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, made up of 13 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. The Governing Body meets six times per year and participates in advocacy efforts including Disability Capital Action Day, the IHSS Symposium, and other activities as requested. Our board members are as follows:

- Melvin Beetle
  President
  Older Consumer Representative

- Kenzi Robi
  Vice President
  Younger Consumer Representative

- Daisy McArthur
  Secretary
  Union Representative

- Mike Boyd
  Older Consumer Representative

- Tatiana A. Kostanian
  Mayor’s Disability Council Representative

- William Pitts
  Older Consumer Representative

- Rita Semel
  Human Services Commissioner

- Patricia Webb
  Younger Consumer Representative

- Patricia Wooley
  Provider Representative

Program Revenue and Costs for Fiscal Year 2017–18

**FUNDING:** $56,943,604
- Federal Funding: $31,683,421
- State Funding: $12,089,127
- County Funding: $13,171,056

**EXPENSES:** $56,943,604
- IP Benefits (Medical & Dental): $53,884,545
- Program and Administrative Cost: $1,269,265
- PA Staffing: $1,789,794

** Thriving in Place**

Thriving in Place is the partner or “friends of” non-profit to the SF IHSS Public Authority. We raise funds and awareness to help the PA continue to meet the needs of the growing aging and disabled populations in San Francisco.

This year, TiP secured a Kaiser Community Benefit grant to support Mentorship Program activities; partnered with Homebridge and City College to offer Vocational ESL classes for caregivers; and partnered with Zen Hospice Project to offer programming that gives caregivers the tools they need to care for themselves and stay focused and energized in their caregiving.

**TIp Corner**

Therapeutic Interventions for Older Persons (TiP) is a network of non-profit organizations that work together to provide a range of services to older adults and caregivers in San Francisco. TiP Corner is the partner or “friends of” non-profit to the SF IHSS Public Authority. We raise funds and awareness to help the PA continue to meet the needs of the growing aging and disabled populations in San Francisco.

- Melvin Beetle
  President
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- Patricia Webb
  Younger Consumer Representative
- Patricia Wooley
  Provider Representative

The IHSS Continuum

IHSS Services are not one-size-fits-all. That’s why here in San Francisco the City’s Department of Aging and Adult Services (DAAS), the Public Authority, and Homebridge came together to create the “IHSS Continuum of Choice and Support” to give Consumers options to choose the level of support that works best for them.

- **Pre-Designated IP:** The majority of IHSS Consumers have identified a family member, friend, or neighbor who is willing and able to be their Independent Provider (IP). Consumers in the Pre-Designated IP tier mostly just work solely with their IHSS Social Worker at DAAS to complete their annual assessments and address their service needs.

- **Registry IP:** For Consumers who need assistance finding a Provider, they are often referred by their IHSS Social Worker to the Registry IP tier. Registry IP Consumers manage their care on their own but can get lists from the Public Authority’s Registry to find a Provider who is a good match with the services they need at the schedule they require.

- **IP Plus:** For Consumers who are new to IHSS, have experienced difficulty finding a Provider they trust, or just need some guidance navigating the system, there is the IP Plus Program. IP Plus Consumers manage their care on their own but have the advantage of being matched with a Public Authority Mentor who can provide training and support to help ensure their IHSS needs are understood and addressed.

- **Supported Services, Intensive Services, and Critical Services:** Consumers served by Homebridge are offered coordinated care services at three levels of increasing intensity. Services from Homebridge are provided to Consumers by referral only and have strict criteria to meet their service needs.

### D.A.A.S. (Department of Aging and Adult Services)
- **Pre-Designated IP**
- **Registry IP**
- **IP Plus**

### Public Authority
- **Supported Services**
- **Intensive Services**
- **Critical Services**

### Homebridge
- **Pre-Designated IP**
- **Registry IP**
- **IP Plus**
- **Supported Services**
- **Intensive Services**
- **Critical Services**
## Goals and Objectives

### OBJECTIVE I
To serve the increasing pool of IHSS Consumers

<table>
<thead>
<tr>
<th>PROGRESS</th>
<th>FY16</th>
<th>FY17</th>
<th>FY18</th>
</tr>
</thead>
<tbody>
<tr>
<td>new Registry Consumers</td>
<td>864</td>
<td>692</td>
<td>640</td>
</tr>
<tr>
<td>total Registry Consumers</td>
<td>1,200</td>
<td>1,383</td>
<td>1,443</td>
</tr>
</tbody>
</table>

### KEY LEARNINGS
Nearly 30% of San Francisco’s residents will reach the age of 60 or older by 2030. 97% of Consumers feel confident in their ability to live independently with IHSS services. In FY18, 1,443 Registry Consumers received 4,201 Registry Referrals.

### OBJECTIVE II
To provide emergency provider services to Consumers without a current available Provider

<table>
<thead>
<tr>
<th>PROGRESS</th>
<th>FY16</th>
<th>FY17</th>
<th>FY18</th>
</tr>
</thead>
<tbody>
<tr>
<td>on-call service hours</td>
<td>8,332</td>
<td>9,153</td>
<td>9,153</td>
</tr>
<tr>
<td>total on-call Consumers served</td>
<td>802</td>
<td>801</td>
<td>801</td>
</tr>
</tbody>
</table>

### KEY LEARNINGS
96% of Consumers felt satisfied with on-call Provider care.

### OBJECTIVE III
To recruit, train, and enroll independent IHSS Providers

<table>
<thead>
<tr>
<th>PROGRESS</th>
<th>FY16</th>
<th>FY17</th>
<th>FY18</th>
</tr>
</thead>
<tbody>
<tr>
<td>new Providers</td>
<td>216</td>
<td>263</td>
<td>217</td>
</tr>
</tbody>
</table>

### KEY LEARNINGS
97% of Providers expressed that their work is helping people live independently. About 10% of IHSS Consumers do not have pre-designated caregivers. The Public Authority is working on the recruitment of providers to fill this need.

### OBJECTIVE IV
To provide one-on-one mentorship to Consumers, in order to support and empower Consumers in their IHSS care

<table>
<thead>
<tr>
<th>PROGRESS</th>
<th>FY17</th>
<th>FY18</th>
</tr>
</thead>
<tbody>
<tr>
<td>total referrals</td>
<td>207</td>
<td>292</td>
</tr>
<tr>
<td>hospital residents referred</td>
<td>65</td>
<td>70</td>
</tr>
</tbody>
</table>

### KEY LEARNINGS
88% of Consumers reported mentorship services helpful. 82% of Consumers left Laguna Honda Hospital (LHH), prepared to start IHSS services. 88% of Consumers receiving mentorship services feel confident in their ability to live independently with IHSS services.
OBJECTIVE V
To provide training to IHSS Consumers, community partners, and Providers.

PROGRESS
On May 23, 2018, the Public Authority celebrated the opening of its One-Stop Resource Center (OSRC).

Key Learnings
- “How to Hire a Care Provider”
- “Effective Caregiver Communication”
- “Prepare for Your Care — Having Your End of Life Wishes Honored”

OBJECTIVE VI
To perform background checks with the Department of Justice.

PROGRESS
At the end of February 2018, the Public Authority started providing LiveScan services for Provider applicants.

Key Learnings
- 77% of qualifying Providers found the process of getting hired easy.
- To reduce the barrier to applying to become an IHSS provider, the Public Authority started offering the lowest-cost LiveScan services in the SF County in August 2018 ($47 at the PA vs. average of $62 for other vendors).

OBJECTIVE VII
To administer health and dental benefits to qualifying Providers.

PROGRESS
The Public Authority has administered 11,267 health benefits and 9,619 dental benefits in FY18.

Key Learnings
- 85% of qualifying Providers expressed satisfaction with the Public Authority’s benefits services.
- 72% of qualifying Providers who did not enroll in health benefits stated they have Medi-Cal and/or Medi-Care insurance.

OBJECTIVE VIII
To advocate for continued support and the rights of both Consumers and Providers.

PROGRESS
The Public Authority participated in 36 major outreach events.

Key Learnings
- Offering citywide and statewide events helps inform IHSS stakeholders on important news and issues. Over 60% of the SF IHSS Conference participants came to the event to learn more about the IHSS system and about ways to enroll as an IHSS Consumer or to become a Provider.
Outreach and Visibility

It has been a big year for us in the area of outreach and visibility. Community involvement is important to us at the Public Authority. It gives us the opportunity to celebrate and connect with the community we serve, build relationships with community partners and to spread the word about the services we offer. Here are just a few of the events we participated in this 2017-2018 fiscal year.

One Stop Resource Center Grand Opening

On May 23, 2018 we celebrated the grand opening of our One Stop Resource Center, a community space located within the Public Authority office where we offer IHSS trainings, workshops and one-on-one Mentorship assistance to seniors and people with disabilities. It also houses our Livescan Fingerprinting Services. Our goal for the One Stop Resource Center was to create a warm and inviting environment that is accessible and provides a wide range of information services. The grand opening event was attended by several members of our community including IHSS Consumers, Providers and community partners.

Disability Capital Action Day

On June 7, 2018 a group of Public Authority staff, mentors and board members traveled to Sacramento to participate in Disability Capital Action Day. We collaborated with community partners such as Senior and Disability Action (SDA), Hand in Hand and SF Independent Living Resource Center to educate policy members on important disability issues. It was an important opportunity to connect with community leaders and advocate for people with disabilities.

2018 IHSS Conference

One of the many ways that we inform the public about our services is by partnering with the Department of Aging and Adult Services (DAAS) and Homebridge to host an annual IHSS Symposium. This year we decided to turn the Symposium into a single day, conference style event. On June 20, 2018, 321 participants gathered in the auditorium and classrooms of UC Hastings College of the Law where we held workshops such as “Electronic Timesheets”, “Advocacy Issues” and “An Introduction to IHSS”. Each workshop was specially catered to the interests of our Consumers, Providers and community partners. The Conference also featured a resource fair, connecting participants to the services and information they need and allowing for one-on-one conversations with staff members. We look forward to continuing this partnership and making each year of the conference even better than the last.

1st Annual Independent Provider Appreciation Day

So much of what we do would not be possible without the hard work and dedication of our Providers and we wanted to show them how much we value them. On September 15, 2017 we hosted our 1st Annual Independent Provider Appreciation Day at Victoria Manalo Draves Park. We invited all San Francisco IHSS Providers to join us in celebrating their contribution to helping seniors and people with disabilities live independently. There was food, music, raffle prizes and games. We are looking forward to continuing this tradition.

San Francisco Sunday Streets Fair

Tabling at community events and fairs is an essential part of building visibility. It also allows us to connect with our community. San Francisco Sunday Streets is a free local street fair that aims to “take back the streets” by promoting community building, community health and encouraging residents to utilize their public spaces. It is exhibited by local businesses, community groups and small businesses. Sunday Streets held 10 events in neighborhoods across San Francisco. By participating in Sunday Streets, we were able to access the residents of San Francisco’s many diverse neighborhoods and educate them about our services, employment opportunities and Mentorship program. It was also a great opportunity to network with other local organizations who share our dedication to community and public health.
Mentorship Spotlight:
Independence Can Mean Teamwork

Audrey has been an IHSS Consumer for over 10 years, so when she first heard about the Mentorship Program, she did not think there was much an IHSS Mentor could do to help her hire a new homecare Provider. “I have seen it all. I’ve had some good experience with Providers, who were really great and did the work I needed. I’ve also had some Providers that were not so good.” Audrey was looking to hire a new Provider since her last Provider was no longer working with her.

She learned about the Mentorship Program at the San Francisco IHSS Conference on June 20, 2018. She attended a training titled “Effective Communication with Consumers and Providers,” facilitated by the Mentorship Program Manager, Perry Vermilyea. There she learned about other trainings offered at the Public Authority’s One Stop Resource Center and came the next week to the “How to Hire a Homecare Provider” training. She shared some of her frustrations that come with hiring a new Provider. Sometimes potential Providers did not show up for interviews. Other times they might not agree or be open to completing the tasks Audrey needed done. Consumers and Providers have to work with each other very closely, so everyone wants to find the right match. Perry suggested she try working with a Mentor to make her next hire. The Public Authority works to empower Consumers to hire Providers independently, but recognizes that sometimes people need the extra help and support to make it happen. Audrey was hesitant, but she agreed to give it a try.

Audrey connected with her Public Authority Mentor, Jim. Jim had initially started working with the Mentorship Program as a Consumer himself. The Public Authority worked with Jim last year to help him find an IHSS Provider and train on communication strategies. Jim appreciated the help he received and decided to give back by becoming a Mentor himself.

“Jim was amazing. He was so helpful.” Audrey explains. She had some anxiety about calling the Providers herself. Jim was able to teach her how to read through the Registry list, and discussed some strategies for making the calls. This included what points Consumers should cover in a phone conversation, check that Providers are available to do the tasks needed, and decide how the Provider and Consumer would communicate with each other going forward. The two worked together to call potential Providers from the list Audrey received from the Provider Registry. “I realized how important it is working with somebody, and it can really connect you with your goals and help you focus on what you want to do. In this case, hire a Provider.” Jim and Audrey set up two different meetings with Potential Providers, and she hired one of them after that meeting.

Audrey looks on her Mentorship experience as one that really provided the assistance she needed. “This program is really filling a need, and more services are needed like this. Right now it feels like low-income people are being cut out, but this program really helps keep people involved.”

Our New and Improved Website!

We are excited to present our newly designed website. It is now more interactive and user friendly than before. Our goal for this new website is to make it easier for Providers, Consumers and visitors to access information about the Public Authority and to navigate the website based on their needs. Our homepage features a breakdown of who we are as an organization and the many programs and services that we provide. Both prospective and current Consumers can find out more about how IHSS works, their role and how to gain access to our Registry, On-Call and Mentorship services.

If Prospective Providers have any questions about why or how to become a Provider, they can find those answers in the Provider section of the website. Providers can also apply to be on our Registry through our online application, a feature that no other IHSS Mentorship Program offers. Stay up to date with our Latest News section which archives all news reports and publications, including our monthly e-news stories. In May we celebrated the grand opening of our One Stop Resource Library and now those resources can also be found online.

Our Online Resource Library connects low income seniors and people with disabilities with services and resources in their communities such as meal programs, medical clinics and community centers. This section of our website also features a calendar of events for our upcoming Consumer trainings and workshops.

In the top right corner, you will find our integrated social media buttons for Facebook and Linked in. We’ve also made improvements to our “Contact Us” page where visitors can submit questions or concerns directly to members of our staff.

We hope that you find our new website to be fresh and accessible.
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.