



# The San Francisco IHSS Public Authority 2009 Annual Report

## Letter from the Director

In 2010, the Public Authority will celebrate its 15th anniversary. We were created by the San Francisco Board of Supervisors in May 1995 to, in the words of our mission statement, “provide and promote a service delivery model of consumer-directed in-home support that maximizes the potential of older adults and people with disabilities to live independently and participate in their communities.”

Over the past few years, as the IHSS program and public authorities across California have come under increased attack from Sacramento, that mission has become decidedly more difficult to fulfill. In 2009, the Governor sought once again to slash state support for provider wages and cut services to tens of thousands of consumers while altogether eliminating others from IHSS rolls. These budget cutting measures have been stopped by the courts, but the state is appealing those decisions. He also cut state funding to public authorities themselves, which is also being challenged in federal court.

In addition, under the guise of reducing fraud, the Governor proposed adding onerous requirements, such as fingerprinting consumers and criminal background checks for providers, which the latter must pay for out of their own pockets. Consumer choice is now threatened since the Governor is seeking to make any provider with a felony conviction ineligible for IHSS work. Under this scenario, even many family members could not be paid as IHSS workers. These new measures have also created a tremendous amount of work for our staff, who have been working with the County to put a process in place that would successfully carry out these requirements and meet legal obligations as well.

In the meantime, the demand for IHSS services continues to grow. In 2009, over 21,200 low-income San Franciscans were served by IHSS, and the program provided jobs for over 23,400 home care workers over the course of the year. According to a recent California Health and Human Services (CHHS) report, the state “has more persons age 65 and older than other states. ...By 2010 the number of Californians age 65 and older will increase to 4.4 million or 14.7%, and will increase to 8.3 million or 17.8% of all Californians in 2030.” Assuredly, the need for IHSS and other home and community-based services, especially for low-income individuals, will only be greater in the coming years.

Despite the challenges presented by the above and other new mandates that we don't have space to mention here, Public Authority staff managed to provide the same high level of service and hold operations level in 2009. For instance, more hospitals and other facilities became aware of the excellent responsiveness of our On-Call Program and used that service to help consumers transition back to their homes—even though funding of this program did not allow for expansion—and of course, our Central Registry continued to run at full tilt.

In addition, the Public Authority is partnering with the Department of Public Health's Targeted Case Management Program in Laguna Honda Hospital's Early Discharge Project. As part of this project, Laguna Honda residents choose a provider from our Registry, who then gets trained prior to the consumer's actual move to independent housing and community living. By this *(Continued on page 7)*

# What We Do... We Do For You!

## The San Francisco IHSS Public Authority provides six major services:

- ◆ We operate a **Central Registry** that matches independent providers (IP's) of home and personal care services looking for work with IHSS consumers who need to hire someone to assist them.
- ◆ Through our **On-Call Program**, we provide immediate assistance to consumers in urgent need of personal care when they suddenly need a worker but haven't yet hired one, their regular provider is not available, or when they're discharged from the hospital or some other facility without anyone scheduled to help them make the transition back to their own residence.
- ◆ We are the **"employer of record"** for the IP workforce and have a union contract with SEIU-UHW. This means that we are formally appointed to negotiate wages and benefits with the union that represents our IP's.
- ◆ We offer benefits to **over 23,400 IP's** during the year through our health and dental plans. Currently, **10,415 IP's** are enrolled in our health plan and **8,304** in our dental; **7,185** are enrolled in both health and dental. Our Benefits Coordinator handles on average over 1,000 calls and requests a month relating to Coverage, Eligibility Status, Enrollment, Insurance Cards, Termination Service, Reinstatement and other services for IP health and dental benefits.
- ◆ We **educate** the community and various policymakers (e.g., Board of Supervisors, state legislators) about IHSS and consumer-directed services and **advocate** for consumers, their workers and related causes.
- ◆ Through our **Consumer Peer Mentor Program**, people who are living successfully with their disabilities share their experience with and mentor others with disabilities who seek support in their adjustment to independent living in the community. The program focuses on three major groups: people with disabilities living in institutional settings who are transitioning to community settings; the newly disabled who are adjusting to living with a disability; and consumers who are having difficulty with specific issues, such as managing assistance in their homes, transportation/paratransit, housing and self-advocacy.

## Outreach & Education:

- ◆ **Worker trainings.** In March 2004, the Public Authority formally launched its Worker Training Program. We also develop as needed continuing education workshops on topics of interest to our workers. Recently, the Public Authority has worked with the IHSS Consortium to plan and move toward starting a Training Academy for Personal Care Assistants (TAPCA) in 2010.
- ◆ **Meetings with policymakers.** The Public Authority staff and board meet with federal, state and local policymakers and legislators, including the Board of Supervisors, state assemblymembers and senators and representatives from Speaker Pelosi's office, on a regular basis to update them on the agency's work as well as advocate for funding and various reforms and improvements.
- ◆ **Media outreach.** As part of our campaign to familiarize the public with the work of public authorities and their importance, we try to educate through the media. For example, our Executive Director successfully placed an OpEd piece, "Retain services that keep elders and disabled in their homes," in the *SF Chronicle*. KQED also aired a piece on IHSS, and New American Media and the *California Progress Report* have featured articles about IHSS and the Public Authority.

*The mission of San Francisco's IHSS Public Authority is to provide and promote a service delivery model of consumer-directed in-home support that maximizes the potential of older adults and people with disabilities to live independently and participate in their communities.*

## Governing Body

The Public Authority Governing Body determines policy and makes legally binding decisions on the Authority's behalf. Its members are both older (55+) and younger consumers, public agency representatives, a worker representative and a union representative. Board members during 2009:

<b>Mike Boyd</b>	Older Consumer	
<b>Sharon Brunn</b>	Older Consumer	<b>Treasurer</b>
<b>Rosie Byers</b>	Union Representative	
<b>Luis Calderon</b>	Younger Consumer	
<b>Kelly Dearman</b>	DHS Commissioner	
<b>Jim Illig</b>	DPH Commissioner	<b>Vice President</b>
<b>Tatiana Kostanian</b>	MDC Representative	
<b>Elva Moran</b>	Worker Representative	
<b>Ethel Richardson</b>	Older Consumer	
<b>Gustavo Serriñá</b>	DAAS Commissioner	
<b>Patricia Webb</b>	Younger Consumer	<b>Secretary</b>
<b>Alice Wong</b>	Younger Consumer	<b>President</b>

*(Note: Dept. of Aging & Adult Services=DAAS, Dept. of Human Services=DHS, Dept. of Public Health=DPH, Mayor's Disability Council=MDC)*

## Staff

The Public Authority's executive, administrative, operations and program staff: operate the Central Registry, manage fiscal affairs, monitor state and local policy affecting IHSS, and collaborate with other organizations to improve IHSS for consumers and workers, especially in San Francisco. During 2009 they were:

<b>Sergio Alunan</b>	Policy & Program Development Director
<b>Shelia J. Auzenne</b>	Support Services/On-Call Counselor
<b>Edith Bello-Estrada</b>	Training Specialist/Accounting Assistant
<b>Donna Calame</b>	Executive Director
<b>Shirley Chan</b>	Benefits Coordinator
<b>Yvonne Cunningham</b>	On-Call Administrative Coordinator/Program Assistant
<b>Paul Dunn</b>	Training Specialist <i>(through 4/09)</i>
<b>Cheryl Durley</b>	Administrative/Operations Coordinator
<b>Vladimir Etalis</b>	Support Services/On-Call Counselor
<b>Claudia Grubler</b>	Support Services Counselor
<b>Patrick Hoctel</b>	Executive Assistant
<b>Xiao Ying Li</b>	Support Services/On-Call Counselor
<b>Laura Molina</b>	Support Services/On-Call Counselor
<b>Manuel Molina</b>	Fiscal & Operations Manager <i>(retired 1/10)</i>
<b>María A. Olivares</b>	Program Manager
<b>Alex Rodriguez</b>	Receptionist/Benefits & Operations Support <i>(through 7/09)</i>
<b>Irina Selskaya</b>	On-Call Program Coordinator/Support Services Counselor
<b>Moon Van</b>	Support Services Counselor

# Some Facts About Us

Since its creation by the San Francisco Board of Supervisors in 1995, the In-Home Supportive Services Public Authority has been at the forefront of California's efforts to improve the lives of IHSS consumers and independent providers (IP's), home care workers hired directly by the consumer. The Public Authority continues to meet the challenge of the growing demand for in-home services while contending with variable support for social services in local, state and federal budgets. We now have more providers applying for our Registry than we can accommodate; the diversity of our Registry workers mirrors the diversity of the consumers who call us seeking assistance. As always, the Authority remains committed to making self-directed personal assistance services a real option for low-income people living independently with disabilities and to ensuring that providing in-home assistance is an attractive work opportunity.

## San Francisco IHSS at a Glance

- ◆ In 2009, over 21,200 San Franciscans were served by IHSS, according to year-end State of California statistics.
- ◆ Over 20,500 consumers (97%) receive services from independent providers (IP's).
- ◆ The number of IP's providing home care services in San Francisco in 2009 was over 23,400.
- ◆ Most consumers (72%) are over age 65, and almost two-thirds are women.  
*Over 6,000 consumers (29.8%) are over age 80.*
- ◆ Over 8,700 consumers (41.1%) are people with specific disabilities who require assistance with housekeeping tasks. About one-fifth (19.9%) have severe impairments and require 20+ hours per week of personal care.
- ◆ The largest ethnic groups served by IHSS are...
  - ◆ Chinese (39%)
  - ◆ Caucasian (including Russian speakers) (27%)
  - ◆ African-American (14.5%)
  - ◆ Latino (8.9%)
  - ◆ Other Asian groups (10.3%)
- ◆ The languages most often spoken by consumers are...
  - ◆ Cantonese (33.1%)
  - ◆ English (30%)
  - ◆ Russian (16.6%)
  - ◆ Spanish (6.4%)
  - ◆ Mandarin (and other Chinese languages) (5.1%)
  - ◆ Other (8.8%)
- ◆ The average age of Public Authority Registry workers is 50; 87.7% of our Registry workers are women. Almost a fifth (19.8%) of our workers are African-American; 32.6% are Asian/Pacific Islanders; 8.4% are Caucasian; 34.6% are Latino; and 4.7% are Other or Unknown.

## Registry Service Statistics

Our Registry's seven Support Services Counselors field a wide variety of calls and requests, not only from current IHSS consumers and IP's, but from others who—for example—need information on IHSS or want to be on our Registry. Following are 2009 average monthly totals:

Information & Referral	741
Intake ( <b>Consumer</b> )	126
Consumer/Worker Lists (Matches)	226
C/W Interview Assistance	109
Consumer Education/Support	92
Administrative Follow-Up	614
Intake ( <b>Provider</b> )	83
Worker Support	611
Worker Orientation Participants	21
Worker Training Participants	13
On-Call Requests	489
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<b>MONTHLY TOTAL</b>	<b>3,125</b>
<b>YEARLY AVERAGE</b>	<b>37,500</b>

In addition to these contacts, Registry staff sent out 2,509 IP referral lists in 2009 from which consumers could hire a worker of their choice. These lists contain the names of eight or more possible IP's matched to their needs. Of the lists, 644 (26%) went to new consumers; the other 1,865 (74%) were sent to consumers who had previously used our Registry.

We got feedback from 687 consumers this year that they had hired from our lists. (The actual number is undoubtedly higher, as we do not hear back from all the consumers we serve.) Consumers have noted to staff that they generally prefer IP's who have completed our in-house Worker Training Program, because they are better informed about what to expect.

The demands on our On-Call program have increased in the past couple of years. On average, about 90% of monthly On-Call referrals come from Department of Aging and Adult Services staff. On-Call requests can be very complex and often require numerous follow-up contacts to assure adequate services are in place in a timely way. Lining up an IP on short notice is challenging, but our Counselors have developed a reliable pool of On-Call workers who are there to meet this crucial need for IHSS consumers.

Our Consumer Peer Mentor Program, which started in October 2008, has already proved itself a crucial support, especially for those people with disabilities moving to community settings from institutional ones. The program is particularly important as it fulfills requirements set out in the *Chambers* settlement (*Mark Chambers, et al. v. City and County of San Francisco*) and helps the City and the Department of Public Health meet its legal obligations at Laguna Honda Hospital. So far, our mentors have helped nearly 20 people with disabilities make the transition to a home of their own and community living, and are currently assisting almost 25 more to do the same.

## In Conclusion

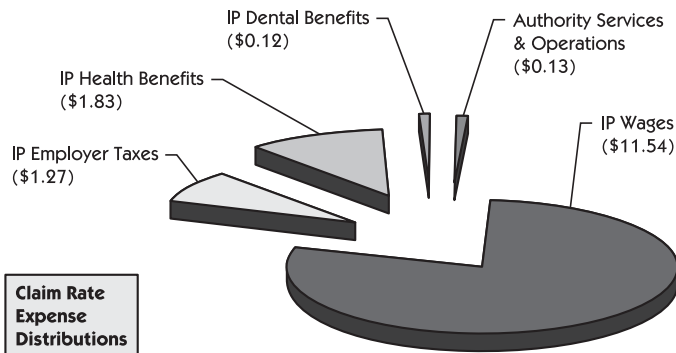
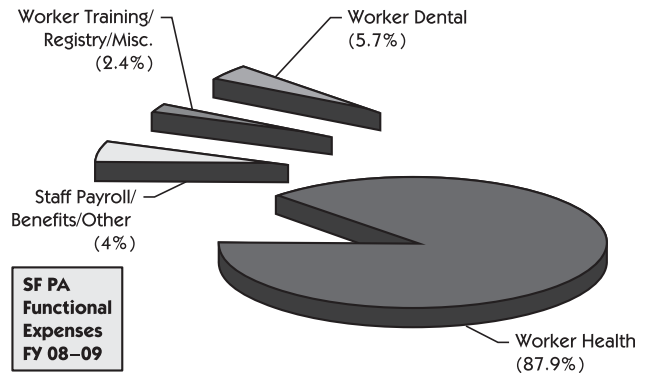
This is a good snapshot of what we do at the San Francisco IHSS Public Authority. If you want to know more, please give us a call or visit our offices sometime.

# Program Revenue and Costs for Fiscal Year 2008–09

During Fiscal Year 2008-09, IHSS independent providers (IP's) delivered 20.4 million service hours to San Francisco IHSS consumers through the auspices of the Public Authority. In terms of wages, taxes and benefits, the total dollars spent to provide IHSS to older adults and people with disabilities in the City and County amounted to more than \$326.4 million dollars. Most of those funds (87.2%) were used to pay wages and employer payroll taxes for IP's.

## Public Authority Expenses

Out of that total program amount of \$326.4 million dollars, the Authority itself expended \$41,788,343 in FY 2008-09, with the largest portion \$39,120,460 (93.6%) going to pay health (\$36,741,600 or 87.9%) and dental (\$2,378,860 or 5.7%) benefits for IHSS workers. The Authority spent \$992,079 (2.4%) for worker trainings, registry services and payroll processing, plus other program and miscellaneous expenses. The balance of the funds (\$1,675,804 or 4%) was spent for staff payroll, benefits, taxes and expenses. The pie chart to the right shows expense distributions for FY 2008-09.

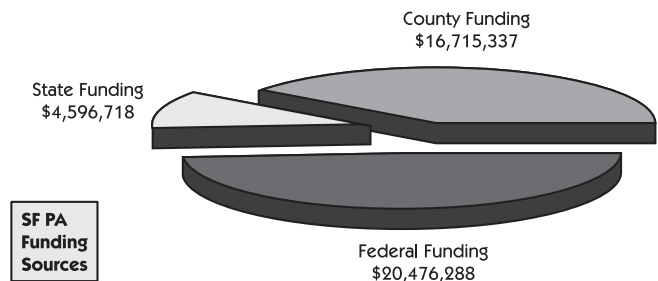


## Claim Rate Calculation

Federal and state funding for the Authority is calculated through a state approved Claim Rate, or the amount of money spent for each service hour authorized for consumers in the IP mode. The average Claim Rate for FY 2008-09 was \$14.89 per service hour. That Claim Rate consisted of \$11.54 for IP Wages, \$1.83 for IP Health Benefits, \$0.12 for IP Dental Benefits, \$1.27 for IP Employer Taxes and \$0.13 for Authority Services & Operations. The figure to the left shows the Claim Rate breakdown for FY 2008-09.

## Public Authority Funding Sources

The Authority receives funding from federal, state and local sources. Federal funds finance approximately 49% of Authority services, and state funds total approximately 11%. The City and County provides the remaining 40%. (However, most City and County funding is later reimbursed by state Realignment dollars.) The figure to the right shows federal, state and local funding distributions for FY 2008-09.



## Letter from the Director

*(Continued from cover)*

method, the consumer and the provider have already established a working relationship before this crucial transition.

In the same vein, 2009 demonstrated how important our Consumer Peer Mentor Program is – not only to the individuals directly involved, but to the City. This program currently boasts 18 peer mentors (all individuals with disabilities), who are assisting 25 mentees, mostly former Laguna Honda Hospital residents—several of whom have been at LHH for well over 10 years. They learn to navigate the world outside institutional walls with people who have experienced what is required to live on your own in the community with appropriate support. Nearly 20 mentees have already benefited from this program.

In 2009, cooperating with a concept supported by the Department of Aging & Adult Services, the Public Authority worked with the IHSS Consortium to plan and move toward starting a Training Academy for Personal Care Assistants (TAPCA) in 2010.

Given the Governor’s relentless targeting of IHSS, the fate of the program itself is now uncertain, much less the future of services like On-Call and Consumer Peer Mentor support. However, with whatever funding and other resources we do have, the Public Authority stands by its most basic mission to provide low-income older adults and people with disabilities with the best in-home and personal care support possible, so they can continue to lead independent lives with the assistance of independent providers who are respected and treated with fairness.

— *Donna Calame*



## Contact Us!

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