



**Self-Help for
the Elderly**
安老自助處

www.selfhelpelderly.org



Annual Report

2018/2019



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the Elderly**
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OUR MISSION

Self-Help for the Elderly promotes independence, well-being and dignity for older adults through culturally aligned services and programs in the San Francisco Bay Area.

We envision a world where all elders have the respect, care and support to lead dignified and vibrant lives. 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.

Founded in 1966, we empower and support the elders to make lifestyle choices that maintain their health, safety, and self-reliance. We serve over 40,000 seniors a year in San Francisco, San Mateo, Santa Clara and Alameda Counties

This annual report highlights our accomplishments for Fiscal Year (FY) 2018–2019.

BOARD OF DIRECTORS

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A MESSAGE FROM THE CHAIR OF THE BOARD OF DIRECTORS:

I am proud to report that Self-Help for the Elderly had another successful year serving over 40,000 seniors in the Bay Area counties of San Francisco, San Mateo, Santa Clara and Alameda. Our Annual Report for 2018-2019 highlights our eight major programs and services; all of which are in high demand in today's environment. The Bay Area's economy is booming and many people are benefiting from this economic growth with the exception of our seniors, and especially the very low income and seniors on a fixed monthly income. They come to Self-Help for assistance and support; with our devoted staff, enthusiastic volunteers and dedicated Board we are able to provide well-needed programs and services. Here are just a few day-to-day examples of why seniors come to Self-Help and how we are able to serve them:



- **Lunch Meal** - With our Nutrition Program, congregate meals are provided at 13 locations throughout the Bay Area; we provide home delivery meals in San Francisco and San Mateo counties; and our seniors can go to any three approved San Francisco restaurants for a Choosing Healthy and Appetizing Meal Plan Solutions for Seniors (CHAMPSS) meal. In some cases, the meal offered by Self-Help is our client's main meal and social contact for the day. No person who is 60 years of age or older or adults with disabilities will be denied service for the inability to contribute the suggested donation of \$2.00 - \$3.00.
- **Housing and Citizenship Assistance** - The demand for our Social Services has increased tremendously with the high cost of housing in the Bay Area. Our clients come to us for assistance in completing housing applications, housing counseling and referrals. Also, many of our seniors want to become a U.S. citizen and our Social Services Department provides a Naturalization Program where English as a Second Language (ESL) Citizenship classes are provided and many clients that complete these classes receive their U.S. Citizenship!
- **Health Care** - Self-Help's Home Health Care Program is one of a few nonprofit home health agencies specializing in serving the needs of the monolingual and limited English speaking Chinese. We are able to provide in home licensed healthcare professionals to care, support and educate a client when released from the hospital.

We are starting our 54th year serving seniors, with our mission to promote the independence, dignity and self-worth of our clients. In order for Self-Help to provide these programs and services and to continue in the future, Self-Help depends on government funding (which is limited), fundraising events and its generous donors. We are thankful to all our supporters!

Self-Help for the Elderly has a Longevity/Legacy Fund that was established to ensure our programs and services will continue serving its clients. We hope you will consider donating to this fund and/or keep this fund in mind in your estate plan. Thank you.

May L. Wong
Chair, Board of Directors

2018-2019 FUNDERS

- Asian Pacific Fund
- California Department of Aging
- California Department of Education
- California Public Utilities Commission
- Cathay Bank
- Chinese Community Health Care Association
- Comcast Corporation
- Department of Aging and Adult Services
- Electrify America, Inc.
- Family Caregiver Alliance
- Immigrant Legal Resource Center
- Joseph L. Barbonchielli Foundation
- Metta Fund
- National Asian Pacific Center on Aging
- Office of Civic Engagement & Immigrant Affairs
- Pacific Gas & Electric Company
- Ray and Dagmar Dolby Family Fund
- Robert Joseph Louie Foundation
- San Francisco Culinary/Bartenders & Services/Welfare Fund
- San Francisco Department of Building Inspection
- 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
- U.S. Department of Housing and Urban Development
- United Way of the Bay Area
- Wells Fargo & Company
- 2nd Harvest Food Bank

1. ADULT DAY SERVICES



The mission of the **Adult Day Services (ADS)** 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. Adult Day Services assists by restoring or maintaining their optimal capacity for self-care in their own homes. We also aim to provide respite to the family.

ADS is a Medicaid-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 Therapists, 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 2018-2019, we served 94 participants in our three programs: Adult Day Care (ADC), Adult Day Health (ADHC), and Alzheimer's Day Care Resource Center (ADCRC). Our clients range from ages 60 to 97 with an average age of 84. 98% of our clients are Chinese with 81% being monolingual. 70% are female and 30% are male. 98% reside in San Francisco and 2% in San Mateo. 75% are Medi-Cal clients and 25% are private pay clients.

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 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 2018-2019, 6 tenants joined the regular Everyday English for Seniors class to learn English. The class was taught by staff every Wednesday for an hour. 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.

3. RESIDENTIAL CARE FACILITIES FOR THE ELDERLY



The **Autumn Glow Alzheimer's Care Home** in San Francisco is a 15-bed facility which provides 24/7 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 2018-2019, the bathroom sinks, countertops and floors of four communal bathrooms were renewed, along with new adjustable beds and light fixtures.

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 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-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 **6,237** home health visits to **464** 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 patients were between the ages of 30 and 100, 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 **1,962** home and facility visits to 45 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 supports economic self-sufficiency.

ETED provides the following services:

1. The Chinatown Neighborhood Access Point (CNAP) provides job search assistance, career planning, job placement, and case management.
2. Vocational skills training in custodial, hotel housekeeping, food preparation and production, home health aide, homecare provider and healthcare career preparation.
3. Business services include 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 provides community service and work-based, paid job training for older workers.
5. The Light Duty Community Service Program provides job readiness training and work opportunities to County Adult Assistance Program recipients who have some work limitations.
6. The Seismic Safety Outreach Program provides free-of-charge seismic safety outreach to San Francisco's multi-lingual communities to educate them on emergency preparedness and response.
7. The Bilingual Job Readiness Service Program provides workplace job readiness training to limited English job seekers.
8. The Greater Chinatown Corridor Manager Program provides integrated services to local

businesses and promotes economic development in the Chinatown Commercial Corridor.

9. The Language Access Community Grants Program provides outreach and education on the Language Access Ordinance

In FY 2018-2019, ETED provided employment training to 701 low-income adults, dislocated workers, and older workers. The CNAP received **6,426** visits from job seekers citywide and it continues to provide employment services to the community.

This year's major achievements include successful renewals of three key workforce programs from the Office of Economic and Workforce Development, including the continuation of the CNAP and the Health Care and Hospitality sector training programs and one newly-awarded program from Department of Aging and Adult Services of the San Francisco Human Services Agency. An additional achievement is the implementation of our first Hotel Housekeeping Training which provided participants the opportunities to receive hands-on training at a local-renowned hotel. We have 24 graduates that were all placed in jobs within 90 days of the graduation and at least 15 of them were placed at a hotel.



7. NUTRITION & SENIOR CENTERS

The **Department of Nutrition and Senior Centers** aims to promote active and healthy aging for the seniors at our **13 locations** in San Francisco, San Mateo, Millbrae, and Sunnyvale. Participants attending our centers enjoy nutritious congregate meals and a wide range of social, educational, and recreational activities. Our center's services are constantly growing to adapt to the ever-changing needs of the senior population. Our client rate progressively increases every year. For FY 2018–2019, we served **430,824 meals** in San Francisco, San Mateo, Millbrae and Sunnyvale.

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 is vital because it provides hot meals to home-bound seniors and people with disabilities who have no other means of obtaining healthy food. The HDM program in San Mateo County has grown by 5%. In FY 2018–2019, the Nutrition Department provided **252,535** congregate meals at all sites; **52,293** meals at our three Choosing Healthy Appetizing Meal Plan Solution for Seniors (CHAMPSS) partner restaurants; and **125,996** home-delivered meals for seniors and young adults with disabilities.

To promote *Healthy Eating, Active Living* lifestyle, our Community Services Program launched a series of new and engaging activities. In addition to the existing Tai Chi activity, we introduced Walk with Ease (WWE) and Bingocize. These two activities are evidence-based health programs designed to help the participants reduce the pain of arthritis, other diseases, and improve overall health. For FY 2018–2019, Tai Chi program exceeded the service goal by 13% with the activation of 35 classes and a total of 555 participants at various locations. WWE completed 126 classes with 1,512 participants. Bingocize completed 10 classes with 120 participants.



The innovative CHAMPSS program continues to grow steadily, offering the participants a dietitian-approved menu and dine-in opportunities at the partner restaurants. Our CHAMPSS program gained **1,788** clients the past year.

In November, the Nutrition Department collaborated with Fund Development to host the Annual Thanksgiving Luncheon. Two locations, Lady Shaw Senior Center and Geen Mun Senior Center, were opened on Thanksgiving Day and served 3,000 turkey meals to seniors from 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 brought 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 FY 2018–2019, we served over **9,000** seniors and adults with disabilities through multiple programs.

The Case Management program served 250 clients by providing seniors and adults with disabilities comprehensive assessments, care planning, service authorizations, and case monitoring -- empowering the clients with services that enabled them to continue living in the community safely and independently.

The Emergency In-Home Support Services program provided personal care, chore and housekeeping services to 720 San Francisco seniors over 60 years of age who needed home care services, within a 48-hour response time.

The Aging and Disability Resource Centers (ADRC) operated at two locations in San Francisco Chinatown. ADRC served 5,000 clients and provided 24,660 units of service in translation, information, referral, aid and follow-up services to connect seniors and adults with disabilities to necessary services.



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 2018–2019, a total of 1,526 clients received one-on-one assistance in the citizenship process with 588 students benefiting from the classes. In addition, 2,053 naturalization applications were completed through the San Francisco Pathways to Citizenship Initiative.

The Housing Services Program helped 810 clients with assistance in completing 800 housing applications; 705 received housing counseling for affordable housing search. We provided assistance in navigating online housing search, eviction prevention, landlord mediation, tenants' rights, legal representation referrals, fair housing act and reasonable accommodation.

Social Services promoted **CalFresh Program**, the Supplemental Nutrition Assistance Program, and filled out over 600 CalFresh applications within 2 months.



The Housing Subsidies Program assisted 230 clients who were already linked to one of our supportive services such as case management, money management, housing application and counseling, credit repair, landlord mediation or financial assistance to address their housing needs in the long run. Our program staff helped 210 clients avoid eviction and enabled them to remain housed through rental subsidies and back rent payment.

Family Caregiver Support Services offered information, assistance, and support services to improve the physical and mental health of informal caregivers and enabled them to maintain their caregiving role and reduce stress and depression. The program served 400 clients through activities such as outreach, assessment, case management, counseling, training, information and assistance (I&A), and assistive device 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 various educational workshops.

In FY 2018–2019, the Social Services department also assisted over 400 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)

Since 1988, Self-Help for the Elderly has been the local sponsor of the **Health Insurance Counseling and Advocacy Program (HICAP)** in San Mateo and some years later became sponsor of San Francisco County HICAP.

For the last 31 years, HICAP counselors have helped hundreds of thousands of seniors navigate the complicated maze of Medicare and saved them millions of dollars by assessing coverage options and assisting with appeals and applications. Many of these seniors come to HICAP through referrals from Social Security, the 800 Medicare Hot Line, local health care professionals, employer group plan providers and many others.

In 2018-2019 HICAP helped individuals save over \$5,000,000 by assessing coverage options, appeals and applications. HICAP provided in-person counseling to over **4,600** Medicare beneficiaries; of those 4,600 over 15% involved complex problems taking weeks/months to resolve.

Get Connected with Us.

微信扫一扫

安老篇

扫一扫《安老篇》的二維碼，按一按「關注官方帳號」就可以訂閱《安老篇》。

Scan the QR code, visit our webchat account for more services and programs of Self-Help for the Elderly.



Service Locations of Self-Help for the Elderly 2018-2019

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
- **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.
