5th Avenue
San Mateo, CA 94401

SOCIAL SERVICES

Services include:

- Case Management / 415-677-7589
- Citizenship / 415-677-7590
- Elder Abuse Prevention & Intervention
- Emergency Short Term In-Home Support
- Family Caregiver Support
- Housing Services Program
- Information & Assistance (I&A)

Social Services Dept.

415-677-7585

601 Jackson Street, Basement
San Francisco, CA 94133

Geen Mun Center

415-773-2060 / 415-438-9804

777 Stockton Street
San Francisco, CA 94108

South Sunset Center

415-566-2845

2601 40th Avenue
San Francisco, CA 94116

Lincoln Court / 510-336-0144

2400 MacArthur Boulevard
Oakland, CA 94602

CITIZENSHIP, CIVICS & ESL CLASSES

415-677-7585 / 415-677-7592

- 733 Kearny Street
San Francisco, CA 94108
- 5757 Geary Boulevard
San Francisco, CA 94121
- 1490 Mason Street
San Francisco, CA 94133
- 66 Raymond Avenue
San Francisco, CA 94134
- 500 Raymond Avenue
San Francisco, CA 94134

HOME HEALTH CARE & HOSPICE CARE

t: 415-677-7629

f: 415-398-5903

731 Sansome Street, Suite 100
San Francisco, CA 94111

CHINATOWN NEIGHBORHOOD ACCESS POINT (CNAP)

CNAP Center / 415-677-7500

(One-Stop Career Link Center)

601 Jackson Street, Ground Floor
San Francisco, CA 94133

ETED Business Services

415-677-7618

601 Jackson Street, 2nd Floor
San Francisco, CA 94133

HEALTH INSURANCE COUNSELING & ADVOCACY PROGRAM (HICAP)

San Francisco HICAP

415-677-7520

601 Jackson Street, 2nd Floor
San Francisco, CA 94133

San Mateo HICAP

650-627-9350

1710 S. Amphlett Boulevard, #100
San Mateo, CA 94402

TECHNOLOGY & INFORMATION EMPOWERMENT (TIE) CENTER

San Francisco TIE Center

415-677-7500

601 Jackson Street, 2nd Floor
San Francisco, CA 94133

HEADQUARTER OFFICE

731 Sansome Street, Suite 100
San Francisco, CA 94111

t: 415-677-7600

f: 415-296-0313

e: info@selfhelpelderly.org

SUPPORT OUR SENIORS

Fund Development

415-677-7668 / 415-677-7670

e: info@selfhelpelderly.org

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