SteppingStone began 2020 with strong operations, expert staff and years of experience serving frail elders and adults with disabilities. The agency would need all its strength as the COVID-19 pandemic arrived in San Francisco, forcing the closure of our Centers and clients to shelter in their homes. Within days of the shelter-in-place order, SteppingStone met the challenge to continue delivering critical healthcare services to our participants by opening a call center with staff scrambling to develop a unique model of care. At the time, SteppingStone’s services were not funded because reimbursement from Medi-Cal depended on attendance at our centers. Operating on reserves and emergency funding from generous private donors and foundations, our team of skilled clinicians forged ahead creating the Centers Without Walls model - providing wellness calls, COVID-19 screening, care coordination, referrals and vigorous patient advocacy. Immediately, we were making deliveries of food, medicines, masks and other essential supplies to clients.

SteppingStone joined other adult day health care centers and the California Association of Adult Day Services to formalize the Center Without Walls model. The new care model was ultimately approved by the state as COVID-19 Temporary Alternative Services and funding resumed from Medi-Cal approved managed care insurance. In mid-May, Governor Newsom proposed to eliminate funding for adult day health care in California due to budget shortfalls caused by the pandemic. SteppingStone coordinated a response with our health care colleagues and local government representatives to ensure that these cuts were defeated and funding for ADHC remained in the state budget.

As we met these seemingly insurmountable challenges, we’ve been able to build upon the telehealth model of Temporary Alternative Services. We have expanded participant engagement with enhanced doorstep visits to include personal assessments and physical therapies, as well as delivering food, medicines and supplies. We are offering garden exercise activities at our centers’ outdoor gardens where participants can safely physical distance. We have begun virtual programming via ZOOM and Skype to provide physical therapy, exercise classes, support and socialization groups, and one-to-one assessment and healthcare. Our goal with these activities is to help our participants maintain their health so they can continue to live at home and stay engaged in their communities.

It has been a difficult year for the frail elders and adults with disabilities we serve. Our clients are threatened by the coronavirus, their care programs have been disrupted, and they are isolated in their homes. As the months pass this isolation can lead to profound loneliness and depression, dangerous illnesses for seniors. To address this, SteppingStone is seizing every opportunity to create personal contacts and working to help clients connect to online support through our virtual programming.

These are tumultuous times for SteppingStone, San Francisco, and the country. I am proud of SteppingStone’s extraordinary staff who persist in providing exceptional care for our clients, not missing a single day, even as a pandemic raged and everyone was at risk. I am proud the agency was able to lend its expertise and to the creation of this new model of care and the fight to keep it funded. I am grateful to our supporters, whose help over the years prepared us for this crisis and when it struck offered additional support.

To our clients and their loved ones, I want you to know that we expect to reopen our Centers at some point next year. Until then, we will do everything we can to help all our program participants maintain their health. I eagerly await the day I can welcome you all back to our Centers.
Elaine Dong, Physical Therapist (PT) at Golden Gate Center evaluating a client during a doorstep visit for a new cane. PTs help clients use equipment, recommend changes and can get some items paid for by the participant’s insurance.

Linda Lam, RN, the nurse for Mission Creek Center. SteppingStone nurses monitor the health of each Center’s participants, overseeing care and advocating for clients with other health providers.

Mabini Center participant Jindie Lin, protesting proposed budget cuts. Her sign reads in English: Save Adult Day Health Care.

Food bags being assembled by Golden Gate Center Program Aides Mei Hua Xie and Feng Chan Jian. Each bag is personalized, based on the needs of the participant with food assembled under the direction of a nurse.

Deirdre O’Bryan, Physical Therapist at Mission Creek Center teaching a class via ZOOM. It is essential that SteppingStone clients continue therapy even while isolating in their homes. To assist them all SteppingStone Centers are offering classes via ZOOM every week.

Jamie Lew, Presentation Center’s Occupational Therapist leads courtyard therapy class that is simultaneously being made available on ZOOM.

Jamie Lew, Occupational Therapist with Presentation Center, working with a participant during a doorstep visit.

www.steppingstonehealth.org
SteppingStone 2020:
Providing Care for Program Participants During the COVID-19 Pandemic

Sara Choi, Social Worker for Golden Gate Center reviewing clients’ letters. SteppingStone social workers tirelessly advocate for clients making sure their needs are met. Some participants seek their help understanding mail and other important communications.

Roy Yang, Activities Coordinator, and Feng Chan Jian, Program Aide, delivering food and other supplies to participants at the Golden Gate Center. All Centers are making deliveries to clients that request it once a week.

Karen Ande, Physical Therapist at Presentation Center, providing Theraband instruction during a doorstep visit. Doorstep visits happen outside a client’s home to maintain safe social distancing, but allow evaluation and instruction by clinicians.

Mei Chen, Mabini Center Activity Coordinator delivering supplies to client.

Presentation Center ZOOM exercise class led by Janet Gee. Janet, in the lower left corner, taught Body Dynamics at the Centers, a very popular exercise class.
THANK YOU TO OUR SUPPORTERS

Institutional Grants and Contracts
Chinese Community Health Care Association
The Wonderful Company Foundation
Asian Pacific Fund
California Department of Health Care Services
Carl Gellert and Celia Berta Gellert Foundation
Joseph and Vera Long Foundation
Metta Fund
Ray and Dagmar Dolby Fund
SF Department of Aging and Adult Services
St. Ignatius Church
The Morrison & Foerster Foundation
Thoresen Foundation
University Mound Ladies Home
Venable Foundation
Well Fargo

Individuals and Others
Teresite Alejandro
Delores and Adelaida Alejo
Anonymous
Juliet Bergh
Elizabeth Boardman
Natalie Bosser
Alfred Bumpass
Corazon Burton
Julie Byun
Bing Jun Cai
Juanita Cancel
Bruce and Lillian Carp
Edythe Chan
Winnie Chan
Tew M. Chang
Michael Chen
Emmanuel and Rebecca Chiu
Chit Lee Chong
Barbara Coleman
Mariano Consul
Adele K. Corvin
Christopher Cowen
Christina Decker
Vicky Deng
Dino Di Donato
Jane Drake
Nancy Drew
Lycona Francisco
Ramona Fung
Segundina Galedo
Dañ and Cindy Gallagher
Franklin García
Nicola and Michael
Gillespie
Jose Guijang
Hadley Dale Hall
June Horng
Young Hee Hong
Amy Hsing
Andrew Huang
Gui Yue Huang
Karen Hui and Paul Sheng
Naomi Huilme
Melanie Huxter
Dale Ikeda and Sue Yung
Li
Oscar Jackson
Marie Anne Jobling
Gay Kaplan
Umesh Kaushal
Roxanne Kellam and
Leslie Brandt
Jae Young Kim
Richard Kerr
Robert Kopinski
Laura Kuach
Julie Kwong
Susan Ladd
Sharon Lai
Sun Lam
Walker Laughlin
Carlene Laughlin
Therese Lay
Tuye Kim Lee
Guo Qin Lei
Janet R. Leung
Charlotte Levin
Fung Wu Leung
Kelly and Jon Levine
Die Li
Dun Yin Liu
May Liu
Hui Gong Liu
Jaysen Long
Maria, Paul and Philip Louie
Arthur Louie
Connie Love-Miles
Marty Low
Wai Har Lee Maa
Elisa and Philip Madera
Susan Maerki
Siu Woon Mar
Jennifer Marks
Dirk McManus
Virginia Mejorado
Eve Meyer
Ina and Mark Monahan
Kate Mulholland
Katherine and Hung Nguyen
Deirdre O’Bryon
Miranda Pan and George Liu
Katherine Pang
Yeon Soon Park
Hasmukh and Savitaben Patel
Paula Piper
Mary Poon
Robert Quon and Mark Oliver
Irene Riley
Harold and Nobuko Sakoda
Robert Salmeron
Dona and Keith Schaitkin
Ralph and Loraine Scriba
Betty Shon
Rachel Shu, MD
SMITHGROUP
Miulam and Kwan So
David Sohn, JD
Moli Steinert
Fred and Helen Sun
George and Barbara Symp
Simon Tam
Therapy Stores
Roy Thompson
Stephanie and Judith, ITF
Stanley Ticke
Jason Ting
Douglas Tinloy
Loraine P. Tinloy-Low
Warren Tom
Arlene Tran
Linda Tribbia
Kevin Truong
Quinn Tseng
Neil and Jenny Tseng
Paul and Comfort Ukaogwu
Allan (Irene) and Jian Wang
Daisy Wang
Feng Ying Wang
Maelin Wang & Chau-Chun
Chien, M.D.
Yu Tam Wang
Linden Wirshby
Barry J. White
Emma Tao White
Rachel White
Terry White, MD,
Leslie Wick
Alonso and Janina Lim Wong
Jenny Wong
Oliver Wu
Molly Wu
Thomas and Antonia Wu
Michael Xavier
Collin C. Yang-Wong
Jane Yang
Joyce Ashizawa-Yee
Bettina Yip & Benjamin Lee
Philip and Louise Yoh
Jeffrey and Elizabeth Yu
Yanlong Zhu

www.steppingstonehealth.org