



# 2021 Impact Report



**on LOK**<sup>®</sup>  
where seniors embrace life

**50** years

# On Lok: 50 years supporting seniors to embrace life

## In 2021, On Lok celebrated our 50th anniversary

serving San Francisco Bay Area seniors. On Lok is best known for creating PACE (Program of All-Inclusive Care for the Elderly), a full-service healthcare program that covers all Medicare and Medi-Cal services. Today, PACE serves 60,000+ seniors nationally and is recognized as the gold standard for affordable care that empowers older adults to remain living at home as long as possible.



*Photo: San Francisco proclaimed On Lok Day to celebrate our 50th anniversary.*

**95%**

**of PACE  
participants  
live in the  
community**

**97.5%**

**of family  
caregivers would  
recommend PACE**

# On Lok PACE: Empowering seniors to age at home

Since the onset of the pandemic, On Lok PACE has continued to provide full-service healthcare and a wide range of services, at home and at our centers, including medical care, home care, social activities, and transportation.

In 2021, On Lok PACE served **1,908 San Francisco Bay Area seniors**, providing a full range of services:



**TRANSPORTATION**  
**796,216 miles**

driven to transport participants and to deliver food, medicine, and essential supplies



**MEDICAL APPOINTMENTS**  
**48,843**



**MEALS**  
**471,570**



**HOME CARE SERVICES**  
**334,791 hours**



*"Ms. Chan joined On Lok PACE at the age of 99. At 108, Ms. Chan is still greeting me with a big smile whenever I visit her. She enjoys participating in our holiday celebrations."*

**– Sing Quan,**  
On Lok PACE Social Worker

# On Lok 30th Street Senior Center: Connecting older adults to life-affirming programs and their community

**Throughout the pandemic,** On Lok 30th Street Senior Center supported the health and wellbeing of its community with over 50 activities for health promotion and social engagement, classes for lifelong learning, take-out and home-delivered meals, and bilingual social services.

- **Activities:** 1,004 seniors participated
- **Virtual classes:** 1,633 hours in English, Spanish, and Chinese
- **On Lok Mission Nutrition:** 267,117 home-delivered and takeout meals served
- **Ageing & Disability Resource Center:** 707 clients

In their report on COVID-19 response, San Francisco's Coalition of Agencies Serving the Elderly and the San Francisco Department of Disability and Aging Services profiled the senior center as one of eight organizations "whose extraordinary efforts provided service, support, and community to San Francisco's very vulnerable population of older adults and adults with disabilities."

*"Having all these wonderful programs that we can enjoy and participate in, seeing our friends, it makes a great big deal of difference. After the pandemic, we are still supported with many Zoom classes. I am so happy On Lok is around to help us all."*

**– Olinda,**  
On Lok 30th Street Senior Center  
volunteer and participant



SAN FRANCISCO HUMAN SERVICES AGENCY  
**Department of Disability  
and Aging Services**

*These programs serving the community are partially funded by the City of San Francisco's Department of Disability and Aging Services.*

# New programs fill unmet needs

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**Despite the challenges** of the pandemic, we delivered on our promise to launch new programs, fulfilling our strategic goal to serve more people in need.



## Openhouse + On Lok Community Day Services

Openhouse + On Lok Community Day Services (Community Day) brings care services and social engagement opportunities to LGBTQ+ seniors, in an environment where they can feel safe, valued, and affirmed. Community Day is the first adult day program of its kind in the nation, designed with and for the LGBTQ+ community.

## Aging Mastery Program

The Aging Mastery Program (AMP), created by the National Council on Aging, is a 10-week course that helps older adults learn real skills to take charge of their aging journey. More than 180 seniors across the San Francisco Bay Area have graduated from AMP and its popularity has inspired us to develop a version of the program in Spanish.

## On Lok Connected Care

On Lok Connected Care (OLCC) is a new model of engagement and prevention to support and respond to the needs of the whole person as they age. With the compassionate support of their coach, seniors living with a chronic condition or at risk for a health emergency are empowered to achieve their health goals and improve their quality of life.

## Virtual programs

The pandemic boosted our technology innovation, starting with telehealth. By embracing virtual activities, robotics, telemedicine and other digital platforms, we can meet growing needs with quality programming that enhances our participants' experience.

# Advocacy for healthier and more equitable aging

**On Lok has consistently advocated** for the most vulnerable in the community by being a key protector and champion of the PACE healthcare model.

With our partners, we have also created a committed coalition to raise awareness of the problems facing older adults—from affordable healthcare to economic security—and fight for solutions. The biennial Senior Health Policy Forum brings together providers, advocates, policymakers, and stakeholders to inform policy and help create a better aging environment for all.



## SENIOR HEALTH POLICY FORUM

**7** Forums **1,600** Attendees

**38** Planning Committee Members **178** Speakers

**51** Sponsors **60** Sessions