

Community Living Campaign

sfcommunityliving.org



Community Living Campaign's Bayview Home Delivered Grocery team packs bags at Meals on Wheels San Francisco. Throughout the pandemic organizations worked together to keep neighbors nourished and connected. PHOTO: Courtesy of CLC

“Neighbors helping each other is at the heart of all we do.”

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The Community Living Campaign (CLC) “cultivates connections to help seniors and people with disabilities age and thrive at home.” Although CLC rents an administrative office on the edge of the Mission and offers some computer training classes there, most of its programs are delivered in rented neighborhood spaces. When the pandemic shuttered these spaces, CLC pivoted to offering programs online and outdoors.

(continued)

THE PANDEMIC PIVOT

Most of CLC's staff are older adults and/or people with disabilities themselves, making the agency's first concern keeping staff safe, supported and employed in new and sometimes challenging ways. CLC used its website, monthly newsletter, email and phone calls to participants to provide resources about testing and access to vaccines. Dr. Anna Chodos, a geriatrician at the University of California San Francisco (UCSF), offered weekly Zoom updates on COVID and an opportunity for staff and participants to ask questions.

CLC also worked with its partners to create safe, work-from-home opportunities for the ReServists* placed at other nonprofits. Where the partners didn't have these options, CLC developed its own job opportunities for the ReServists so they were not laid off. The Agency also engaged three Encore Fellows** to help with its diversity and planning work. Their leadership, matched by the commitment of the Board and staff, continues to support CLC's commitment to Diversity, Equity, Inclusion and Belonging.

THE DIGITAL DIVIDE

With facilities closed, CLC's computer trainers made wellness calls to assess their students' interest and ability to continue online training. From April 1, 2020, to November 1, 2021, CLC provided around 10,000 hours of computer and technology training: 50 percent in Chinese, 34 percent

in English, and nine percent in Spanish.

"Every day, we teach four tech classes — two in the morning and two in the afternoon — with 30-40 people per class, and every week we add at least two new students," said Wanda Liu, CLC's lead Chinese-language computer trainer.

After some weeks of classes, Liu's students decided to use their new-found skills to organize a virtual Chinese New Year's Celebration filmed from

Liu's students were also part of two virtual celebrations in 2021: a May celebration honoring Mother and Father's Day, and the Autumn Moon Festival in September. Each virtual celebration drew between 120 and 150 people on Zoom.

ISOLATION AS A SOCIAL DETERMINANT OF HEALTH

All CLC programs address isolation: the tech classes help isolated seniors connect with family members, manage

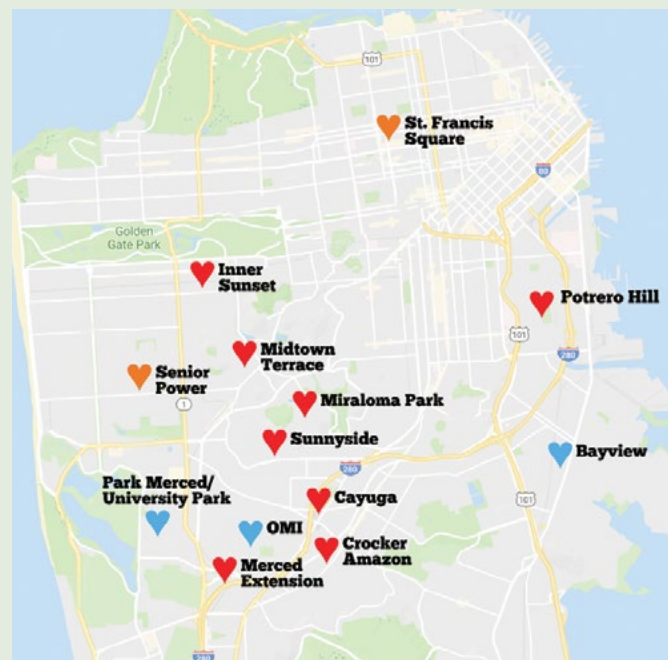
grams strengthen the voices of seniors and people with disabilities.

Pre-pandemic, the Community Connectors Program served 405 seniors and people with disabilities. By the end of the first month of the pandemic, the Connectors created a calendar with 110 hours of diverse virtual activities with classes on exercise, nutrition, writing, art, drama, music, local history, cooking, Medicare, and how to use Zoom and other tech topics. Other programs presented on Zoom specialized in social activities, wellness, and cultural awareness.

But Zoom did not meet everyone's needs, so Connectors organized walking and other outdoor programs, while Connectors and volunteers doubled the number of pre-pandemic check-in and wellness calls, delivered plants and greeting cards to senior shut-ins, initiated walking programs, recommended seniors for free tablets and hotspots, as well as providing information about pantries, transportation, and COVID tests and vaccines.

FOOD SECURITY

The food delivery program continued its weekly deliveries of fresh food and staples to over 225 older adults and people with disabilities. When the space in which they bagged food was designated a childcare center for first responders, staff in the OMI moved the packing function to the parking lot at Catholic Charities. In Bayview, they bagged groceries in numerous outdoor sites until Meals on Wheels provided a safe, indoor packing site. "We were always out there," declared Deb Glen,



Community Living Campaign's Neighborhood Networks

- ♥ Food Networks
- ♥ Community Connector Networks
- ♥ Other Neighborhood Networks

their homes. After the performance, they asked CLC for a Cantonese singing class.

When the sign-up exceeded all expectations, the Agency added two weekly Cantonese singing classes, each serving an average of about 50 students.

their health, learn new skills, and connect to government resources; the food programs deliver neighborly connections along with healthy food; the Community Connectors programs build supportive relationships to enable aging at home; the advocacy pro-

* CLC coordinates the SF ReServe Program which places older adults and people with disabilities with paid part-time work at local nonprofit organizations and other community-based organizations.

** Encore Fellows matches seasoned professionals with social sector organizations in paid positions.



the program manager. “Every week, come rain or shine, we were out there packing food and delivering information about COVID and community resources.”

REFRAMING AGING

CLC offers numerous opportunities for speaking out against the myth that competence lessens with age and disability, including creating SFSeniorBeat.com, whose online website and blog fights ageism through storytelling.

AGENCY OPERATIONS

Prior to the pandemic, CLC committed to converting most staff from independent contractor to employee status. With assistance from the Payroll Protection Program loan (since converted to a grant), virtually all staff now enjoy employee status and increased benefits, including paid vacation, sick leave, and other benefits. Stable city contracts allowed CLC to hire a Director of Operations and other part-time staff to support a growing and more complex organization.

MEET EMERGING NEEDS: PUBLIC TRANSPORTATION

When the pandemic limited public transportation, CLC partnered with the San Francisco Municipal Transit Agency (SFMTA) on their Essential Trip Card (ETC), a low-cost taxi service for seniors and people with disabilities: for \$12, residents receive \$60 of taxi credit. For the past year, CLC promoted this program to its participants and also partnered with SFMTA/Paratransit to pay the \$12 fee — thus making ETC free for its members. Since



the program began, CLC has awarded 353 subsidies and 269 Lyft vouchers for a total value of \$45,000 to riders.

Sixty-seven-year-old Dina used to ride Muni (public transportation): “I can attest that it is not always comfortable or safe with people not wearing masks and no social distancing. I am grateful for CLC’s support of the Essential Trip Card so I can get safely around the City.”

Community Living Campaign is also part of the Restore Muni coalition, which is advocating for Muni service to return to pre-pandemic coverage and frequencies.

MOVING FORWARD

Like other agencies, CLC will provide hybrid services as long as requested by the community.





We're All in This Together

We have friends for you to meet (safely!), good neighbors to celebrate, new things to learn, and useful information to keep you secure and healthy.

FREE Virtual Activities by Phone, Tablet, or Computer

Be Creative. Share Stories. Keep Learning. Stay Connected. Stay Active. Stay Healthy.



Transportation Resources & Support

Do you need help figuring out how to get around in San Francisco with all the changes from the pandemic? We have resources to help you figure out which options will work best for you.

Contact us at info@sfcommunityliving.org or call 415-638-9188.

San Francisco senior or adult with a disability who needs help using a smartphone (or could you get it)? We offer assistance on a first-come, first-served basis.

The City's new Essential Trip Card provides taxi rides at an affordable rate for seniors aged 65+ or living with a disability. Call 311 during business hours. Taxis are one of the safest ways to travel because they are outdoors, from the City and must follow strict cleaning protocols.

Free Open House: August 20, 2:30-4:00. Learn the latest about all your transportation options including Muni, Paratransit, BART, driving, taxis and Lyft/Uber, and our local walks! Register by phone at 415-821-1003, extension 118 or by email at <https://us02web.zoom.us/j/88306105509>.

Subscribe to our Postal Mail or Email?

Receive this monthly activity calendar by email. Please provide your Name, Email Address, and Zip Code to info@sfcommunityliving.org.



To keep participants connected, Community Living Campaign delivered thousands of activity calendars, resource guides, and activity packets. CLC encouraged neighbors to support each other and share small gifts, plants, and cards with each other as part of Good Neighbors Summer activities. PHOTO: Courtesy of CLC