



**Self-Help for
the Elderly**
安老自助處

www.selfhelpelderly.org



2017-2018 Annual Report

We strive to promote the independence, dignity and self-worth of seniors. We will achieve this mission by empowering seniors to help themselves and by providing a comprehensive range of multicultural and multilingual services.



Self-Help for the Elderly

安老自助處

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 2017 – 2018.

A Message from the Chair of the Board of Directors:

It is my privilege to present to you Self-Help for the Elderly's Annual Report for 2017-2018. This past year was extremely challenging in serving seniors in the counties of San Francisco, San Mateo, Santa Clara and Alameda. Seniors, and especially the low income seniors, were impacted severely with the high cost of living in the Bay Area and the demand for Self-Help's programs and services increased tremendously. I am proud to inform you that Self-Help was able to meet the increased demand due to its dedicated staff, funders, donors, volunteers and Self-Help's Board of Directors.



Although there were high demands in all nine of our programs and services, I would like to highlight three where Self-Help was able to assist and serve seniors: Nutrition & Senior Centers; Social Services; and Homecare & Hospice. In 2017-2018 our Nutrition & Senior Centers served over 415,765 meals in San Francisco, San Mateo and Santa Clara with approximately 12,000 unduplicated clients compared to 10,000 in 2016-2017. We now serve meals in sixteen sites compared to fourteen in the prior year. Our Social Services Program was able to provide rental assistance to seniors and/or adults with disabilities that are at risk of eviction or homelessness through The Housing Subsidies Program funded by The Department of Aging & Adult Services of San Francisco. We were able to help seniors stabilize their current housing situation and utilize available citywide resources to transition them into long term permanent and affordable housing. Our Homecare & Hospice Program had a significant increase in the number of patients and home visits that it served. The increase was due to the growing population of seniors and in living longer. You can read more in detail about these three programs as well as the other six important programs and services offered by Self-Help in this Annual Report.

BOARD OF DIRECTORS

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Close to 90% of all funding by Federal, State and Local government agencies and donations by our generous supporters goes towards the operating budget of Self-Help's programs and services to serve the needs of our seniors. This is a remarkable achievement for a non-profit and is something we are proud to report. With our dedicated staff we are committed in our mission to promote the independence, dignity and self-worth of our seniors through our extensive programs and services.

In the future, as the needs of our seniors continue to grow, Self-Help is ensuring it will continue to meet these needs through Self-Help for the Elderly's Longevity/Legacy Fund. We hope you will consider donating to this fund and/or keep this fund in mind in your estate plan. It is through your donation and support that is why Self-Help for the Elderly is able to provide the care and services to over 40,000 seniors in the Bay Area. Thank you!

May L. Wong

Chair, Board of Directors

2017-2018 Funders

- Andrew & Flora Zee
- Asian Pacific Fund
- California Department of Aging
- California Department of Education
- California Public Utilities Commission
- Cathay Bank
- Chew Charitable Remainder Trust
- Chinatown Community Development Center
- Chinese Affirmative Action
- Chinese Community Health Care Association
- Citibank Foundation
- Comcast Corporation
- Dignity Health
- Family Caregiver Alliance
- Helen Pao Trust
- Immigrant Legal Resource Center
- Joseph L. Barbonchielli Foundation
- May Chow Tong Estate Trust Fund
- Metta Fund
- National Asian Pacific Center on Aging
- Norman and Antonia Tu
- Office of Civic Engagement & Immigrant Affairs
- On Lok
- Pacific Gas & Electric Company
- Patricia Mar
- Robert Joseph Louie Foundation
- San Francisco Culinary/Bartenders & Services/Welfare Fund
- San Francisco Department of Building Inspector
- 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
- Tides Foundation
- U.S. Department of Housing and Urban Development
- United Pacific Hotel Group
- United Way of the Bay Area
- Wells Fargo & Company
- 2nd Harvest Food Bank

1. 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 provide respite to the family.

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 is comprised of Registered Nurses, Social Workers, Activity Coordinator, Program Aides, Registered 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 2017-2018, we served a total of 128 participants in our three programs, The Adult Day Care (ADC), Adult Day Health (ADHC), and The Alzheimer's Day Care Resource Center (ADCRC). We take pride in providing quality day services to seniors for more than 22 years and continue to provide respite to hundreds of families in the Community. At Self-Help for the Elderly's Adult Day Services, we strive to promote the independence, dignity, and self-worth of seniors.

2. Affordable Housing for Independent Seniors

The **Lady Shaw Senior Center (LSSC)** is a 6-story building located between Nob Hill and Chinatown in San Francisco. The senior center is conveniently located in an urban dwelling with easy access to grocery shopping, public transportation and medical services. 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 a private kitchen and bathroom. In FY 2017-2018, two new activities were added to the list of daily tenant activities. The new activities include the dart game and tossing ring game. Tenants continue to enjoy quarterly educational field trips with lunch at a buffet restaurant.

The staff at LSSC strives to provide a safe, healthy and affordable living environment to low-income seniors aged 62 and above, as well as providing support for people with disabilities. Our goal is to enable seniors to live happily and independently in their golden years.

The **Lincoln Court Senior Apartments** is located in Oakland, consists of 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 Independence (PACE). Lincoln Court Center services residents of the Dimond, Laurel and Glen View districts of Oakland. Programs and classes provided in the center include Tai Chi, Mahjong, Computer Basics, Brain Fitness, Line Dancing and various arts and 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 the prevention of hunger of residents. The Mercy Brown Bag program is also a provider of food resources. Quarterly food clinics were offered to residents by the Lifelong Medical Care Over 60 Health Center. Other services that were provided to the residents included: a hearing screening, sponsored by Connect Hearing of Oakland, and the Thanksgiving Dinner and Warm Coat Give-Away, sponsored by the City of Oakland.

3. 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 board and care, 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 care and supervision to frail seniors in a safe and comfortable environment. In FY 2017-2018, 7 new tenants moved into this facility, and continue to receive lots of care and love from our staff.

4. 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 one of few nonprofit home health agencies 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-certified 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 7,969 home visits to 541 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 at 104 years of age.

5. Hospice Care Program

Self-Help for the Elderly's **Hospice Care Program** provides culturally sensitive supportive care and education in the home by licensed homecare 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 611 home visits to 15 patients residing in San Francisco and Northern San Mateo Counties.

6. Employment Training & Economic Development

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. Chinatown Neighborhood Access Point provides job search assistance, career planning, job placement, and case management.
2. Vocational skills training in custodial, food preparation and production, homehealth 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. Senior Community Service Employment Program (SCSEP) provides community service and work-based, paid job training for older workers.
5. Light Duty Community Service Program (LDCTS) provides job readiness training and work opportunities to County Adult Assistance Program (CAAP) recipients who have some work limitations.
6. 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.
7. Bilingual Job Readiness Service Program provides workplace job readiness training to limited English job seekers.
8. Rental Assistance Demonstration (RAD) Workforce Services for Ping Yuen Public Housing Residents.
9. Language Access Community Grants Program provides outreach and education on the Language Access Ordinance.
10. Central Subway Community Benefits Program provides job readiness training and barrier removal for Central Subway affected neighborhoods.

In FY 2017-2018, ETED provided employment training to 589 low-income adults, dislocated workers, and older workers. The Chinatown Neighborhood Access Point received 6,505 visits from job seekers citywide and continues to provide employment services to the community.

This year's major achievements include implementation of 1st Certified Nursing Assistant / Home Health Aide training; maintaining the 2nd year Commission on Accreditation of Rehabilitation Facilities (CARF)

accreditation for our Employment Skills Training programs; 3 newly awarded programs including:

1. Greater Chinatown Corridor Manager project is funded by Office of Economic and Workforce Development (OEWD) Invest in Neighborhoods (IIN) to provide integrated services to local businesses and promote economic development in the Chinatown Commercial Corridor.
2. San Francisco Airport Hotel Occupational Skills Training is funded by OEWD to provide hotel specific training to the anticipated opening of a hotel at the Airport.
3. California Pacific Medical Center (CPMC) Development Agreement Workforce Fund: Barrier Removal, Training and Workforce Preparedness Services Program administered by the San Francisco Foundation.

7. 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 home-bound seniors and people with disabilities who have no other means of obtaining healthy food. In Fiscal Year 2017-2018, the Nutrition Department provided 240,766 congregate meals at all meal sites, 50,505 at our Choosing Healthy Appetizing Meal Plan Solution for Seniors (CHAMPSS) partner



restaurants, and 119,494 home-delivered meals for seniors and young adults with disabilities.

This year, we expanded our services to the seniors in Millbrae and launched the Millbrae Senior Lunch Program at the Chetcuti Community Room. Our Nutrition staff welcomed and served 65 hot meals on March 5, on the opening day. The lunch program and activities are currently available on Mondays.

Our Visitacion Valley Community Center and meal site have moved. The relocated center is now known as John King Senior Center and is located at 500 Raymond Avenue, San Francisco, CA 94134.

The Jackie Center Activity Center has extended its weekday hours to 6 pm to welcome seniors to join in early evening activities and dinner.

The innovative CHAMPSS program continues to grow with over 5,200 active clients. We partnered with Henry's Hunan Restaurant (Mission Location) to open a new CHAMPSS site. All CHAMPSS restaurants are now serving participants on Saturdays.

In November, the Nutrition Department collaborated with the Fund Development Department to host the Annual Thanksgiving Luncheon. Three locations, Lady Shaw Senior Center, Geen Mun Senior Center and Visitacion Valley Senior Center, were opened on Thanksgiving Day and served 3,000 turkey meals to seniors across San Francisco. Over 300 volunteers from various organizations helped serve the Thanksgiving meals. 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.



8. 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 2017-2018, we served over 13,250 seniors and adults with disabilities through multiple programs:

The **Case Management program** provided comprehensive assessments, care planning, service authorizations, and case monitoring to 405 clients.

The **Emergency In-Home Support Services** program provided personal care, home-making, and assistance with chores to 258 seniors.

The **Aging and Disability Resource Centers** provided translation assistance as well as information and referrals regarding community services to 4,799 seniors and adults with disabilities.

The **Naturalization Program** offered ESL/citizenship classes throughout San Francisco and provided support services such as completing naturalization applications and making inquiries and legal service referrals. In FY 2017-2018, a total of 1,628 clients received one-on-one assistance in the citizenship process while 532 students benefited from the classes. In addition, 1,074 naturalization applications were completed through the San Francisco Pathways to Citizenship Initiative.

The **Housing Services Program** provided 2,776 clients with assistance in completing housing applications, housing counseling and referrals, home safety assessments, and housing-related mediation. In addition, 342 individuals attended our housing workshops.



The **Family Caregiver Support Services** offered 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 175 information and assistance and 178 interpretation contacts; 260 assessment, 242 case management, 105 counseling and 75 training hours; and 5 assistive devices to assist caregivers.

The activities division at **Lincoln Court Senior Apartment** in Oakland provided free daily activities to seniors who live in the community. We served over 180 seniors through health and fitness classes, computer classes and different educational workshops.

In FY 2017–2018, the Social Services department also assisted over 300 hotel workers' families who applied for Elder Care benefits, so they could sustain their families while employed in the hospitality workforce.

9. 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 2017-2018, HICAP had 51 trained and state-registered volunteer counselors and 9 HICAP staff, providing client services at 26 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.

Together,
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40,000
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 15 meals sites provide

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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 January Way
San Jose, CA 95129

San Francisco
• Southeast Asia / 415-885-2274
315 Turk Street
San Francisco, CA 94102

• Woolf 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

• 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

Millbrae

• Millbrae Senior Lunch Program
415-319-4115 to leave a message
450 Poplar Avenue
Millbrae, CA 94030

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
- 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.