



SFIHSS PUBLIC AUTHORITY

FY 2013-14 Annual Report

Letter from the Director

This past year has seen a great many changes at the San Francisco IHSS Public Authority. This is the first Annual Report issue to sport our new logo. We love the contemporary look of the new logo. It tells our story instantly by showing we are about keeping our consumers safely in their own homes and communities. We know that first and foremost that takes caring and competence. I hope you like our look!

In April 2014, I became only the second person to hold the position of Executive Director at the Public Authority, succeeding Donna Calame, the PA's visionary leader since it first opened its doors over 18 years ago. This, of course, was a major staff change but far from the only one.

Also in April, longtime Benefits Coordinator Shirley Chan retired. Shirley had been with us for almost 14 years, and we thank her for her service. The PA hired Ophelia Ng to replace her. In addition, we have a new Department of Justice (DOJ) Documents Technician, Poni Ma, and we were able to hire a receptionist, Eren Gutierrez, to fill an administrative position that had been cut a few years back during the recession.

Unfortunately, due to a funding shortfall, the Consumer Peer Mentor Program (CPMP) is on temporary hiatus. We are currently taking the time, in collaboration with the Department of Aging & Adult Services (DAAS) and the Department of Public Health (DPH), to review and restructure the program. It is our intent to return with a new and improved CPMP sometime in the very near future, as we continue to assist those low-income older adults and people with disabilities transitioning back to the community.

As I wrote in the PA's recent *Vision and Voice* newsletter, I "am very excited about the next chapter of the Public Authority." There are many things I want to do right away. One of those things is to update and improve our digital and graphic communications—including our website. After all, this is an important way we communicate to our Governing Board, employees, our consumers and providers, and our many stakeholders and partners. Our new, streamlined website will become a reality in the coming months. It will feature more direct access for both IHSS consumers and providers, as well as connections to social media, such as Facebook and Twitter. The website will also provide a forum for leaving comments, asking questions and sharing answers.

Besides the *Vision and Voice* newsletter, which now reaches over 43,000 IHSS consumers and home-care workers, we're planning more and different types of outreach. These include flyers on issues such as the new federal overtime regulations set to go into effect January 1, 2015, and how they affect IHSS providers and consumers, as well as the proposed minimum wage increase to \$15 an hour in San Francisco and what impact that will have on the IHSS program here.

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What We Do... We Do For You!

The San Francisco IHSS Public Authority provides six major services:

- We operate a **Central Registry** that matches IHSS independent providers (IP's) of home and personal care services looking for work with consumers who need to hire someone to assist them.
- Through our **On-Call Program**, we provide immediate assistance to consumers referred to us by the Department of Aging & Adult Services (DAAS), who are 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.
- As of June 30, 2014, we offer benefits to **18,065 IP's** through our health and dental plans. (Note: Not every IP works long enough to qualify for benefits.) Currently, **11,965 IP's** are enrolled in our health plan and **10,207** in our dental; of those, **8,744** are enrolled in both health and dental. Our Benefits Coordinator handles on average over **600** 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 (CPMP)**, people who are living successfully with their disabilities in the community share their experience with and mentor others with disabilities who seek support in their adjustment to independent community living. Unfortunately, due to a funding shortfall, the program went on temporary hiatus shortly after the end of the

fiscal year. We hope to return with a new and improved CPMP in the near future.

Outreach & Education:

- **Worker trainings and workshops.** The Public Authority has cooperated with the development by DAAS of a Training Academy for Personal Caregivers and Assistants (TAPCA). We stay connected on training and workshop content and encourage our IP's to participate.
- **Meetings with policymakers.** The Public Authority staff and board meet with federal, state and local policymakers and legislators, including the Board of Supervisors, state assembly members and senators 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.
- **Conferences and other forums.** Over the years, as important issues have arisen, we have held conferences and other such events to address them: a series of *Where there's a Will, there's a Way* conferences for consumers and workers, consumer forum luncheons, a worker appreciation celebration, *got Rights? Fulfilling the Promise of Human and Civil Rights for People with Disabilities* forum, the *IHSS Under Pressure: Community Living at Risk* conference and in February 2014, the *IHSS: Into the Future - Advancing Disability Rights* conference.

For more information, please contact the Public Authority at 415-243-4477 (TTY: 415-243-4430) or visit our website at www.sfihsspa.org

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 FY 2013-14:

Melvin Beetle	Older Consumer	
Mike Boyd	Older Consumer	
Luis Calderon	Younger Consumer	Vice President
Kelly Dearman	DHS Commissioner (<i>termed out March 2014</i>)	
Tatiana Kostanian	MDC Representative	
Judith Karshmer	DPH Commissioner	
Kenzi Robi	Younger Consumer	President
Gustavo Serriñá	DAAS Commissioner	Treasurer
Patricia Webb	Younger Consumer	
Patricia Wooley	Worker Representative	Secretary
Alice Wong	Younger Consumer (<i>termed out March 2014</i>)	

(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 FY 2013-14, they were:

Shelia J. Auzenne	Support Services/On-Call Counselor
Donna Calame	Executive Director (<i>retired April 2014</i>)
Shirley Chan	Benefits Coordinator (<i>retired April 2014</i>)
Loc Chau	Fiscal & Operations Manager
Yvonne Cunningham	Administrative Coordinator
Kelly Dearman	Executive Director
Cheryl Durley	Payroll/Operations Coordinator
Vladimir Etalis	Support Services/On-Call Counselor
Bill Fricker	CPMP & Special Projects Program Manager
Claudia Grubler	Support Services Counselor
Eren Gutierrez	Receptionist/Program Support
Patrick Hoctel	Executive Assistant
Xiao Ying Li	Support Services/On-Call Counselor
Poni Ma	DOJ Documents Technician
Ophelia Ng	Benefits Coordinator
María A. Olivares	Central Registry Operations Program Manager
Emilio Ramirez	Support Services/On-Call Counselor
Irina Selskaya	On-Call Program Coordinator/Support Services Counselor
Moon Van	Support Services Counselor

Some Facts About Us

Since its creation by the San Francisco Board of Supervisors in 1995, the IHSS 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 and personal care attendants hired directly by the consumer. The Public Authority continues to meet the challenge of the growing demand for in-home and personal assistance 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 and personal assistance is an attractive work opportunity.

San Francisco IHSS at a Glance

- In FY 2013-14, over 22,300 San Franciscans were served by IHSS, according to California Case Management, Information and Payrolling System (CMIPS) data.
- Over 21,300 consumers (96%) received services from our independent provider (IP) workforce.
- On any given day in FY 2013-14, approximately 20,300 IP's were providing home care services in San Francisco. Over the course of the year, that number reached 23,745 total.
- Most consumers (74%) are over age 65, and almost two-thirds are women.
Over one-third (39%) are over age 80.
- Over two-fifths (42.7%) are people with specific disabilities who require assistance with housekeeping tasks. One-fourth (25%) have severe impairments and require 20+ hours per week of personal care.
- The largest ethnic groups served by IHSS are...
 - Chinese (42%)
 - Caucasian (including Russian speakers) (23.7%)
 - African-American (13.7%)
 - Latino (8.8%)
 - Other Asian groups (11%)
- The languages most often spoken by consumers are...
 - Cantonese (36.7%)
 - English (28.6%)
 - Russian (14%)
 - Spanish (7%)
 - Mandarin (and other Chinese languages) (5%)
 - Other (8.5%)
- The average age of active Public Authority Registry workers is 50; 88.9% of our Registry workers are women. Almost two-fifths (39.6%) of our workers are African-American; over a fourth (28.6%) are Latino; over a fifth (20.2%) are Asian/Pacific Islanders; 6.4% are Caucasian; and 5.2% 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 FY 2013-2014 *average* monthly and annual service totals:

Information & Referral	513
Consumer Intake	95
Consumer Intake (Private Pay)	2
New Consumers	43
Consumer/Worker Lists (Matches)	213
Consumer Interview Assistance	25
Consumer Education/Support	48
Administrative Follow-Up	279
Provider Intake (Updates)	50
New Providers	7
Worker Support	564
On-Call Requests	122
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MONTHLY TOTAL	1,961
YEARLY AVERAGE	23,532

In addition to these contacts, Registry staff sent out 2,559 IP referral lists to 1,159 unduplicated consumers in FY 2013-14, 512 of whom were new to the Registry.

We received feedback from 621 consumers 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.)

Currently, all of our On-Call referrals must come from DAAS 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 an experienced and reliable pool of about 30 On-Call workers who are there to meet this crucial need for IHSS consumers. These workers often act as the primary communicators for their consumers, identifying immediate needs at home, such as food, clean linen and/or other supplies.

Our Consumer Peer Mentor Program continued to be a crucial support for those people with disabilities moving to community settings from institutional ones. Unfortunately, due to a funding shortfall, the program went on temporary hiatus at the end of FY 2013-14. We hope to return with a new and improved CPMP in the near future.

In Conclusion

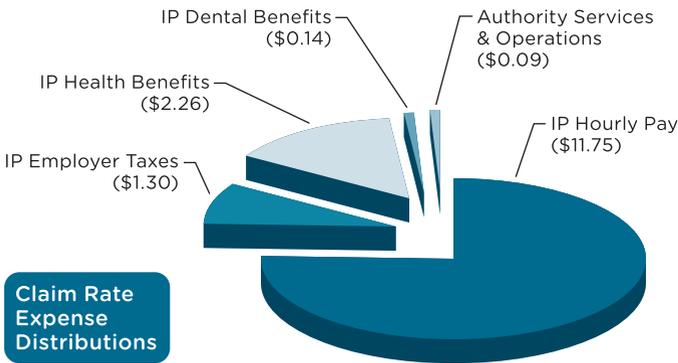
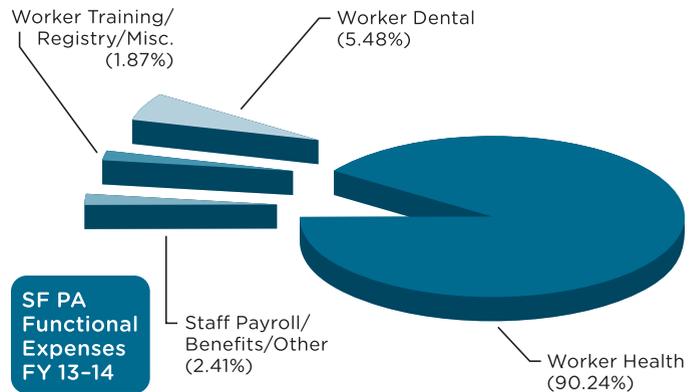
This is a good snapshot of what we do at the San Francisco IHSS Public Authority. If you want to know more, please give us a call or visit our offices sometime.

Program Revenue and Costs for Fiscal Year 2013-14

During Fiscal Year 2013-14, IHSS independent providers (IP's) delivered 20.6 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 \$349,833,731 million dollars. Most of those funds (79%) were used to pay wages and employer payroll taxes for IP's.

Public Authority Expenses

Out of that total program amount of \$349,833,731 million dollars, the Authority itself expended \$53,399,833 in FY 2013-14, with the largest portion \$51,112,783 (95.72%) going to pay health (\$48,185,645) and dental (\$2,927,138) benefits for IP's. The Authority spent \$996,342 (1.87%) for worker trainings, registry services, IP criminal background checks, and payroll processing, plus other program and miscellaneous expenses. The balance of the funds (\$1,290,708 or 2.41%) was spent for staff payroll, benefits, taxes and expenses. The pie chart to the right shows expense distributions for FY 2013-14.

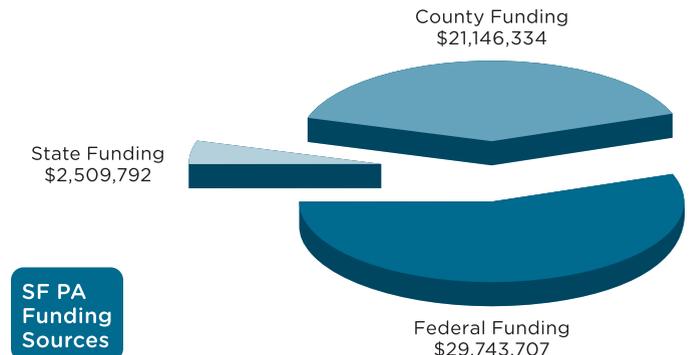


Claim Rate Calculation

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 2013-14 was \$15.54 per service hour. That Claim Rate consisted of \$11.75 for IP Hourly Pay, \$2.26 for IP Health Benefits, \$0.14 for IP Dental Benefits, \$1.30 for IP Employer Taxes and \$0.09 for Authority Services & Operations. The figure to the left shows the Claim Rate breakdown for FY 2013-14.

Public Authority Funding Sources

The Authority receives funding from federal, state and local sources. Federal funds finance approximately 55.7% of Authority services, and state funds total approximately 4.7%. The City and County provides the remaining 39.6%. (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 2013-14.



(Continued from cover)

Additionally, we're also considering more events like February's "IHSS: Into the Future/Advancing Disability Rights" conference, which attracted nearly 500 people to St. Mary's Cathedral Event Center, albeit on a smaller scale and for a more targeted audience. One idea is to have town hall meetings in locations where people tend to congregate and draw more people from across the City, not just certain areas, as well as allow for more Q&A. Others are to conduct trainings for IHSS providers on issues/changes that their consumers need to be aware of; reach out to caseworkers and social workers in senior residences; and develop more structured outreach to Sacramento and the Legislature, especially when important issues come up for a vote and testimony from consumers and workers is crucial.

The next chapter of the Public Authority will undoubtedly hold many surprises (and I haven't even mentioned the shift to Managed Care!). However, I'm firmly convinced that we can face whatever the future holds and still manage to provide the finest in-home support to IHSS consumers possible, especially when partnering with DAAS, the IHSS Consortium, SEIU-UHW and others. As we move forward, whatever comes and whatever changes are proposed and implemented, the Public Authority will be at the forefront of the struggle to preserve what is best in IHSS, using all our abilities and resources.

— Kelly Dearman

Photo credit: Dwight Moore



Public Authority Staff

Top row (left to right): Jingle Tang, Patrick Hoctel, Ophelia Ng, Emilio Ramirez, Eren Gutierrez, Irina Selskaya, Shelia J. Auzenne, Vladimir Etalis, María A. Olivares and Loc Chau.

Seated (left to right): Claudia Grubler, Poni Ma, Kelly Dearman and Yvonne Cunningham.

Not pictured: Cheryl Durley and Moon Van.



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CONTACT US!