



SFIHSS PUBLIC AUTHORITY



2021
2022

Annual Report

Our Mission 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 Board of Directors

San Francisco was the first county in California to create an independent Governing Body to oversee the activities of the Public Authority. This Governing Body is made up of seven members, a majority of whom are Consumers, also includes a worker representative, a union representative, mayoral appointees from department commissions and the Mayor's Disability Council.



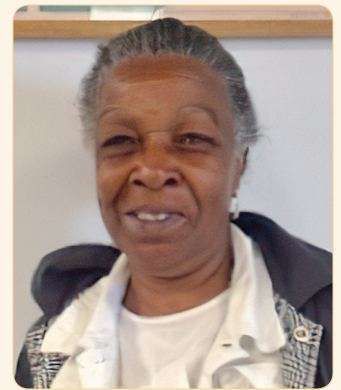
Sascha Bittner
President
Commission
Representative



Robin Wilson-Beattie
Vice President
Younger Consumer
Representative



Alex Madrid
Treasurer
Mayors Disability
Council Member



Daisy McArthur
Secretary
Union Representative



Haydee Hernandez
Independent
IHSS Provider



Jesse Nichols
Younger Consumer
Representative



Rita Semel
Human Services
Commissioner

A Letter from the Executive Director

Dear Stakeholders, Board Members, and Community Partners:

This past year, and the ones leading up to it, saw unprecedented changes to our organization, IHSS programs, and the world. After over two years of a global pandemic, we worked hard at regaining a sense of “normalcy” and returned to working in the office and with our community partners. Though the year brought so many challenges, it also brought tremendous opportunity. COVID-19 really shone a light on the importance and value of the IHSS system. We embraced the opportunity to look at this time of transition of what we wanted to keep and what we wanted to change.

We still continue to offer more virtual ways of serving and communicating with IHSS Consumers, Providers, and Collaborators, but also look for ways to still have in-person connections when virtual just does not offer the level of service we strive for. We work on virtual recruiting efforts to find more IHSS Providers and still welcome Providers into our office when they need assistance with enrollment or updating their information. We do virtual phone check-ins with our Consumers to make sure they are still doing alright and fighting isolation, and will still offer to send materials to their home to ensure they are getting information in a format that works for them.

All of this work would not be possible without the dedication, commitment, and grit that the Public Authority staff, On-Call Providers, Registry Workers, Mentors, Social Workers, and other key supporters have given throughout the past year. People came to work focused on making sure San Francisco stayed safe, healthy, and connected. Our gratitude extends well beyond the pages of this Annual Report, and we continue to look forward to this time of transition and opportunity.

Sincerely,

Eileen Norman
Executive Director



Eileen Norman, Executive Director and Sascha Bittner, Governing Body President at outdoor community event.

FY 2021-22 – Goals and Objectives

		FY22
1	Serving the increasing pool of IHSS Consumers	<p>1382 unduplicated</p>
2	Providing emergency on-call services to Consumers without a regular Independent Provider	<p>422 unduplicated</p>
3	Providing one-on-one mentorship to Consumers, in order to support and empower Consumers in their IHSS care	<p>235 unduplicated</p>
4	Recruiting, training, and enrolling independent IHSS Providers to the Registry	<p>402 applicants 117 onboarded</p> <p>At the end of FY22, the Registry Provider pool included 498 Active 616 Fully Employed IPs.</p> <p>The required 48-hour Basic Caregiving Training was adapted to a self-paced online course in March 2021. It is now offered in English, Spanish, and Chinese.</p>
5	Administering health and dental benefits to qualifying Providers	<p>In FY22 the Public Authority helped administer health and dental benefits to 21,000 IHSS Providers; 12,500 Providers received both Health and Dental benefits. Health benefits were worth \$82 million and dental benefits worth nearly \$3 million.</p>
6	Performing LiveScan fingerprinting services and conducting criminal background checks with the Department of Justice	<p>Completed 264 LiveScans and processed 4342 DOJ background checks</p>
7	Advocating for continued support and the rights of both Consumers and Providers	<p>Collaborative Stakeholder Efforts: San Francisco Aging and Disability Friendly Taskforce; Human Services Network; California Association of Public Authorities (CAPA).</p> <p>Advocacy Events: The Public Authority participated in advocacy efforts for expanding emergency backup systems throughout IHSS and additional Provider training opportunities statewide.</p>

SF IHSS PUBLIC AUTHORITY

FISCAL YEAR 2021 - 22 Program Revenue & Expenses

FUNDING SOURCES

■ San Francisco General Funds	\$17,769,176
■ State Funds	\$26,653,764
■ Federal Funds	\$44,422,941

EXPENSES

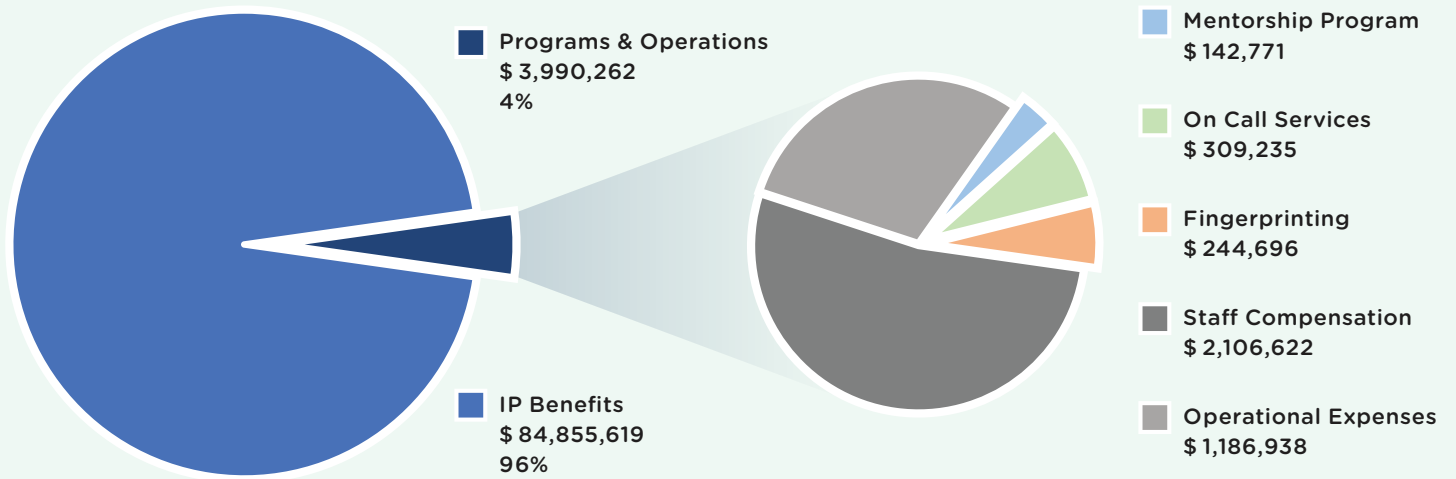
■ IP Benefits (Medical & Dental)	\$84,855,619
■ Staff Compensation	\$2,106,622
■ Operational Expenses	\$1,186,938
■ Mentorship Program	\$142,771
■ On Call Services	\$309,235
■ Fingerprinting	\$244,696

TOTAL FUNDING **\$ 88,845,881**

TOTAL EXPENSES **\$ 88,845,881**

FY 2021 - 22 — PA Expenses

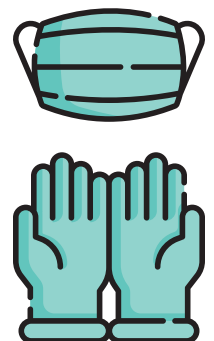
\$ 88,845,881



PPE Distribution

FY20 - 21: In 2020 the Public Authority pivoted to support our community during COVID-19 in as many ways as possible. With strong dedication to the safety of all IHSS Providers and Consumers and through collaborative efforts, the PA was able to distribute **8,236** packages of Personal Protective Equipment containing face masks, gloves, and antibacterial wipes.

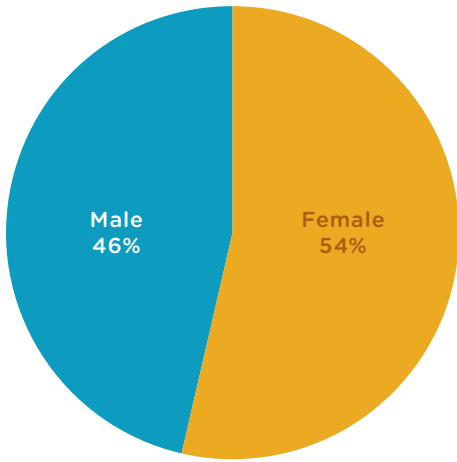
FY22: In FY22, the PA distributed **13,014** packages of Personal Protective Equipment containing face masks, gloves, and antibacterial wipes to IHSS Providers and Consumers.



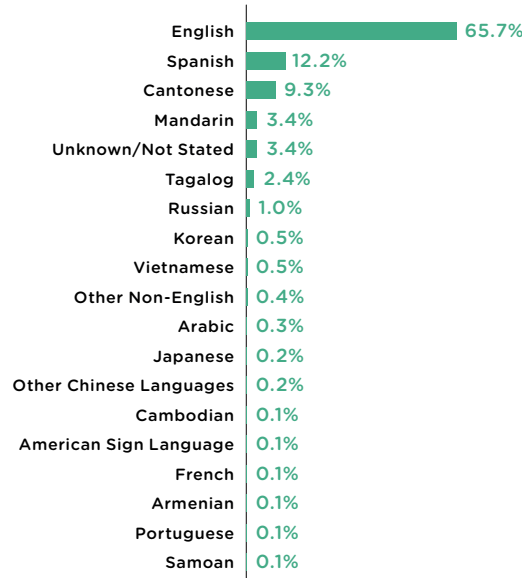
FY2021-22 Registry Consumer Data

Total Number of Consumers: **1,693**

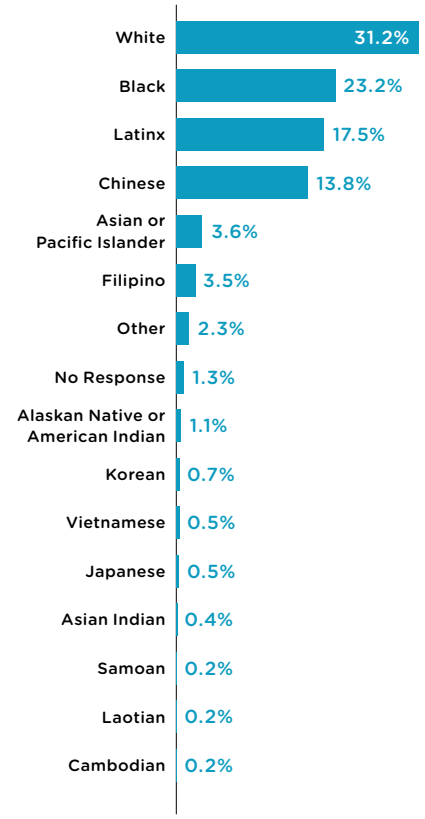
Gender



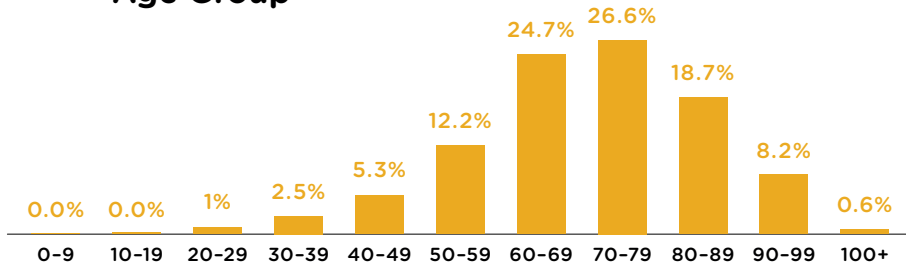
Primary Language



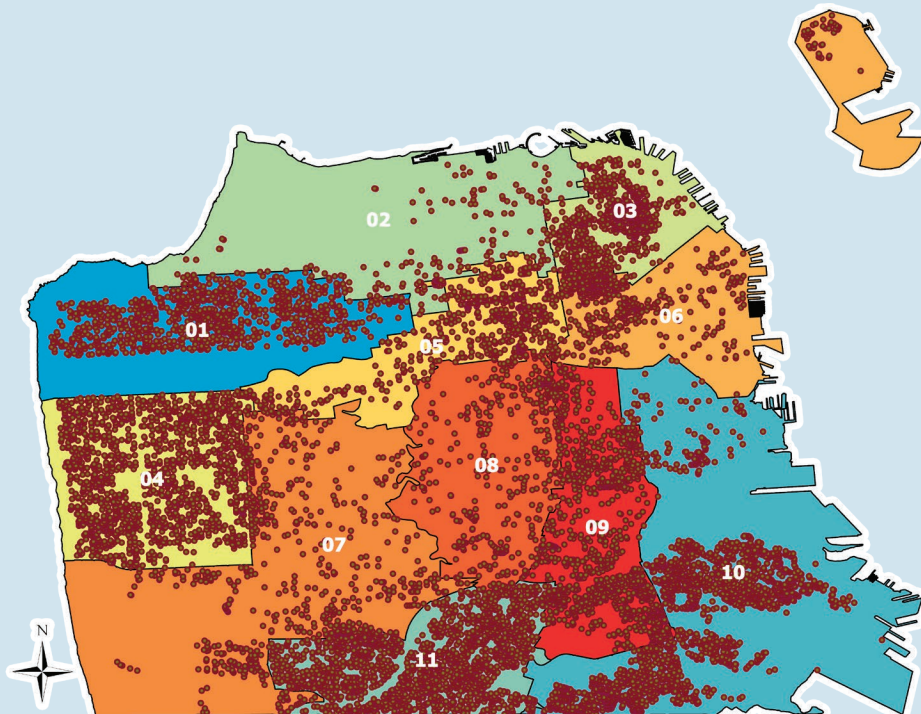
Race & Ethnicity



Age Group



Locations of Consumers in San Francisco Districts

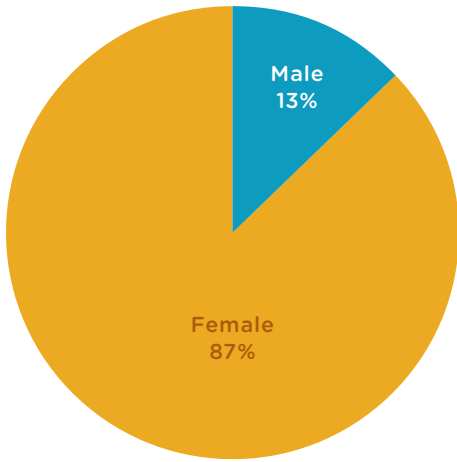


District #	# of Consumers
1	1,587
2	667
3	3,179
4	1,751
5	2,636
6	5,608
7	1,136
8	1,031
9	1,878
10	3,292
11	2,280

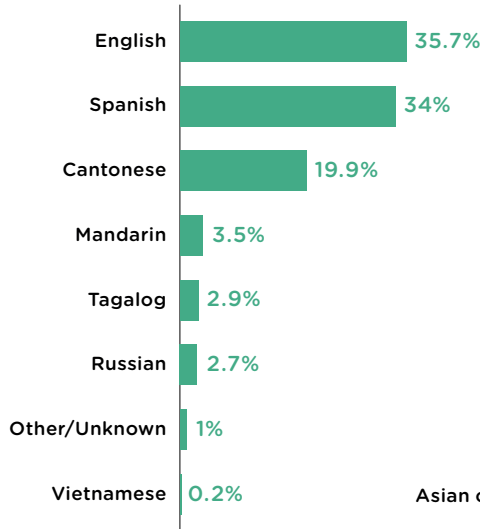
FY2021-22 Registry Provider Data

Total Number of Providers: **482**

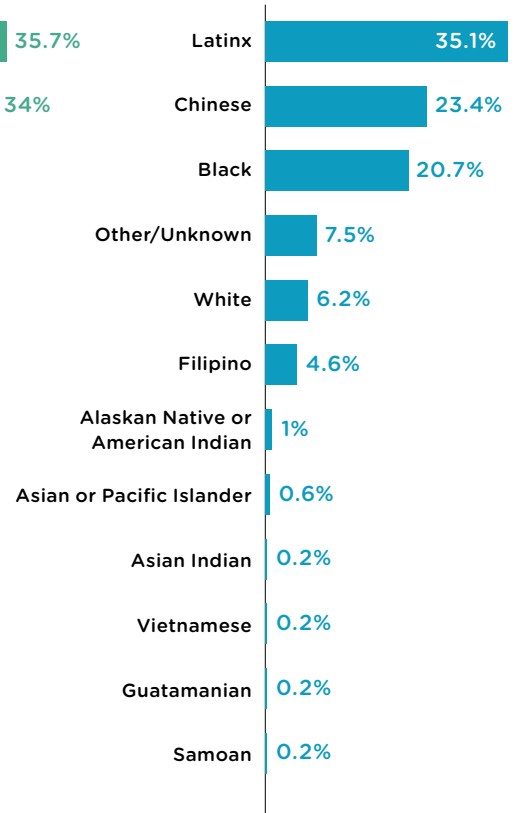
Gender



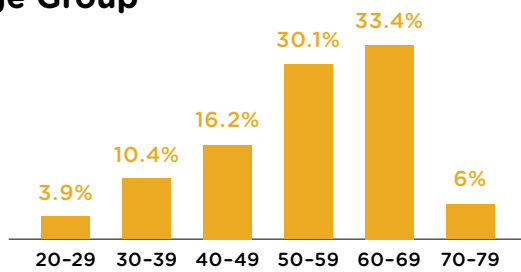
Primary Language



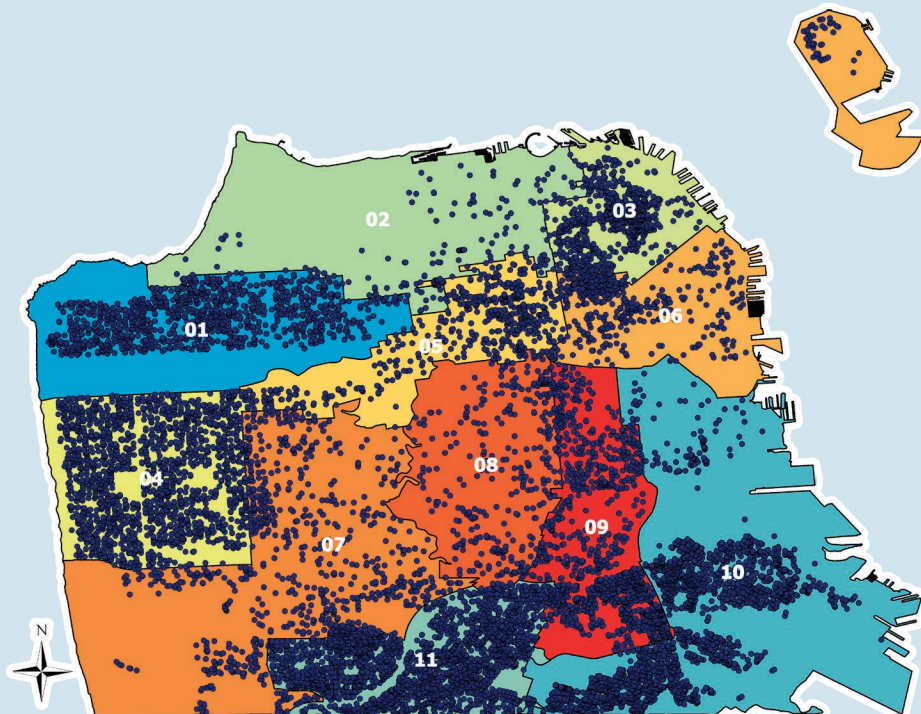
Race & Ethnicity



Age Group



Location of Providers in San Francisco Districts



District #	# of Providers
1	1,962
2	289
3	2,264
4	2,696
5	1,158
6	2,029
7	1,518
8	601
9	1,893
10	3,639
11	3,690



SFIHSS PUBLIC
AUTHORITY

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