SFIHSS PUBLIC AUTHORITY

2016-2017 Annual Report
Joint Message from Kelly & Mel

The 2016-2017 fiscal year was fulfilling and successful for the Public Authority, and one in which we made much progress in addressing the needs of the fast-growing senior and disabled communities. As you may know, right now, one in every five San Franciscans is a senior, 30% of seniors and people with disabilities live alone, and these number are on the rise. Public Authority services are more in demand than ever.

Our dedicated staff has done an incredible job of expanding outreach and strengthening our programs and services. Some of the highlights, which you’ll learn more about in these pages, include: hosting three symposiums in partnership with San Francisco IHSS and Homebridge designed to help Consumers, Providers and community members better understand how to access IHSS services; bringing additional staff and Mentors on board to meet the increasing number of Consumers who are taking advantage of the program, recruiting more than 250 new Providers to our Registry; and welcoming two new community members to the Governing Board.

Since 1995, the PA has provided vital services for San Francisco’s seniors and people with disabilities, all while keeping Consumers at the center of our services. This year, we were able to reach more people, offer more customized services, and increase our visibility across the City. We are grateful to all of our Providers and community partners, and every one of our employee team members for the work they do assisting Consumers at every level. And, we are grateful to Consumers because, through their participation in our programs, and their advocacy, they continue to remind us of what is most important and how we can best serve them. We have great appreciation for our Governing Board of Directors who devote their valuable time each year to help us fulfill our mission.

We look forward to another exciting year.

Kelly Dearman
PA Executive Director

Mel Beetle
Governing Body President

Board of Directors

Melvin Beetle
President
Older Consumer Representative

Kenzi Robi
Vice President
Younger Consumer Representative

Gustavo Serina
Treasurer
Aging & Adult Services Commissioner

Patricia Wooley
Secretary
Worker Representative

Mike Boyd
Older Consumer Representative

Jessie Carver
Younger Consumer Representative

Judith Karshmer
Health Commissioner

Tatiana A. Kostanian
Mayor’s Disability Council Representative

Daisy McArthur
Union Representative

William Pitts
Older Consumer Representative

Rita Semel
Human Services Commissioner

Patricia Webb
Younger Consumer Representative
Outreach and Visibility

At her first meeting, a Public Authority board member said, “The Public Authority is the best kept secret.” While this new member had a general idea about the work provided by the Public Authority, she was struck by how much we did and how few people knew about us. As a result, the last twelve months were spent increasing our visibility and outreach to let the general public know about all of our services.

The first priority was partnering with DAAS (the Department of Aging and Adult Services) and Homebridge. Since these three agencies are all interconnected, we held a series of symposiums to inform the public about our services. Starting in September, 2016, we held a symposium for Consumers, then one for Providers, and finally one for all of our stakeholders. At each meeting we discussed the role of each agency, how we work together, and what we are doing to improve our services. We received positive feedback about the importance of keeping the public informed and a better understanding of how we all work together to assist seniors and people with disabilities.

The second priority was doing community outreach to senior and community centers, job fairs, and Sunday Streets. The Public Authority spent many weekends and evenings handing out brochures and talking to residents. The point was to encourage consumers to sign up for IHSS services and job seekers to sign up to be independent providers. As a result, we recruited over 200 new independent providers, added 15 mentors to our mentorship program and assisted well over 200 consumers in their efforts to sign up for IHSS and/or find a provider. It’s been a great year spreading the word about the Public Authority. Our efforts will continue in the years to come as we work more closely with the Board of Supervisors to have district specific events.

While some may say the Public Authority is still a secret, the secret is getting out.

Program Revenue and Costs for Fiscal Year 2016–17

**FUNDING:** $56,795,557
- Federal Funding: $31,223,876
- State Funding: $12,508,703
- County Funding: $13,062,978

**EXPENSES:** $56,795,557
- IP Benefits (Medical & Dental): $53,401,715
- Program and Administrative Cost: $1,771,959
- PA Staffing: $1,621,883

TiP Corner

**Thriving in Place** is the partner or “friends of” non-profit to the **SF IHSS Public Authority**. Our purpose is to raise funds and awareness through outreach, advocacy and education to help the Public Authority continue to meet the needs of the growing aging and disabled populations in San Francisco.

Every month 60 new people ask for our help finding caregivers. We need to expand the size and scope of our programming, adding more and varied trainings for caregivers and more resources and levels of care for our Consumers.
The **Registry** matches IHSS consumers needing assistance with independent providers (IPs) who offer home and personal care services.

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<th><strong>Consumers Served (total)</strong></th>
<th>1,383</th>
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<td><strong>New Consumers</strong></td>
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**Providers Added to the Registry** 263

**Extremely/Somewhat Satisfied with Our Registry Services** 93% (107 out of 114)

Our **On-Call Program** offers emergency Provider services to consumers without a current available provider.

- **Consumers Served**: 802
- **Hours of On-Call Service Provided**: 8,332
- **Felt Satisfied with On-Call Provider Care**: 97% (40 out of 41)

**On-Call Program**

**Consumers Referred to Mentorship for Assistance with Hiring a Provider**: 207

**Reported Mentorship Services Received Were Helpful**: 91% (57 out of 62)

The **Mentorship Program** offers 1-1 direct mentoring with consumers to help ensure their IHSS needs are met.

- **Consumers Referred to Mentorship for Assistance with Hiring a Provider**: 207
- **Laguna Honda Hospital (LHH) Patients Received Mentorship Support when Discharged**: 65
- **Consumers Leaving LHH Felt Prepared to Get IHSS Services Started**: 95% (23 out of 24)
The PA offers **medical and dental benefits** to qualifying Providers, and negotiates wages and benefits with SEIU Local 2015, the union that represents our workers.

- **11,044** Enrolled in Health Benefits
- **9,600** Enrolled in Dental Benefits
- **92%** Extremely/Somewhat Satisfied with Our Benefits Services

The PA performs criminal **background checks** with the Department of Justice to ensure all IPs are eligible for employment.

- **4,468** Total Number of DOJ Checks
- **81%** (221 out of 269) Found Process of Getting Hired Extremely/Somewhat Easy

The PA **advocates** for the rights of both consumers and providers by meeting with federal, state and local policymakers and legislators and by holding conferences and other events to address issues important to both groups.

- **90%** (91 out of 101) Consumers Feel Confident in Ability to Live Independently with IHSS Services
- **97%** (261 out of 270) Providers Feel their Work is Helping People Live Independently
Bridging the Gap: Providing Consumer-Directed Support with Public Authority Mentors

Asking for help to achieve goals is not a sign of weakness, but rather a sign of strength. It can be hard for anyone to accept help, but when you have someone on your side helping you to overcome obstacles and provide training resources and encouragement, you also have someone who will celebrate your success with you. This is the vision behind the Public Authority’s “IP+” Program, which links a team of Mentors to IHSS Consumers, helping them to navigate the IHSS system.

Whether starting out as a new Consumer who has just been approved for IHSS, or someone who has had IHSS for a while, but has had a tough time hiring or retaining an Independent Provider, the IP+ team is there to help! IP+ Mentors provide training and support to successfully hire a Care Provider that meets the Consumer’s needs, helping them to retain independence and remain at home. Empowering Consumers in this way, gives a greater sense of confidence in their own care management abilities.

The Public Authority’s IP+ Program has expanded significantly in the past year. We added two new Mentorship Service Coordinators to the staff, and 12 new
Mentors joined the team to assist the growing number of Consumers taking advantage of Mentorship services. The Mentors on the team are as diverse as our Consumer population, consisting of both fellow IHSS Consumers, former IHSS Providers, individuals who have previous work experience with the Senior and Disability communities, and those who are knowledgeable about the varied communities in which our Consumers live and the range of resources available.

In partnership with the Department of Aging and Adult Services (DAAS) and Homebridge, the Public Authority integrated the IP+ Program in the “Continuum of IHSS Choice and Support” to explain the range of IHSS options for Consumers - from total autonomy to intensive care and case management support. Recognizing that the state IHSS model is not a one-size-fits-all program, these three agencies together support all 20,000 IHSS Consumers throughout San Francisco and offer the right level of care and consumer choice for each individual Consumer.

As the IP+ Program continues to expand, the Public Authority plans to offer more trainings both on-site and within Consumer homes and communities.

**Mentor Spotlight**

Shannon Steneck has been a Public Authority Mentor at Laguna Honda Hospital (LHH) for over one year. His duties include contacting residents nearing discharge, lending support and advice regarding in home supportive service needs, and confirming a smooth transition back into their community. Shannon holds a unique perspective in his role because he was once himself a resident of LHH for four months. His experience lends a sense of personal wisdom and credibility making his impact all that more invaluable. Shannon says “the Mentorship program brings much-needed value to the residents and the Social Workers because our focus is solely on getting the resident home and involved with in-home support. Being able to make a connection with individuals and their families in Laguna Honda means so much to me because I’m giving back”.
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.