



# THE VISION AND VOICE OF THE SFIHSS PUBLIC AUTHORITY

CIRCULATION 42,000 IHSS CONSUMERS AND WORKERS

MAY 2019 • VOL. 18, NO. 1

## 2nd Annual Independent Provider Appreciation Day

On August 17, 2018 we hosted our 2nd Annual Independent Providers Appreciation Day (IPAD) at Victoria Manalo Draves Park. We invited all San Francisco IHSS Independent Providers to join us in celebrating their contribution to helping seniors and people with disabilities live independently. We were joined by over 200 Providers, along with their family members or Consumers, Social Workers and Community Partners.

It's always a challenge to be more innovative than the year before. We also wanted to be sure to plan an event that is both age and culturally inclusive. Our attendees played lawn games on a grassy field and ate catered lunches in the shade. Conversations and laughter could be heard while the DJ played hits from 1970 and beyond. The children enjoyed hot dogs and snacks, but the cotton candy and popcorn machines were the biggest hit; even among the adults. We gave away over \$1,000 worth of raffle prizes and each Provider went home with a bag of free swag.

Community building is important to us. IPAD allows Providers to meet each other in a casual setting. It creates a comfortable space where they can socialize and share their stories and experiences. It is also an opportunity for them to spend an afternoon in the sunshine while receiving the same consideration and appreciation that they so readily give to our Consumers. This picnic lets them know that their hard work and dedication is greatly appreciated. A value that was also recognized by Mayor London Breed who proclaimed August 7, 2018 to be San Francisco's official "Independent Provider Day". We look forward to continuing this tradition and making each event even better than the year before.



## Upcoming Consumer Trainings

### *How to Hire a Care Provider*

2nd Tuesday of each month — 2:00pm - 3:30pm

June 11                      July 9

### *Getting Started with your Provider*

3rd Tuesday of each month — 2:00pm - 3:30pm

June 18                      July 16

### *Effective Provider Communication*

4th Tuesday of each month — 2:00pm - 3:30pm

May 28                      June 25                      July 23

## Upcoming Workshops

### *Microwave Cooking Class*

*Microwave Cooking Class — Learn how to make nutritious meals with just a microwave!*

Tuesday, June 4 ▪ 2:00pm - 3:30pm

## Livescan Services

Please bring your Livescan form and a current identification card. The total cost is \$47.00.

We accept cash, money order, cashier's check, debit card, and credit card.

We offer walk-ins at the following schedule:

Monday ▪ 1:30pm - 3:30pm

Wednesday ▪ 1:30pm - 4:00pm

Friday ▪ 9:30am - 11:30am

Hours subject to change without notice.

## IHSS Timesheets Just Got Easier!

### Easy Process = Faster Payment

*Submit and Approve your IHSS Timesheet Online or by Phone!*

The **E**lectronic **T**imesheet **S**ystem is available for you to review, approve or reject IHSS timesheets that have been submitted *online* by your provider!

Enroll by phone or online:

[www.etimesheets.ihss.ca.gov](http://www.etimesheets.ihss.ca.gov) ▪ (415) 557-6200

### *What if I need help or have questions?*

Contact the **E**lectronic **T**imesheet **S**ystem Help Desk at: (866) 376-7066

## Practice Change Leaders

Our Executive Director Kelly Dearman, was selected to participate in the sixth class of Practice Change Leaders for Aging and Health, a program aimed at building leadership capacity among professionals who have a leadership role in a health care delivery organization, health-related institution, or community-based organization with direct responsibility for care that impacts older adults. Awardees receive support as they further develop their leadership skills and complete a project aimed at implementing a new geriatric service line or aging program.

Kelly focused on the IP Plus Program (Mentorship), which addresses the gap between independent consumer-directed and contract mode by providing support to Consumers who want to direct their in-home care on their own, but need assistance learning how to do so.

Consumers who do not engage in IP Plus mode and fail to hire a caregiver, may lose their IHSS services. This results in a negative support cycle, sending Consumers back to square one with new requests, diminished health status for Consumers, hospitalization, missed rent payments, eviction, homelessness, or institutionalization. IP Plus reduces and eliminates many of these systemic concerns, leading to a more positive care continuum. Knowledge and confidence give power to Consumers. A Consumer who feels empowered will set the wheels in motion not only to hire their independent in-home Provider, but also to raise the alarm if more assistance is needed. Finally, a Consumer that can clearly direct their Provider will need less time with them, resulting in cost savings to the city and county and more available independent Provider hours.

It was a very successful year with many lessons learned and increased confidence in the need and impact of our IP Plus program.

*IHSS Public Authority Staff*



# Advocacy Corner

As a consumer or provider of IHSS, your voice matters. Here are some meetings and events that might be of interest to you.

- **DISABILITY CAPITAL ACTION DAY is Thursday, May 23, 2019** at 10am in Downtown Sacramento. This year the Disability Action Coalition is joining with California Alliance for Retired Americans for one big joint event. This is an opportunity for older adults and people with disabilities to rally, explore different resources and meet with state representatives to talk about the issues affecting our community. For more information about this event, please visit [www.disabilitycoalition.org](http://www.disabilitycoalition.org) or [www.californiaalliance.org](http://www.californiaalliance.org).
- **Senior and Disability Action:** SDA mobilizes and educates seniors and people with disabilities to fight for individual rights and justice. For more information, please contact them at (415) 546-1333 or visit their website at [www.sdaction.org](http://www.sdaction.org).
- The remaining **SF IHSS Public Authority Governing Body meetings** will take place on May 14, July 9, September 10 and November 12 from 1pm-3pm at the Public Authority office. Please contact Shakema Straker at (415) 243-4477 for more information.
- The **California In-Home Supportive Services Consumer Alliance (CICA)** is an organization that is dedicated to making improvements to IHSS on behalf of the Consumer. CICA conducts monthly statewide telephone calls. For more information please visit their website at [www.cicaihss.org](http://www.cicaihss.org).
- **Healthcare Action Team:** Meets every 2nd Tuesday of each month at 11AM in the Independent Living Resource Center. Lunch is provided. Please contact SDA for more information.

## When the Newsletter is Not Enough...

Once a month the Public Authority sends out eNews to over 1,000 IHSS Consumers, Providers, colleagues and legislators. Sign up to stay up to date on important issues, hot topics and what's new at the Public Authority.

If you're interested in staying informed please send your email address to [ssstraker@sfihsspa.org](mailto:ssstraker@sfihsspa.org).



## Mindful Caregiver Education

This past winter SF IHSS Public Authority teamed up with Zen Hospice Project to offer Mindful Caregiver Education training and support for home care workers and family caregivers to increase awareness and understanding of emotional skills in caregiving that are often neglected or ignored while caring for others. The training focused on four key areas of emotional resiliency: mindfulness, compassion, death awareness, and self-care.

Four training sessions were held over the course of 3 months, and a total of 53 IHSS Providers attended. Those who came represented the diversity amongst care Providers in San Francisco. Some were family care Providers, others were Registry and On-Call Providers. The Providers who came live throughout the city of San Francisco, and many who attended even live outside the city in other parts of the Bay Area. Many reported that the trainings were helpful and easy to follow and found the instructors from Zen Hospice to be knowledgeable and supportive. Often times Providers are isolated in their job, so it was also important for many of the attendees to have the opportunity to share their experiences and stories with other care providers in the city doing the same work.

After the training, the attendees reported higher levels of energy, improved emotional state, faster emotional 'recovery rate,' and confidence in providing care. They felt that tools and tips they learned in the training would be useful in their work, and many expressed interests in future training opportunities, especially in areas of stress relief and Provider resources.

The Public Authority appreciates the partnership with Zen Hospice Project, and looks forward to other future training opportunities.



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## Contact Us!



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*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.*