



**Self-Help for  
the Elderly**  
安老自助處



# ANNUAL 2020-2021 REPORT



## A MESSAGE FROM THE CHAIR OF THE BOARD OF DIRECTORS:

Self-Help for the Elderly fiscal year July 1, 2020 to June 30, 2021 was one of the most challenging in its 55 years of serving the elderly. With the COVID-19 Pandemic and the increased hate crimes toward the senior Asian Americans Pacific Islanders (AAPI) population, Self-Help truly “stepped up” and became the “hero” to the many seniors whom we serve as well as to new clients during this difficult year. Our programs and services were changed and adapted to the needs of our seniors, the most vulnerable population during the pandemic, and AAPI seniors were targeted with anti-hate crimes. Despite this difficult and challenging year, I am pleased to report that Self-Help had another successful year. This was due to the many selfless and dedicated employees and volunteers that stepped up to serve our seniors on a daily basis. They made sure each senior in need received a nutritious meal every day and weekly groceries. Many seniors were homebound and afraid to go out, and our staff and volunteers became their escort and hero!

I am so honored to report that on June 28, 2021, Self-Help was selected by Senator Scott Wiener as the Senate District 11 Nonprofit of the Year! Senator Wiener stated in his press conference that “Self-Help provides services for seniors in the Bay Area, particularly AAPI seniors. Services include meals, activities, and personal escort services so seniors can feel safer on the streets.” As you read through this annual report on the many programs and services that Self-Help offers, I’ve listed just a few examples of our accomplishments this past year.

Our Nutrition Department went from serving meals at 12 senior centers to providing Grab and Go style lunches and served 552,828 meals in San Francisco, San Mateo, and Santa Clara counties. During this same period from June 2020 through July 2021, the Great Plates Delivered Meals Program was created as an emergency three free meals a day delivery program for older adults who were unable to prepare or obtain food while sheltering in place. Self-Help served

a combined 1.1 million free meals to low-income adults.

To ensure the well-being and independence of our clients, wellness checks were performed with social distancing or telephone calls by our Home Care Department. Our Social Services and Nutrition Department provided Zoom training and activities to ensure seniors did not feel isolated and helpless during the pandemic. Also, promotional materials and online communication were delivered via email, Self-Help’s website, and social media platforms such as WeChat, WhatsApp, and LINE to keep our seniors informed.

Due to hate crimes against the AAPI vulnerable seniors where many feared being attacked when walking on the streets of San Francisco, Self-Help developed and implemented an Escort Service. An escort is provided to a senior for a medical or dental appointment, COVID-19 vaccination or booster, to the bank, to buy groceries and other daily activities.

Self-Help was successful in fighting the pandemic by working with the San Francisco Public Health Department, doctors from the All American Medical Group (AAMG), and other community partners to provide COVID-19 vaccines at our senior centers and other locations throughout San Francisco. In May and June 2021, vaccines were provided to homebound seniors and the disabled with the greatest barriers such as language, technology, or mobility so that the homebound were vaccinated and not left behind.

All the above and the many more services and programs not mentioned would not be possible without a big THANK YOU to the staff at Self-Help, volunteers, government funders, and to all our generous donors, including individuals, families, corporations, and foundations. Thank you, stay safe and well.

May L. Wong  
Chair, Board of Directors

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# THANKS TO OUR 2020/2021 FUNDERS

## Foundations/Grants

- 100+ Women Who Care San Francisco
- 2nd Harvest Food Bank
- All American Medical Group (AAMG)
- Anthem Blue Cross
- Asian Pacific Fund
- AT&T California
- California Department of Aging
- California Department of Education
- California Public Utilities Commission
- Caltrans
- Cathay Bank
- Chinese Community Health Care Association (CCHCA)
- City of Sunnyvale
- Comcast Corporation
- Crankstart Foundation
- CTBC Bank Corp.
- Department of Disability and Aging Services (DAS)
- Dignity Health
- Direct Relief
- East West Bank
- Family Caregiver Alliance
- GBC International Bank
- Hurlbut-Johnson Charitable Trusts
- Inner Sunset Community Advocates, Inc. (ISCA)
- Joseph L. Barbonchielli Foundation
- Kaiser Permanente Medical Center
- Launch Inc
- Lyft
- Marin County Foundation
- Matthew Kelly Family Foundation
- Metta Fund
- National Asian Pacific Center on Aging
- North East Medical Services
- Office of Civic Engagement & Immigrant Affairs
- Peninsula Health Care District
- Ray and Dagmar Dolby Family Fund
- Robert Joseph Louie Memorial Fund
- San Francisco Culinary /Bartenders & Services / Welfare Fund
- San Francisco Foundation
- San Francisco Human Services Agency
- San Francisco Mayor's Office of Housing
- San Francisco Office of Aging
- San Francisco Office of Economic and Workforce Development
- San Francisco Paratransit
- San Mateo County Department of Aging and Adult Services
- San Mateo County Strong Fund
- Santa Clara County Department of Human Relations
- Silicon Valley Community Foundation
- STUPSKI Foundation
- Sutter Health
- The Abe and Kathryn Selsky Foundation, Inc.
- The Richard M. Schulze Family Foundation (RMSFF)
- Thriving in Place
- U.S. Department of Housing and Urban Development



## 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 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 nine service departments specializing in Employment & Training, Social Services, Nutrition & Senior Centers, Adult Day Services, Home Health Care Program, and Hospice Care Program, 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, Alameda, and Contra Costa Counties.

This annual report highlights our accomplishments for Fiscal Year (FY) 2020-2021.

## 1. ADULT DAY SERVICES

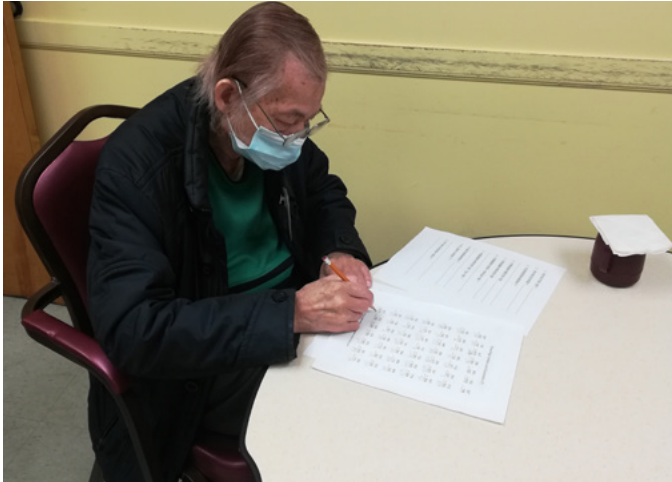


The mission of the Adult Day Services (ADS) department is to provide an alternative to premature institutionalization of frail and disabled adults and seniors, and those with Alzheimer's disease or other dementias. ADS assists by restoring or maintaining their optimal capacity for self-care in their 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. Participants can still receive services and support from the center during shelter-in-place. Our Participants are receiving Physical Therapist/Occupational Therapist doorstep visits, home exercise program, activities worksheets, COVID-19 wellness check/risk assessments, care coordination, community resources/referrals, home-delivered meals, COVID-19 education for participants and caregivers, emotional support/counseling from a Social Worker, assessment/care from a Registered Dietitian, Physical Therapist, Occupational Therapist and Registered Nurse, caregiver support group, physical health/psychosocial monitoring, medication monitoring, family training, verbal cueing for Activities of Daily Living and Instrumental Activities of Daily Living, communicating with Primary Care Physician, delivering hygiene products and medical supplies if needed.

In FY 2020-2021, we served 110 participants in our three programs: Adult Day Care (ADC), Adult Day Health (ADHC), and Alzheimer's Day Care Resource Center (ADCRC). Our participants range from ages 62 to 102 with an average age of 86. 95% of our participants are Chinese, with 90% monolingual; 67% female and 33% male; 92% reside in San Francisco and 8% in San Mateo; 85% Medi-Cal participants, and 15% private pay participants. We

have taken pride in providing quality day services to seniors for 25 years and will 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 the Nob Hill and Chinatown neighborhoods in San Francisco. The senior center is conveniently located in an urban area with easy access to grocery shopping, public transportation, and medical services. There are 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.

The staff at LSSC strives to provide a safe, healthy and affordable living environment to low-income seniors aged 62 and above and provide 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 that provides 24/7 care and supervision to seniors with Alzheimer's, Parkinson's, or other Multi-Infarct Dementia diseases. Services include board and care, meals, personal care, housekeeping, medication management, and daily physical activities appropriate for their health condition. 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.

## 4. HOME HEALTH CARE PROGRAM

Home Health Care is intermittent care provided in the home by licensed healthcare professionals. Home Health services help individuals and seniors over the age of 18, recovering after a hospital, rehabilitation center, or other health facility stay or needing additional support to remain safely at home and avoid unnecessary re-hospitalization. These Medicare-certified services may include intermittent nursing, rehabilitative, therapeutic, and assistive home care. Registered nurses, physical therapists, occupational therapists, speech therapists, home health aides, and medical social workers provide this care. The primary care physician would determine these services.

Self-Help's Home Health Program began in 1983 as a Medicare and Medi-Cal licensed and certified agency. The coverage area for home health services includes the San Francisco Bay Area. Our Home Health program's commitment to providing quality care is reflected in our clinical staff's long-term clinical experience and tenure. In the past year, Home Health



Staff made 5,791 home health visits to 294 patients residing in San Francisco and Northern San Mateo Counties. Home Health provides essential medical and supportive services to elders and people with professional medical care needs, enabling them to live at home. Home-based care is also an important alternative to facility-based care, especially during the COVID-19 pandemic. While home health care is available for all ages that qualify, the majority of our patients are between the ages of 75 to 94, with our eldest patient at 104 years old.



## 5. HOSPICE CARE PROGRAM

Self-Help for the Elderly's Hospice Care Program is licensed and certified by Medicare through the California Department of Public Health in 1995 to provide services in the San Francisco Bay Area. We provide culturally sensitive supportive care and education in the home by licensed home care 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, medical social workers, and secondary care by physical therapists, occupational therapists, and speech therapists.

During the past year, the Hospice program made 1,676 home and facility visits to 35 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. The Chinatown Neighborhood Access Point (CNAP) provides job search assistance, career planning, job placement, and case management.
2. Vocational skills training in custodial, food preparation and production, home health aide, caregiver 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 (SCSEP) provides community service and work-based, paid job training for older workers in Alameda, Contra Costa, San Mateo, San Francisco and Santa Clara Counties.
5. The Light Duty Community Service Program (LDCS) provides job readiness training and work opportunities to welfare 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.
7. The Bilingual Job Readiness Service Program provides workplace job readiness training to limited-English speaking 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.
10. The Census grant allows us to educate and increase the response rate in vulnerable communities in Alameda, San Mateo, San Francisco, and Santa Clara Counties.

In FY 2020-2021, ETED provided employment services to 565 low-income adults, dislocated workers, and older workers. The Chinatown Neighborhood Access Point received 4,232 visits from job seekers citywide and provides employment services to the community.

This year's major achievements include the successful renewal of the Chinatown Neighborhood Job Center, Vocational Skills training program, Chinatown Commercial Corridor Manager program, SCSEP, and three newly awarded programs for Appliance Repair training, and Neighborhood Revitalization and Strengthening programs in the Chinatown and Sunset districts.

Despite the COVID-19's negative impact on the economy, our primary workforce services continue to achieve 80% of our contract goals. With our support in navigating the unemployment insurance system and job readiness counseling, job seekers were able to return to their previous jobs or make a career switch through obtaining vocational skills.



## 7. NUTRITION & SENIOR CENTERS



The Department of Nutrition and Senior Centers aims to promote active and healthy aging for seniors at our 12 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 participation rate progressively increases every year. In FY 2020-2021 we served a total of 1,112,037 meals: 552,828 in San Francisco, San Mateo, Millbrae, and Sunnyvale, and 559,209 were delivered through the Great Plates program in San Francisco.

Our congregate meals program aims to promote better physical and mental health for seniors by providing nutritious meals and opportunities for social interaction. During the COVID-19 pandemic, all centers were open for meals pickup only; the meals served daily increased 30% compared to pre-pandemic levels. The total COVID-19 Emergency Home Delivered meals served in San Mateo is 23,725, which increased by 17%. The Nutrition Department provided 332,085 congregate meals at all sites; 24,711 meals at our three Choosing Healthy Appetizing Meal Plan Solution for Seniors (CHAMPSS) partner restaurant sites; and 178,779 home-delivered meals for seniors and young adults with disabilities.

In collaboration with San Mateo County, a new program, COVID-19 Outreach is launched last November to conduct COVID-19 education and outreach to San Mateo residents; provide outreach services and project coordination; ensure messaging is culturally relevant and linguistically appropriate; conduct community/neighborhood outreach; canvassing on COVID-19 events and neighborhood pop-up testing sites; provide information on how to avoid and prevent the spread of COVID-19; where to access health, medical and financial resources;



where and how to get tested for COVID-19; what to do after exposure; how to access services available to those who test positive; the importance of responding to Contact Tracers; and how to access COVID-19 vaccine locations. The program provides accurate and up-to-date information through our resources and addresses the misinformation and anxiety about COVID-19 for more than 500 clients.

Our Community Services program launched virtual classes to promote healthy eating and an active living lifestyle during the pandemic to keep seniors healthy mentally and physically while staying at home. In FY 2020-2021, a total of 2,574 classes were hosted. The virtual class includes Dance, Health Education, English Classes, Support Groups, Cooking Demos, Mobile Device Tutorials, and more.

In November, the Nutrition Department collaborated with Fund Development to host the Annual Thanksgiving Luncheon. It has been a challenging year due to the COVID-19 pandemic. On Thanksgiving Day, we provided meal pickup at three locations: Portsmouth Square Club House, Jackie Chan Activity Center, and South Sunset Activity Center; 1,800 turkey meals were picked up at these three locations. Meanwhile, in collaboration 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 the Fiscal Year 2020-2021, 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 281 clients.

The Aging and Disability Resource Centers (ADRC) provided translation assistance and information and referrals regarding community services to 4,800 seniors and adults with disabilities: more than 6,000 information and referrals, 21,000 assistance, and 1,600 follow-ups. The ADRC has a WeChat group to connect seniors with resources and currently has over 500 clients participating. ADRC holds a monthly Community Resource forum on Zoom, and more than 400 clients participate.



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 2020-2021, a total of 1,732 clients received one-on-one assistance in the citizenship process, while 578 students benefited from the classes. In addition, 548 naturalization applications were completed through the San Francisco Pathways to Citizenship Initiative. During the pandemic, citizenship/ESL classes were held on Zoom, and over 600 students participated.

Housing services served 400 clients: over 600 housing application assistance was provided, and 226 clients set up a DAHLIA account to search for affordable housing. Over 300 clients attended Zoom monthly housing workshops in English and Chinese.

The Housing Subsidy program provided subsidy and case management to over 120 clients. We exceeded goals and have 100% of program clients remain stably housed 12 months after exiting the program. In partnership with Veritas property management, the housing program successfully referred 4 residents to Section 8 units.

The Family Caregiver Support Services offers information, assistance, and support services to improve informal caregivers' physical and mental health and enable them to maintain their caregiving role and reduce stress and depression. The program made 160 outreach contacts through 3 public information activities; provided 183 information and assistance; 118 interpretation contacts; 210 assessments; 213 case management; 116 counseling; 273 training hours; and provided 5 assistive devices to assist caregivers.

COVID-19 Response Team for Chinatown Single Room Occupancy (SRO) buildings: Case Managers conducted outreach and visited SRO residents with the San Francisco Department of Public Health, Chinese Hospital, NICOS, and NEMS to pass out



PPEs and promote vaccinations, testing, and case management. The team reached out to more than 500 SRO residents.

The Short-term Home Care for Seniors program served 150 seniors for Housekeeping, Chore, and Personal Care services. During the pandemic, the staff made wellness calls to clients to check their needs and the status of their support services.

The activities division at Lincoln Court Senior Apartments 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.

Peer Ambassadors conducted outreach to promote the San Francisco Department of Disability & Aging Service (DAS) funded services in-person and virtually in Districts 1, 2, 4, and 11 and on Zoom, Facebook, and WeChat. Over 2,000 seniors and adults with disabilities were reached.



Senior Escort Services program started in mid-May 2021, has provided escort services to over 65 seniors and over 100 visits for activities including going to medical appointments, the bank, walking, wellness class, or job interviews.

In FY 2020-2021, the Social Services department also assisted over 200 hotel workers' families in applying for Elder Care benefits to sustain their families while working in the hospitality workforce.

## 9. HEALTH INSURANCE COUNSELING & ADVOCACY PROGRAM



Health Insurance and Counseling Program (HICAP) is a trustworthy resource for information about Medicare because it provides free and unbiased information. Most clients that contact HICAP are turning 65 years old and do not know where to begin. They are baffled by the different parts of Medicare: Part A, B, C, and D and worried about making a wrong decision. Many of them turn to family, friends, and insurance representatives for assistance only to receive conflicting information about their soon-to-be health insurance coverage.

Unlike the 1-800 Medicare phone line, HICAP offers individual counseling sessions with highly trained volunteer counselors who must go through an intensive 24-hour minimum training about Medicare and two phases of internship to qualify for registration with the California Department of Aging (CDA). The CDA administers the federal and state grants for HICAP through local Area Agencies on Aging (AAA) located in each county in California. The HICAP Volunteer Counselors are the backbone of the program because they provide the majority of the counseling and community outreach for the program.

During the pandemic, counselors continued to assist a large number of vulnerable and non-vulnerable Medicare beneficiaries with navigating the “Medicare Maze;” appealing denials of coverage; resolving enrollment problems in Medicare and health plans; applying for low-income programs; and preventing and reporting Medicare fraud. Also, providing counseling about long-term care insurance policies that pay for private duty care in a skilled nursing facility, assisted living, or home, to clients and existing policyholders.

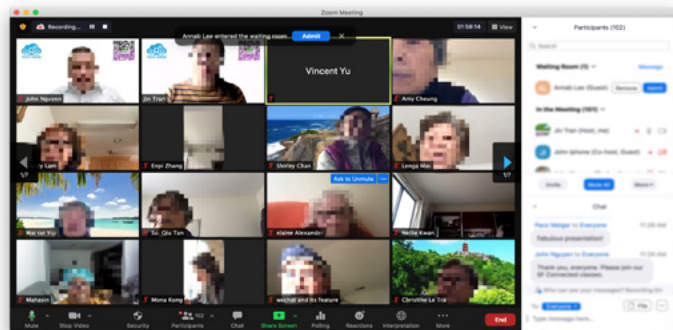
In June 2021, a client called the HICAP office in desperation because she had nowhere else to turn when the Social Security Administration (SSA) stopped her monthly cash retirement benefits by mistake. For five months, she called the toll-free SSA phone line to resolve the issue with no success. In turn, she used her credit cards to pay for monthly living expenses and soon reached the credit limit. Feeling pressured as a full-time caretaker for her husband and adult

child with a disability, she called HICAP. The client was also concerned she would lose her Medicare Part B benefit that covers medical appointments because she received a bill from Medicare for premiums past due. (When a Medicare beneficiary is collecting their SSA monthly cash retirement benefit, SSA automatically deducts their Part B premium from it.) Within two weeks, HICAP resolved the situation for the client with the help of Congresswoman Eshoo's office. She received one lump sum of five months back payments from the SSA, and her Part B premiums were automatically paid.

When clients complete the program survey, it is common for them to suggest advertising more often to notify the public about HICAP because their overall experience was excellent. HICAP clients rated their overall experience with the San Francisco HICAP as 97% and San Mateo HICAP as 96.5%.

The HICAP programs in San Francisco and San Mateo served over 3,000 beneficiaries in FY 2020 – 2021 and saved beneficiaries \$2,782,989 on their Medicare costs. Both programs reached over 7,000 people.

## 10. DIGITAL & TECHNOLOGY LEARNING PROGRAM



Self-Help for the Elderly is a grantee of the DAS-funded SF Connected program. We are committed to providing free digital literacy training to seniors and adults with disabilities and continued to do so during the COVID-19 pandemic. The program offers a wide range of virtual classes for different skill levels in multiple languages to help learners stay connected with their friends and family. Virtual learning helps mitigate the negative impact of social distancing and isolation by making connections, emphasizing practical tech skills, and increasing broadband access for limited-English speakers and underserved individuals. Learners become self-reliant and gain confidence in maneuvering technology with ease.

SF Connected has adapted and migrated the entire program operations to a virtual format. Seniors can now actively learn new skills in their own space via Zoom and join online conversations anytime on other social media platforms such as WeChat or WhatsApp. We have redesigned classes using multiple approaches that support learner engagement: one-to-one tutoring sessions, on-demand topics, and integrated Q&A sessions to address individual or complex cases and resolve them in a collaborative peer-learning environment.

Last year, we served more than 400 unique individuals and made concerted efforts to reconnect and reestablish the severely impacted connections during the pandemic. Not only did we continue and support pivoting existing services, but we also sought new opportunities to engage more learners citywide. For every request for help, we knew there were many more. Partnering with the San Francisco Public Library, we hosted the first virtual Tech Week that attracted over 700 viewership on topics such as Everyday Tech Tips, Applying for DAHLIA housing, and Google Docs and Sheets. We wrapped up the year with a field trip for our seniors at the invitation of the Asian Art Museum in June. The event marked a new milestone in the city's reopening. It reminded us that besides supporting seniors on their pathway to learning and exploring smart devices, promoting and supporting their physical and mental well-being is just as important.

SF Connected also serves as a resource hub to help clients learn about other available agency services and community and government resources. Through interdepartmental coordination and collaboration with partner agencies, we have a network of support services for seniors that help them access information and assistance to improve their quality of life with the help of technology. All the programs' achievements would not be possible without the hard work of the staff, volunteers, and supportive leadership.



# SERVICE LOCATIONS OF SELF-HELP FOR THE ELDERLY 2020-2021

## 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 CENTERS

*Santa Clara*

• **South Bay / 408-873-1183**  
6345 Janary Way  
San Jose, CA 95129

*San Francisco*

• **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 #306  
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 / 415-650-9796**  
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

**Social Services Dept.**  
**415-677-7585**

601 Jackson Street, Basement  
San Francisco, CA 94133

*Services include:*

- Elder Abuse Prevention & Intervention
- Emergency Short Term In-Home Support
- Family Caregiver Support
- Housing Services Program
- Information & Assistance (I&A)
- Long Term Housing Subsidy Program
- Utilities Assistance (TEAM & CHANGES)

**Case Management**  
**415-677-7586**

**Senior Escort Services**  
**415-533-4714**

**Citizenship, Civics & ESL Classes**  
**415-677-7590 / 415-677-7592**  
e: citizenship@selfhelpelderly.org

**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

## HOME HEALTH CARE & HOSPICE CARE

t: **415-677-7628**

f: **415-398-5903**

e: hchservices@selfhelpelderly.org  
731 Sansome Street, Suite 100  
San Francisco, CA 94111

## CHINATOWN NEIGHBORHOOD JOB CENTER (CNJC)

**CNJC Center / 415-677-7500**  
601 Jackson Street, Ground Floor  
San Francisco, CA 94133

**Richmond Neighborhood Job Center / 415-290-0103**  
5757 Geary Boulevard,  
San Francisco, CA 94121

**Sunset Neighborhood Job Center / 415-279-0995**  
3133 Taraval Street,  
San Francisco, CA 94116

**Senior Community Service Employment Program (SCSEP)**  
**415-624-9530**

- 601 Jackson Street, 2nd Floor  
San Francisco, CA 94133
- 4071 Port Chicago Highway,  
Suite 250, Concord, CA 94520
- 330 25th St, Richmond, CA 94804
- 2400 MacArthur Blvd #103,  
Oakland, CA 94602

**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

## DIGITAL & TECHNOLOGY LEARNING PROGRAM

**SF Connected**

English/Chinese **415-677-7529**

Spanish/Russian **415-677-7665**

e: sfconnected@selfhelpelderly.org

**Self-Help for the Elderly offers a comprehensive range of multicultural and multilingual services in five Bay Area counties, Alameda, San Francisco, San Mateo, Santa Clara, and Contra Costa.**

**SAN FRANCISCO**  
(415) 677-7600  
(415) 677-7500

**SAN MATEO**  
(650) 342-0822

**SOUTH BAY**  
(408) 733-1883

**ALAMEDA**  
(510) 336-0144

**VISIT OUR WEBSITE**  
[www.selfhelpelderly.org](http://www.selfhelpelderly.org)

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## **HEADQUARTERS OFFICE**

*731 Sansome Street, Suite 100  
San Francisco, CA 94111*  
**t: 415-677-7600**  
**f: 415-296-0313**  
**e: [info@selfhelpelderly.org](mailto:info@selfhelpelderly.org)**

## **SUPPORT OUR SENIORS**

*Fund Development*  
**415-677-7669 / 415-677-7670**  
**e: [info@selfhelpelderly.org](mailto: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.



**SELF-HELP FOR THE ELDERLY AND SUBSIDIARIES**  
**SUPPLEMENTARY INFORMATION FOR**  
**SELF-HELP FOR THE ELDERLY ONLY**

**SCHEDULES OF FINANCIAL POSITION**

June 30, 2021 and 2020

<b>ASSETS</b>	<u>2021</u>	<u>2020</u>
<b>CURRENT ASSETS</b>		
Cash and cash equivalents	\$ 8,896,701	\$ 4,009,679
Short-term investments	3,395,748	2,367,043
Grants receivable	3,340,845	5,036,459
Accounts receivable, net	172,826	751,254
Contributions receivables	6,886	7,500
Other accounts receivable	25,618	65,305
Prepaid expenses	126,921	149,592
Deposits	<u>188,307</u>	<u>73,696</u>
Total current assets	16,153,852	12,460,528
<b>PROPERTY AND EQUIPMENT, net</b>	3,063,233	2,856,697
<b>OTHER ASSETS</b>		
Related-party receivables	<u>578,190</u>	<u>491,604</u>
Total assets	<u>\$ 19,795,275</u>	<u>\$ 15,808,829</u>
 <b>LIABILITIES AND NET ASSETS</b>		
<b>CURRENT LIABILITIES</b>		
Accounts payable	\$ 1,108,708	\$ 1,670,844
Accrued liabilities	2,046,332	1,865,832
Advance collections	424,074	2,344,800
Interest payable	6,947	7,116
Notes payable, current portion	<u>44,998</u>	<u>42,887</u>
Total current liabilities	3,631,059	5,931,479
<b>LONG-TERM LIABILITIES</b>		
Customer deposits	231,272	236,392
Notes payable, less current portion and unamortized debt issuance costs	<u>1,701,939</u>	<u>1,745,832</u>
Total liabilities	<u>5,564,270</u>	<u>7,913,703</u>
<b>NET ASSETS</b>		
Without donor restrictions	11,904,103	5,441,490
With donor restrictions	<u>2,326,902</u>	<u>2,453,636</u>
Total net assets	<u>14,231,005</u>	<u>7,895,126</u>
Total liabilities and net assets	<u>\$ 19,795,275</u>	<u>\$ 15,808,829</u>

**SELF-HELP FOR THE ELDERLY AND SUBSIDIARIES**  
**SUPPLEMENTARY INFORMATION FOR**  
**SELF-HELP FOR THE ELDERLY ONLY**

**SCHEDULES OF ACTIVITIES**

Years Ended June 30, 2021 and 2020

	<u>2021</u>	<u>2020</u>
Changes in net assets without donor restrictions:		
<b>SUPPORT AND REVENUE</b>		
Government grants and awards	\$ 17,346,995	\$ 17,901,541
Program income	7,170,638	3,914,139
Contributions	1,119,492	1,366,680
Foundation grants	795,028	358,598
Special events	827,748	592,153
Medi-Cal and Medicare	2,562,930	2,777,269
Investment return	238,428	116,580
Miscellaneous income	74,706	148,351
Net assets released from restrictions	<u>752,922</u>	<u>21,282</u>
Total support and revenue	<u>30,888,887</u>	<u>27,196,593</u>
<b>EXPENSES</b>		
Program services		
Housing	353,874	402,650
Social services	5,996,269	5,936,594
In-home supportive services	88,300	96,530
Employment and training	4,311,771	4,541,553
Home health care	1,205,603	1,246,483
Board and care	830,491	817,806
Adult day services	939,524	1,807,479
Meals and activities	7,201,991	7,445,675
Hospice	<u>889,197</u>	<u>741,884</u>
Total program services	<u>21,817,020</u>	<u>23,036,654</u>
Management and general	2,303,846	2,552,292
Costs of direct benefits to donors	18,915	106,847
Fundraising	<u>300,493</u>	<u>446,091</u>
Total expenses	<u>24,440,274</u>	<u>26,141,884</u>
Change in net assets without donor restrictions	<u>6,448,613</u>	<u>1,054,709</u>



**SELF-HELP FOR THE ELDERLY AND SUBSIDIARIES**  
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**SELF-HELP FOR THE ELDERLY ONLY**

**SCHEDULES OF ACTIVITIES**

Years Ended June 30, 2021 and 2020

	<u>2021</u>	<u>2020</u>
Changes in net assets with donor restrictions:		
Contributions	72,182	181,138
Government grants and awards	554,006	604,433
Foundation grants	--	255,842
Net assets released from restrictions	<u>(752,922)</u>	<u>(21,282)</u>
Change in net assets with donor restrictions	<u>(126,734)</u>	<u>1,020,131</u>
Change in net assets	6,321,879	2,074,840
Net assets, beginning of year	7,895,126	5,920,286
Purchase of partnership interest	--	(100,000)
Controlling interest partnership contribution	<u>14,000</u>	<u>--</u>
Net assets, end of year	<u>\$ 14,231,005</u>	<u>\$ 7,895,126</u>