

A GUIDE TO THE THREE AGENCIES OF IN-HOME SUPPORTIVE SERVICES IN SAN FRANCISCO

- ❖ The **Department of Aging and Adult Services (DAAS) IHSS program** is the governmental department within the City and County of San Francisco which oversees all IHSS in San Francisco. DAAS IHSS staff perform essential functions to ensure that Consumers and Providers receive the services and benefits to which they are entitled. These functions include:
 - Receiving applications for IHSS and other DAAS programs
 - Determining financial eligibility for IHSS and Medi-Cal
 - Visiting Consumers' homes in order to grant IHSS services according to consumer need and State regulations; adjusting IHSS services as consumer needs change
 - Working with partners in the long term care continuum to ensure Consumers maintain independence in the community
 - Independent Provider Assistance Center (IPAC):
 - Enrolling people to become IHSS Providers
 - Processing Provider timesheets and assisting with payment issues
- Some of the services necessary for the IHSS program are contracted out to two independent organizations, the IHSS Public Authority, and Homebridge.

- ❖ The **IHSS Public Authority** contracts with DAAS to provide high quality services for consumers, including:
 - A Registry of screened Independent Providers (IPs) looking to work for consumers who need assistance finding and hiring a provider
 - Emergency On-Call services when a consumer's regular IP is unavailable
 - A Mentorship Program serving Consumers of the IHSS system to transition out of hospital settings and following them into their communities; assisting individuals to further their knowledge of the IHSS process while empowering them to hire, train, and supervise Providers in a manner that best meets their needs; and providing in and out of home training, education, and support through workshops and presentations
 - Serving as "employer of record" for IPs to allow collective bargaining with their union
 - Offers and administers health and dental benefits for IPs



- Receives and analyzes criminal background checks as part of IP enrollment process, in coordination with DAAS
- ❖ **Homebridge (formerly, the IHSS Consortium)** is a non-profit organization which contracts with DAAS to provide services for IHSS Consumers who have difficulty managing the role of employer for their Providers.* For these consumers, Homebridge:
 - Is the employer of the home care provider
 - Is responsible for the hiring, scheduling, payroll, training, and supervision of the home care providers
 - Ensures each of its home care providers has a minimum of 75 hours of specialized training, including advanced topics like paramedical skills and working with clients with behavioral health issues
 - Provides frequent contact and support to both IHSS Consumers and home care providers in order to overcome barriers to service delivery

*A Consumer's need for IHSS services via Homebridge rather than Independent Providers is made by DAAS social workers during the in-home assessment process.

