



ANNUAL REPORT 2023-2024

OUR MISSION



**Self-Help for
the Elderly**
安老自助處

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 ten service departments specializing in Adult Day Services, Digital and Technology Learning Program, Employment & Training, Health Insurance Counseling and Advocacy Program, Home Health Care Program, Hospice Care Program, Nutrition & Senior Centers, Residential Care Facilities for the Elderly, Senior Housing, and Social Services.

Founded in 1966, we empower and support the elders to make lifestyle choices that maintain their health, safety, and self-reliance. We serve over 50,000 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) 2023-2024.

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. ADS assists by restoring or maintaining their optimal capacity for self-care in their homes. We also aim to provide respite to the family.

ADS is a Medicaid-licensed facility providing nursing and personal care, rehabilitative therapies, recreational activities, and social services. Participants can receive services and support from the center. Our participants attend the center for a maintenance exercise program, therapeutic activity, care coordination, community resources/referral, emotional support/counseling, caregiver support group, physical health/psychosocial monitoring, medication monitoring, family training from the center's multi-disciplinary team, which includes registered nurse, registered dietitian, physical therapist, occupational therapist, and social worker, speech therapist, and psychiatric consultant.

In addition, in specified emergencies, the center provides **Emergency Remote Services (ERS)** for participants who cannot attend the center for in-person services. ERS is provided in an alternative setting such as in the community, at the doorstep of the participant's home, or via telehealth.

In FY 2023-2024, we served 155 participants in our three programs: **Adult Day Program, Adult Day Health Care, and Alzheimer's Day Care Resource Center**. Our participants ranged in age from 49 to 100, with an average age of 80.95% of our participants are Chinese, with 87% being monolingual; 66% are female, and 34% are male; 90% reside in San Francisco county and 10% in San Mateo county; 82% are Medi-Cal participants, and 18% are private pay participants. We have

taken pride in providing quality daycare services to seniors for 28 years and remain committed to offering respite to hundreds of families in our community.

2. AFFORDABLE HOUSING FOR INDEPENDENT SENIORS



The **Lady Shaw Senior Center (LSSC)** stands as a prominent six-story edifice nestled within the vibrant neighborhoods of Nob Hill and Chinatown in San Francisco. Positioned within an urban enclave, the senior center enjoys close proximity to essential amenities such as grocery stores, dining establishments, public transit, and medical facilities. Comprising 70 thoughtfully designed living spaces, including 63 studios and seven one-bedroom apartments, the center provides housing for a total of 76 residents. Each unit is equipped with a private kitchen and bathroom, ensuring both comfort and privacy for the residents. The dedicated staff at LSSC is committed to fostering a secure, nurturing, and affordable living environment for low-income seniors aged 62 or older, as well as offering vital support services for individuals with disabilities. Our overarching aim is to empower seniors to relish their golden years with happiness and independence.

The **Westside Affordable Housing Development Capacity Building project**, led by Self-Help for the Elderly and funded by the Mayor's Office of Housing and Community Development (MOHCD), aims to increase capacity to build affordable housing on the west side of San Francisco by providing housing education resources to the historically vulnerable residents in Districts 1 and 4. For FY 2023-2024, Self-Help for the Elderly and its community-based partners conducted 94 workshops and reached 1,418 residents in English, Spanish, Mandarin, Cantonese, Russian, Arabic, and Tagalog languages. On March 9, 2024, the Westside Affordable Housing Resource Fair at the San Francisco City and County Fair Building

reached over 700 attendees, with over 20 government agencies and community partners participating.

The **933 Clement Street housing project** in the Inner Richmond neighborhood will include living space for 15 low-income senior beds and a 24-hour residential care facility. The senior center on the ground level will provide nutritious meals, community activities, and resources to ensure our AAPI older adults and seniors can age in place in their communities and receive the care they need. Self-Help for the Elderly received acquisition funds from the City of San Francisco, a financing loan from the MOHCD and the State of California in November 2023.

The **1234 Great Highway affordable housing project** is a housing development partnered with Tenderloin Neighborhood Development Corporation to build the much-needed 100% affordable housing for seniors at 1234 Great Highway in Outer Sunset of San Francisco. The development will provide approximately 200 housing units with premier active living amenities and onsite supportive services for future residents. An Adult Day Healthcare Center, to be operated by Self-Help for the Elderly, will provide recreational activities, nursing care, rehabilitative therapies, mental health counseling, and social services to frail and/or disabled adults and seniors, and those with Alzheimer's disease or other dementias. The project is expected to be completed in late 2028.



3. RESIDENTIAL CARE FACILITIES FOR THE ELDERLY

Located in the heart of San Francisco, **the Autumn Glow Alzheimer’s Care Home** is a cozy and intimate 15-bed facility designed to provide round-the-clock care and supervision to seniors coping with Alzheimer’s, Parkinson’s, or other Multi-Infarct Dementia diseases. Our comprehensive services encompass board and care, delectable meals, personalized assistance with daily activities, meticulous housekeeping, medication management, and physical activities suitable for each resident’s health condition. At Autumn Glow, our unwavering commitment is to ensure that our cherished residents lead fulfilling lives filled with happiness, dignity, and respect. With a dedicated focus on delivering exceptional 24-hour care and supervision, we aspire to create a safe and nurturing haven for frail seniors, where they can thrive in a warm and inviting environment.

4. HOME HEALTH PROGRAM

Home Health Care is intermittent care provided in the home by licensed healthcare professionals. Home Health services help individuals over 18, 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 re-hospitalization. These Medicare-certified services may include intermittent nursing, rehabilitative, therapeutic and assistive home care by healthcare professionals such as registered nurses, physical therapists, occupational therapists, speech therapists home health aides, and medical social workers. The services would be determined by the primary care physician.

Self-Help for the Elderly’s Home Health Program began in 1983 as a Medicare and Medi-Cal licensed and certified agency. The coverage area for home health services spans across the San Francisco Bay Area. Our Home Health program’s commitment to providing quality care is reflected in the long-term clinical experience and tenure of our clinical staff. In FY 2023-2024, Home Health staff made almost 2,508 home health visits to 132 patients residing in San Francisco and Northern San Mateo Counties. Home Health Program 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 to help patients minimize medical and transportation costs. While home health care is available for all ages that qualify, the majority of our patients were between the ages of 71 and 94.

5. HOSPICE PROGRAM

Self-Help for the Elderly’s Hospice Service was licensed and certified by Medicare through the California Department of Public Health in 1995 to provide services in San Francisco Bay Area. We provide culturally sensitive supportive care and education in the home by licensed homemaker 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 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. In addition, our services include spiritual counseling, bereavement support, and volunteer services.

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 services include:

1. **The Chinatown Neighborhood Access Point** provides job search assistance, career planning, job placement, and case management.
2. **Vocational skills training** in custodial, appliance repair training, home health aide, caregiver and healthcare career preparation.

3. **The Greater Chinatown Corridor Manager Program** provides integrated services to local businesses and promotes economic development in the Chinatown Commercial Corridor.

4. **Business services** include housekeeping, gardening, home health aide, commercial cleaning and bill pay services for PG&E, AT&T, Comcast, and Clipper Card.

5. **The Senior Community Service Employment Program** provides community service and work-based, paid job training for older workers in Alameda, Contra Costa, San Mateo, San Francisco and Santa Clara Counties.

6. **The Light Duty Community Service Program** provides job readiness training and work opportunities to welfare recipients who have some work limitations.

7. **The Bilingual Job Readiness Service Program** provides workplace job readiness training to limited English-speaking job seekers.

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

During the FY 2023-2024, ETED's initiative has continued to bolster small business support in both Chinatown and the Sunset District. This period has seen a strategic expansion of our services, with a particular emphasis on enhancing local businesses through community festival events. During the holiday season from October 2023 to February 2024, we launched a decoration project in the three main commercial corridors of the Sunset District, small businesses were encouraged to attract more customers by decorating their stores and beautifying the street with more holiday vibe. More than 100 small businesses in the Sunset District participated in the decoration project, we will continue the project as one of the traditions of the community.

On the workforce development front, ETED has been vigorously working to assist clients in advancing their career paths. Our team's efforts have led to the successful job placement of at least 90% of our clients, many of whom have progressed to higher-paying positions. This year, we continued to collaborate with other workforce CBOs to host a job fair that attracted more than six hundred job seekers and reflected the need from the workforce market. It became one of our priorities to provide support and put effort into the workforce development by optimizing our training and services.

7. NUTRITION & SENIOR CENTERS



The Department of Nutrition and Senior Centers aims to promote active and healthy aging for seniors at 14 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 centers continue to provide stable and suitable services to match the needs of the senior population. For FY 2023–2024, we served 511,684 meals in San Francisco, San Mateo, and Santa Clara Counties.

Our **congregate meals program** aims to promote better physical and mental health for seniors by providing nutritious meals and opportunities for social contact. For FY 2023–2024, all San Francisco Centers transitioned back to 100% dine-in meals. The Nutrition Department provided 258,299 congregate meals at all sites; 52,685 meals at our four **Choosing Healthy Appetizing Meal Plan Solution for Seniors (CHAMPSS)** partner restaurants; and 253,385 home-delivered meals for seniors and young adults with disabilities.

In April, we opened the first Santa Clara CHAMPSS site in San Jose called Di Lac. It is a vegetarian restaurant which has served the local community for over 20 years.

In June, we opened an additional center in the San Francisco Sunset district. **Chi Sing Community Center** is located next to the Muni bus line and is thus very accessible. In addition to meals and activities, our ETED and Social Services departments also have staff stationed there to assist the seniors.

The Home-Delivered Meals Service decreased capacity during FY 2023-2024 due to increased costs and changes in the contract. We changed our service from five hot daily meals per week to two hot and three frozen meals. We served between 733 and 918 meals (an average of 825 meals) to seniors

in San Francisco every weekday. We continued to serve San Mateo County residents with about 100 meals per day.

To promote healthy eating and an active living lifestyle, our **San Francisco Community Services Program and San Mateo Activities Program** resumed in-person classes/activities to encourage seniors to socialize more and continued some virtual classes/activities to assist homebound seniors remain mentally and physically healthy. For FY 2023–2024, 10,053 classes were hosted, totaling 16,152 hours. The classes/activities included dance, exercise, Tai Chi, health education, support groups, birthday parties, cultural events, and more.

In November 2023, the Nutrition Department collaborated with the Fund Development Department to host the **Annual Thanksgiving Luncheon**. The Nutrition Department served dine-in Thanksgiving meals at five centers: Lady Shaw Senior Center, Geen Mun Activity Center, Jackie Chan Activity Center, South Sunset Activity Center, and Geneva Community Center. A total of 1,180 meals were served at five of our locations. Meanwhile, in collaboration with the San Francisco Police Department, San Francisco Fire Department, and San Francisco Sheriff's Department, our delivery teams brought over 1,093 meals to homebound seniors.

Besides our Thanksgiving event, we also promoted our Nutrition Department through events such as the **Spring Banquet, Longevity Walkathon, Parade and Fair in San Francisco, and Autumn Moon Festival in San Mateo**.



8. SOCIAL SERVICES



The Social Services Department at Self-Help for the Elderly provides various social service programs to enable seniors to remain independent and live in their homes and communities by providing quality social services and support. In FY 2023-2024, we served over 54,000 customers, seniors, and adults with disabilities through multiple programs:

The Case Management Program funded by the Department of Disabilities and Aging Services (DAS) provides comprehensive assessments, care planning, service authorizations, and case monitoring to 280 clients. It also offers long-term and short-term casework crisis intervention services and long-term care management, which targets functionally impaired individuals who need assistance organizing and maintaining their care.

June 2024 marked a landmark achievement for the department with its selection as a provider for the state-funded **Multipurpose Senior Services Program (MSSP)**. This program, designed to support 308 frail seniors, aims to foster and maintain independence and dignity in community settings for frail older adults by preventing or delaying their placement in a nursing facility. The MSSP provides home and community-based services to eligible participants to enable them to remain safely in their homes.

The Community Living Fund provided short-term case management that assisted over 20 individuals at risk of institutionalization this year by connecting them to needed medical and psychosocial services supporting independent living. We act as caring representatives within an extended network of programs and services, helping our clients manage care and find secure living arrangements. For vulnerable aging adults and people with disabilities, we can be the guiding hand that ensures independent living and peace of mind.

The Community Care Coordination Program is an innovative collaboration with the healthcare sector. This project aims to support seriously ill patients by facilitating smoother hospital discharges and planning advance care. The initiative marked a significant step towards integrating social services with healthcare, ensuring patients receive comprehensive and continuous care during critical transitions. The program served over 72 patients' discharge care coordination, hosted 30 Advance Health Care Planning workshops and outreach activities, and reached 3,125 participants. In addition, the program helped 107 individuals to complete their Advance Health Care Directives in FY 2023-2024. Our collaborators included All American Medical Group, Astrana Health, and Dignity Health (Saint Francis and St. Mary's Hospitals).

The Aging and Disability Resource Centers (ADRCs) saw a significant expansion to District 11, becoming the most prominent provider citywide. The program provided translation assistance, information, hybrid workshops and education, community service referrals, serving 6,094 seniors and adults with disabilities in Districts 3, 4, 7 and 11. The ADRCs program provided more than 16,918 information and referrals, 29,597 assistance, and 2,636 follow-ups. ADRCs program has WeChat, WhatsApp, and Text accounts to connect over 2,000 seniors with resources.



The Naturalization Program offers ESL/citizenship classes throughout San Francisco and provides support services such as completing naturalization applications, making inquiries, and making legal service referrals. In FY 2023-2024, 1,147 clients received one-on-one assistance in the citizenship process, while 276 students benefited from the in-person and Zoom citizenship/ESL classes. In addition, 520 naturalization N400 applications were completed, and 436 Forms I-912 Fee waivers were achieved through the San Francisco Pathways to Citizenship Initiative.

Housing services supported 866 clients and provided 1,307 housing application assistance this

fiscal year. The program assisted 391 clients in setting up DAHLIA accounts to search for affordable housing. Over 259 clients attended monthly housing workshops over Zoom. The workshops covered housing application assistance, setting up DAHLIA accounts, housing resources, tenant rights, financial coaching and credit building, lease, annual recertification, hybrid workshops and education.

The Long-Term Housing Subsidy Program provided housing subsidies and case management to over 123 clients in FY 2023-2024. In partnership with community partners and property management, the program successfully helped clients improve their housing situation. It achieved a 100% stability rate for clients remaining housed after the 12-month exit from the program.

The Family Caregiver Support Services offered information, assistance, and support services to improve informal caregivers' physical and mental health, enabling them to maintain their caregiving role and reduce stress and depression. The program made 212 outreach contacts through three main public information activities, provided 903 information and assistance and 648 interpretation contacts, 115 assessments, 135 case management, 165 counseling, 140 training hours, and five assistive devices to assist caregivers, and monthly online support workshops.

The Short-Term Home Care for Older Adults served 327 seniors and 3,908 service hours for housekeeping, chores, and personal care services in FY 2023-2024. This program promoted older adults' ability to maintain the highest possible levels of function and dignity in the community. Seniors who have trouble in their homes with activities of daily living or after being discharged from a hospital or institution but do not qualify for In-Home Supportive Services will significantly benefit from this program.

Peer Ambassador promoted services funded by the DAS in Districts 1, 2, 4, and 11 through in-person and digital outreach on Zoom, Instagram, Facebook, and WeChat. The engagements reached over 3,491 seniors or adults with disabilities.



The Senior Escort Program provided escort services to seniors for activities to ensure their safety on the streets of San Francisco. Activities include, but are not limited to, doctor's appointments, dental appointments, banks, vaccination sites, pop-up testing sites, social activities such as senior centers, grocery shopping, etc. Besides, we offered education, field trips, and outreach activities to promote well-being. We served 875 seniors, with 7,191 visits and 10,133 service hours in FY 2023-2024.

SF Connected Program, funded by the DAS, provided training to 1,771 participants with 7,143 quality digital literacy training hours in multiple languages, including English, Chinese, Spanish, Russian, and Vietnamese. Classes were hosted online via Zoom and onsite at partnered community-based organizations, housing facilities, and San Francisco Public Library locations. In addition, 1,617 tech support services hours had been provided in FY 2023-2024.

Intergenerational Program is funded by San Francisco City and County's Department of Human Services Agency to provide intergenerational programming with 220 training hours for 99 older adults and adults with disabilities in San Francisco. The goal is to foster interactions and relationships that are mutually beneficial through regularly planned activities and joint engagement by bringing together older adults and adults with disabilities with a generation other than their own.

California Department of Aging funded **the CHAT and Digital Connection Projects** with 527 devices distributed to eligible recipients. The recipients then enrolled in the SF Connected training classes to enhance their digital literacy, learn to surf the Internet for reliable resources, and stay connected with their friends and family online.

Comcast funds **the Youth Leadership & Technology Program** for a 10-month course offered to young people in our community to develop the skills necessary to succeed and thrive in tomorrow's world. The program recruited 11 youths and provided 156 hours of instruction plus 56 hours of community service. It also offered knowledge and skills in technology literacy, critical thinking, problem-solving, global awareness, civic engagement, and life skills.

Local 2 is a project funded by the Local 2 Union (hotel workers) to provide services to their members during pre-qualification, application, and appeal for Elder Care Benefits from the union. Staff from the Social Services Department assisted with the consultation and design of the program in FY 2023-2024; the program conducted over 360 assessments and intakes, referring to services as needed.

Half Moon Bay Victim Services provided comprehensive case management to the six identified Chinese farm worker victims/survivors who were affected by the mass shooting. Services included assessment, case planning, care coordination and implementation. Case managers met with the victims/survivors and provided progress reports of each client to San Mateo County.

9. HEALTH INSURANCE COUNSELING & ADVOCACY PROGRAM (HICAP)



HICAP is the only source in the Counties of San Francisco and San Mateo that provides free, unbiased information and assistance to Medicare beneficiaries. Well-trained and state-registered volunteer HICAP counselors provided individualized counseling to Medicare beneficiaries of any age. They discussed Medicare benefits and enrollment periods; explained supplemental coverage plan options and beneficiary rights; provided information and application assistance on ways to save money on Medicare costs; reviewed and compared long-term care insurance policies; and screened for denials of coverage that may be appealed. HICAP served 2,334 clients during FY 2023-2024.

Among these clients, around 55% were limited English proficiency beneficiaries with incomes below 150% of the federal poverty level. We helped 369 clients achieve clear financial savings last fiscal year. The estimated dollars saved by the HICAP last fiscal year was almost \$3,400,000.

HICAP also provided free community education to the public about Medicare and related topics. HICAP constantly looks for new volunteer counselors to assist Medicare recipients with their benefits and

related health insurance issues as part of our program. Through one-on-one counseling and informal advocacy, HICAP volunteer counselors support the independence of people making choices that affect their health and financial well-being. If you are interested in assisting the HICAP, please visit hicap.org.

10. DIGITAL & TECHNOLOGY LEARNING PROGRAM



Self-Help for the Elderly proudly served the underserved communities as one of the long-term grantees under the Department of Disability and Aging Services-funded **SF Connected Program**, continuing our commitment to offering free digital literacy training to seniors and adults with disabilities. In FY 2023-2024, the program successfully met its goals, serving over 1,350 unduplicated clients and logging more than 4,000 hours of training in six languages: Mandarin, Cantonese, English, Russian, Spanish, and Vietnamese.

Through our comprehensive training, we empowered seniors and adults with disabilities by introducing them to new technologies, helping to bridge the digital equity gap. Our services included both group sessions and individualized, one-on-one technical support, designed to address and resolve various challenges that arise when one navigates an online environment using his/her personal smart devices.

Self-Help for the Elderly also participates in the **Digital Connection Program** funded by the California Department of Aging, we distributed a total of 400 Apple iPads, 50 of which were inherited and combined from the Parent's CHAT Program which was successfully piloted in the previous programming year. Each eligible senior received a device and participated in a series of digital literacy classes tailored to help

them access the new technology and navigate their practice in the online environment. Hybrid classes were offered in multiple languages to accommodate all participants. Additionally, we facilitated learner engagement sessions through additional one-on-one tutoring, on-demand topic workshops, and comprehensive Q&A discussions, demonstrating a supportive peer-learning environment that addresses and clarifies commonly asked tech related issues.

Collaboratively, our SF Connected team actively contributed to TECH WEEK 2024 hosted by the San Francisco Public Library. During this event, Self-Help for the Elderly conducted four classes at the Lady Shaw Senior Center, covering tech trending topics such as AI image generation (online), cybersecurity and online scams, online banking: manage your bank card, and provided individual tech support sessions. These courses attracted over 135 seniors with up-to-date technical knowledge, significantly enhancing their ability to understand and detect cyber and telecommunication fraud. Additionally, we held 40 Zoom sessions from April to June 2023, introducing seniors to a variety of essential technology topics with funding from Comcast's Internet Essentials Program.

We cannot say thank you enough for the tremendous support from our colleagues and upper management to accomplish the program's goals and wrap up another fruitful year with impressive outcomes. We understand that it's the teamwork that makes the dream work and everyone in the agency plays a key part to be credited in our program's success. The collective efforts of our dedicated staff, volunteers, and leadership have been integral to the success of these programs, allowing us to continue enriching our community with vital digital literacy skills.

SERVICE LOCATIONS OF SELF-HELP FOR THE ELDERLY

ADULT DAY SERVICES

415-677-7556

408 22nd Avenue
San Francisco, CA 94121

AFFORDABLE HOUSING FOR SENIORS

• Lady Shaw Senior Housing

415-677-7572

1483 Mason Street
San Francisco, CA 94133

• Lincoln Court Senior Apt.

510-336-1952

2400 MacArthur Boulevard
Oakland, CA 94602

AFFORDABLE HOUSING WORKSHOP

415-677-7666

CALMONEYSMART PROGRAM

415-677-7666

COMMUNITY & SENIOR CENTERS

South Bay

/408-873-1883

550 East Remington Drive
Sunnyvale, CA 94087

Woolf House

/415-981-2166

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

Geneva

/415-347-7194

5050 Mission St., Suite C
San Francisco, CA 94112

South Sunset

/415-566-2845

2601 40th Avenue
San Francisco, CA 94116

Chi Sing

/415-369-2210

3133 Taraval Street
San Francisco, CA 94116

Jackie Chan

/415-677-7571

5757 Geary Boulevard
San Francisco, CA 94121

West Portal 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

/650-342-0822

50 E. 5th Avenue
San Mateo, CA 94401

Millbrae Senior Lunch Program

/415-770-3739

to leave a message
450 Poplar Avenue
Millbrae, CA 94030

CHINATOWN NEIGHBORHOOD JOB CENTER (CNJC)

415-677-7500

601 Jackson Street, G/F
San Francisco, CA 94133

Richmond Neighborhood

415-290-0103

5757 Geary Boulevard
San Francisco, CA 94121

Sunset Neighborhood

415-279-0995

3133 Taraval Street
San Francisco, CA 94116

Senior Community Service Employment Program (SCSEP)

415-624-9530

- 825 Kearny Street
San Francisco, CA 94108
- 4071 Port Chicago Hwy, #250
Concord, CA 94520
- 330 25th Street
Richmond, CA 94804
- 2400 MacArthur Blvd., #103
Oakland, CA 94602

DIGITAL & TECHNOLOGY LEARNING PROGRAM

T: 415-781-9919

T: 415-677-7648

e: sfconnected
@selfhelpelderly.org

ETED BUSINESS SERVICES

415-677-7618

825 Kearny Street
San Francisco, CA 94108

HEALTH INSURANCE COUNSELING & ADVOCACY PROGRAM (HICAP)

San Francisco HICAP

415-677-7520

601 Jackson Street, 2/F
San Francisco, CA 94133

San Mateo HICAP

650-627-9350

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

HOME HEALTH & HOSPICE CARE

t: 415-677-7628

f: 415-398-5903

e: hchservices
@selfhelpelderly.org

RESIDENTIAL CARE FACILITIES FOR THE ELDERLY

415-934-1622

Autumn Glow Alzheimer's Care Home

654 Grove Street
San Francisco, CA 94102

SOCIAL SERVICES

t: 415-677-7585

f: 415-391-3760

**829 Kearny Street
San Francisco, CA 94108**

Programs include:

- Aging & Disability Resource Centers (ADRCs)
- Information & Assistance (I&A)
- Housing Services

**827 Pacific Street, Basement
San Francisco, CA 94133**

Programs include:

- Case Management

- Multipurpose Senior Services Program
- Community Care Coordination Project

**601 Jackson Street, Basement
San Francisco, CA 94133**

Programs include:

- Community Living Fund
- Family Caregiver Support
- Senior Escort Services

**Case Management
t: 415-369-2218**

**Community Care
Coordination Project
t: 415-533-6440**

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

e: seniorescort
@selfhelpelderly.org

**Housing Services/
Long-Term Housing
Subsidies
t: 415-533-6899**

**Multipurpose Senior
Services Program (MSSP)
t: 415-369-2218
f: 415-658-7289**

e: mssp@selfhelpelderly.org

**Naturalization Services
(Citizenship, Civics &
ESL Classes)
t: 415-677-7696**

e: citizenship
@selfhelpelderly.org

601 Jackson Street, 2/F
San Francisco, CA 94133

**Short-Term Home Care
for Older Adult
t: 415-677-7645**

Geen Mun/415-438-9804

777 Stockton Street
San Francisco, CA 94108

West Portal /415-741-8877

131 Lenox Way
San Francisco, CA 94127

Geneva /415-734-1973
5050 Mission Street, Suite C
San Francisco, CA 94111

Chi Sing /415-533-6859

3133 Taraval Street
San Francisco, CA 94116

Lincoln Court /510-336-0144

2400 MacArthur Boulevard
Oakland, CA 94602

THANKS TO OUR 2023/2024 FUNDERS

- 2nd Harvest Food Bank
- All American Medical Group
- American Heart Association
- API Council
- Asian Health Services
- Asian Pacific Fund
- AT&T California
- California Department of Aging
- California Department of Education
- California Public Utilities Commission
- Caltrans
- Cathay Bank Foundation
- City of Sunnyvale
- Comcast Corporation
- County of Santa Clara, Social Services Agency
- CTBC Bank Corp.
- Dignity Health
- Direct Relief
- Family Caregiver Alliance
- GBC International Bank
- Good Hope Seeders
- The Health Trust
- Independent Living Resource Center San Francisco
- Institute of Aging
- James Irvine Foundation
- Joseph L. Barbonchielli Foundation
- Kaiser Permanente
- Lillian Lincoln Foundation
- Local 2 Child & Elder Care Plan
- Marin Community Foundation
- Matthew Kelly Family Foundation
- Makena Foundation
- Metta Fund
- McNabb Foundation
- National Asian Pacific Center of Aging
- Office of Civic Engagement and Immigrant Affairs
- Pacific Gas and Electric Company
- Paisley Family Fund
- Ray and Dagmar Dolby Family Fund
- Robert Joseph Louie Memorial Fund
- Rose Pak Community Fund
- San Francisco Culinary / Bartenders & Services / Welfare Fund
- San Francisco Department of Disability and Aging Services
- San Francisco Foundation
- San Francisco Health Advocates
- San Francisco Human Services Agency
- San Francisco Mayor's Office Of Housing and Community Development
- San Francisco Office of Economic and Workforce Development
- San Francisco Paratransit
- San Mateo County District Attorney's Office
- San Mateo County Department of Aging and Adult Services
- Santa Clara County Department of Human Relations
- SCAN Health Plan
- SF Marin Food Bank
- Silicon Valley Community Foundation
- STUPSKI Foundation
- Sunset Heights Association of Responsible People
- Sutter Health
- The Abe and Kathryn Selsky Foundation, Inc.
- Thriving in Place
- U.S. Department of Housing and Urban Development

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.

SAN FRANCISCO

(415) 677-7600

(415) 677-7500

SAN MATEO

(650) 342-0822

SOUTH BAY

(408) 733-1883

ALAMEDA & CONTRA COSTA

(510) 336-0144

VISIT OUR WEBSITE

www.selfhelpelderly.org

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