



SAN FRANCISCO IHSS PUBLIC AUTHORITY

# Linking Lives

2025 FALL NEWSLETTER

## Building Skills, Building Confidence: Provider Training Opportunities

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# Message from the Executive Director

As we close out the year, I want to take a moment to reflect on the incredible dedication of our IHSS providers. Every day, you make it possible for consumers to live safely and independently in their homes—and that commitment deserves recognition and support.

Training has always been an essential part of our mission at the Public Authority. It's not just about learning new skills—it's about building confidence, improving safety, and strengthening the quality of care across our community. At San Francisco IHSS Public Authority, we remain focused on expanding and sustaining **meaningful training opportunities** for all providers.

In the months ahead, our team will continue to partner with community organizations and advocates to ensure that training remains **accessible, relevant, and empowering**. We believe that when providers are supported, consumers thrive.

Thank you for your continued dedication and compassion—you are the heart of this work.

With appreciation,

**Eileen Norman**

*Executive Director, IHSS Public Authority San Francisco*



# Building Skills, Building Confidence

## Provider Training Opportunities

### WHY TRAINING MATTERS

IHSS providers play a vital role in helping consumers live independently in their homes and communities. Training ensures providers have the knowledge and tools they need to give the best care possible, whether that's learning about safety and injury prevention or navigating the IHSS program itself. The Public Authority's goal is to ensure training opportunities remain accessible to Providers.

### UPCOMING TRAINING HIGHLIGHTS

Stay tuned for a curated list of upcoming training sessions designed to equip you with the latest knowledge and practical skills. We're excited to offer a diverse range of topics, from advanced care techniques to effective communication strategies. These sessions are designed to enhance your expertise and foster a supportive community of practice.

### IN THIS ISSUE

- **In-Person & Virtual Training Opportunities:** Hoarding Disorder 101: Compassionate Strategies for Behavioral Change, Introduction to Homecare, Essential Caregiving, Medication Management, Aging and Fall Prevention, Body Mechanics and more!
- **Provider Spotlight:** Meet Erika and learn about her inspiring success story.
- **Partnership Voice:** Insights from [Janie Whiteford, CICA Executive Director](#); also [Co-chair of the Santa Clara County IHSS Advisory Board](#), [Kate Laddish, President of CICA's Board of Directors](#); also [Chair of the Yolo County IHSS Advisory Committee](#), an [Kristy Madden, CICA's Membership Coordinator/Organizer](#); also a [member of LA County's Personal Assistance Services Council Governing Board](#) and a [systems change advocate with CALIF Independent Living Center](#): — advocates and leaders shaping IHSS training through the Consumer voice.

# Provider Spotlight

## Erika's Story: Learning on Her Own Terms



### NAME:

Erika

### ROLE:

IHSS Registry Provider

### TRAINING FORMAT:

Self-paced online modules

### PROVIDER START DATE:

20 years experience

### KEY TAKEAWAY:

Training builds confidence, strengthens boundaries, and offers flexibility for busy lives.

Erika, a dedicated IHSS Registry Provider and single mother, is passionate about growing in her role and giving the best care possible.

“I like to learn and gain more knowledge to have better tools to help those we serve,” she shared. “It’s very important that we have proper knowledge of the work we do.”

For Erika, the self-paced online training format offered the perfect balance between learning and her busy schedule. Working two jobs and raising a child made in-person sessions difficult, but this training allowed her to learn without sacrificing her responsibilities.

“I really liked that it was self-paced. I could do the courses after work at night, one at a time, without rushing. As a single mom, this flexibility made a huge difference.” Despite the occasional technical hiccup, Erika stayed motivated by her curiosity and drive to improve.” It was refreshing to see what is right and what is wrong in this realm of work. My hunger to grow helped me complete all the modules.”

**“As a single mom, this flexibility made a huge difference.”**

Through the training, she strengthened her understanding of professional boundaries and responsibilities.” It refreshed my previous knowledge and helped me learn new methods and policies. I learned that I’m not obligated to make medical decisions for my clients, which is important.”

She encourages other Providers to take advantage of these opportunities: “I would 100% recommend it, especially for new Providers or those with little experience. It teaches the most important do’s and don’ts and helps ensure consumers are safe.”

“I am very grateful for this opportunity. Our community needs more of these trainings. We don’t often have the chance to learn and grow, but this gave me the tools I need to better serve those in need.”

# Mental Health Association of San Francisco Training Details

## Hoarding Disorder 101: Compassionate Strategies for Behavioral Change

Learn practical intervention strategies to help clients with hoarding behavior reduce clutter and achieve safe housing. This training covers compassionate decluttering approaches, motivational techniques, and evidence-based methods for inspiring change.

### DATES:

- Friday, November 21, 2025
- Friday, January 16, 2026
- Friday, March 20, 2026
- Friday, May 15, 2026

### TIMES:

10:30am – 12:30pm

\* Subject to change based on participant needs

### CAPACITY:

Minimum of 22 participants, no max

### LANGUAGE:

English

### HOW TO REGISTER:

Register Here for November 2025:

<https://mentalhealthsf-org.zoom.us/meeting/register/b75CkVSOR1yYvo85OTv7Nw#/registration>

Register Here for January 2026:

<https://mentalhealthsf-org.zoom.us/meeting/register/B58gyR3uQHaeWrTCRe4Sog>

# Homebridge Training Details

As an IHSS provider, the care you give truly makes a difference. That's why **Homebridge** and the **San Francisco IHSS Public Authority** have curated free classes to help you grow your skills and advance your career. Plus, you'll get access to a supportive online community made just for San Francisco providers, all designed to help you succeed. **Be sure to look for an invitation in your inbox or junk box.**

## Why Should You Enroll?

As an IHSS provider, the care you give truly makes a difference. That's why Homebridge and the San Francisco IHSS Public Authority have curated free courses and trainings to help you grow your skills and advance your career. Plus, you'll get access to a supportive online community made just for San Francisco providers — all designed to help you succeed.



Our community platform **connects you with others** and **offers learning tools** to make your work safer and easier.

## Enrollment is Easy!

- 1. Open your web browser and go to:** [linktr.ee/Homebridge](https://linktr.ee/Homebridge). Click 'Create an Account and Enroll'.
- 2. Create your account:** Enter your full name, email address, and choose a password. Then click 'Sign Up'.
- 3. Check your email:** You'll receive a 6-digit login code in your inbox. Enter the code on the website to complete your login.
- 4. Get access:** Once registered, our team will add you to the available courses and trainings.
- 5. Start exploring:** Use the left-hand menu to browse all resources.



### Two easy ways to enroll.

Scan the QR code or visit [linktr.ee/Homebridge](https://linktr.ee/Homebridge)

## Four Opportunities to Grow:

### LEARN AT YOUR OWN PACE:

Starting October 24, all **Independent Providers**, **Registry Providers**, and **Back-Up Providers** in San Francisco can take **10 free online courses** in **English, Spanish, or Chinese**. An additional 10 courses will be added to the platform in mid-November.

### CONNECT WITH COMMUNITY:

All **Independent Providers**, **Registry Providers**, and **Back-Up Providers** can access **online community channels** - just for San Francisco caregivers. Connect with others, ask questions, share tips, and stay up to date on helpful resources and courses.

### JOIN LIVE ONLINE COURSES:

**Registry Providers** and **Back-Up Providers** can attend **weekly live online courses** on key caregiving topics. **Learn in real time** with other caregivers in the community. Space is limited and advance sign-up is required.



See the reverse side for a partial list of courses, trainings, and dates.



HOMEBRIDGE

Making independent living possible for those unable to care for themselves.

[HOMEBRIDGECA.ORG](https://homebridgeca.org)

## Self-Pace Courses

### INTRO TO HOMECARE

- Key Concepts of Homecare, Self-Determination, and Self-Direction
- Introduction to Basic Human Needs
- Introduction to Providing In-Home Care
- Respecting Differences
- Communicating and Collaborating with Consumers
- Collaborating Across the Care Team
- Caregiver's Checklist: Effective Observation, Reporting, Recording, Client Rights, and HIPAA

### ESSENTIAL CAREGIVING

- Infection Control
- All About Food and Nutrition
- Medication Management
- Dementia and Alzheimer's
- Physical Changes of Aging and Fall Prevention
- Safety and Preventing Risk for the Consumer and Provider
- Abuse, Neglect, and Financial Exploitation
- Mental Health and Wellbeing

### PERSONAL CARE

- Body Mechanics and Transfers
- Supporting Consumers to Use the Bathroom and Manage Incontinence
- Supporting Consumers with Grooming
- Supporting Consumers with Bathing, Dressing, and Skin Care
- Caring for a Consumer Confined to a Bed: Bed Baths, Bed Making, and Lifts

## We Are Here To Help!

Do you have questions about the courses?  
Do you need help with the Circle Platform?

### CONTACT:

Thato:  
tmokale@homebridgeca.org · 628.254.4575

Cristina:  
cjimenez@homebridgeca.org · 415.914.4515

## Live Online Courses

### ENROLL TO SEE THE FULL CALENDAR

Kick Off/Announcement of Class	November 10
Introduction to Providing In-Home Care	November 13
Understanding Basic Human Needs	November 18
Safety for Client and Provider	November 20
Self-Determination and Self-Direction	November 25 February 12
Infection Control and COVID Safety	December 2 March 3
Body Systems and Common Diseases	December 4 January 13
Respecting Differences	December 9
Physical Changes of Aging and Fall Prevention	December 11
Body Mechanics and Supporting Consumers with Transfers	December 16
Mobility, Ambulation, and Movements	December 18
Preventing Risk in the Home	December 23
COPD	January 15
Neurodegenerative Diseases	January 20
Diabetes	January 22
Trauma-Informed Care	February 3
Collaborating Across the Care Team	February 5
Supporting Consumers with Medication Management	February 17
All About Food: Nutrition, Spending, and Budgeting	February 19
Pain Management	March 3
Abuse, Neglect, and Financial Exploitation	March 10
Assisting consumers with bathing, dressing, and skin care	March 12
Supporting Consumers with Grooming	March 17
Supporting Consumers to Use the Bathroom and Manage Incontinence	March 19

\*Note: To view the full calendar of classes, please create an account and enroll.



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# Center for Caregiver Advancement

## Course 1: Emergency & Disaster Readiness (EDR)

Learn caregiving skills for supporting consumers with access and functional needs in preparing for, responding to, and recovering from emergencies and disasters. This self-paced course helps IHSS caregivers strengthen their confidence and readiness to protect both themselves and their consumers.

### TARGET AUDIENCE / REQUIREMENTS:

- Must be a **current IHSS caregiver** living in **San Francisco, San Mateo, or Santa Clara County**.
- The **care recipient** must also reside in one of these counties.
- Caregiver must live in an **environmentally impacted neighborhood** (verified using **CalEnviroScreen**).

### DATE(S) & TIME(S):

- **Enrollment opens:** October 2025
- **Courses begin:** February 2026
- **Format:** Self-paced, approximately 15 hours total

### LOCATION:

Online – self-paced eLearning platform

### STIPEND INFORMATION:

\$770 upon successful completion

### DEADLINE TO REGISTER:

Early enrollment begins October 2025

### REGISTER HERE:

- **English:** <https://advancecaregivers.org/enrollment-form-english/>
- **Spanish:** <https://advancecaregivers.org/enrollment-form-spanish/>
- **Cantonese:** <https://advancecaregivers.org/enrollment-form-chinese/>

California Caregiver Resource Centers also offer virtual educational events hosted by local caregiver resource centers — and they're open to everyone!

Check out the link below to explore upcoming sessions and topics:  
<https://www.caregivercalifornia.org/event/>

# Course 2: Alzheimer's Disease & Related Dementias (ADRD)

Learn to recognize and manage Alzheimer's disease and related symptoms, including memory loss, sundowning, hallucinations, and wandering. This self-paced course helps caregivers improve care quality and reduce stress when supporting individuals with cognitive decline.

## TARGET AUDIENCE / REQUIREMENTS:

- Must be a **current IHSS caregiver** living in **San Francisco, San Mateo, or Santa Clara County**.
- Must care for a **consumer aged 50+** showing signs of memory loss or cognitive decline.

## DATE(S) & TIME(S):

- **Enrollment opens:** October 2025
- **Courses begin:** February 2026
- **Format:** Self-paced, approximately 15 hours total

## LOCATION:

Online – self-paced eLearning platform

## STIPEND INFORMATION:

\$770 upon successful completion

## DEADLINE TO REGISTER:

Early enrollment begins October 2025

## REGARDING PROVIDER'S QUESTIONS:

To learn more about in-home caregiver training, email CCA at: [studentaffairs@advancecaregivers.org](mailto:studentaffairs@advancecaregivers.org). You can also contact CCA via the SEIU Local 2015 call center at: (844) 725-8232.

## REGISTER HERE:

- **English:** <https://advancecaregivers.org/enrollment-form-english/>
- **Spanish:** <https://advancecaregivers.org/enrollment-form-spanish/>
- **Cantonese:** <https://advancecaregivers.org/enrollment-form-chinese/>

## LINKS TO INFORMATION:

- **ADRD:** <https://advancecaregivers.org/ihss-alzheimers-disease-and-related-dementia/>
- **EDR:** <https://advancecaregivers.org/emergency-disaster-preparedness/>

# Partnership Voice

These partnership voices highlight the power of collaboration between Consumers and Providers. Their shared message is clear: the most effective training comes from centering lived experience, building trust, and fostering mutual respect.



## Janie Whiteford

CICA Executive Director  
Co-chair of Santa Clara County IHSS Advisory Board

Janie emphasizes the importance of **including Consumers in training development**, highlighting that their lived experience adds depth and value. She reminds us that the Consumer/Provider relationship is unique and built on trust and collaboration.

*“The Consumer/Provider relationship is a very special one no matter whether your Provider is performing home care services or personal care services. It is important that you as the Consumer have input into any training that the Provider is receiving... Consumers have a lived experience with the relationship that can help develop modules that provide excellent training skills that will result in a positive and long lasting relationship.”*



## Kristy Madden

CICA's Membership Coordinator/Organizer  
LA County PAS Governing Board  
CALIF Independent Living Center Advocate

Kristy shares a personal account of how **individualized care training is essential**. She illustrates how medical or personal needs often require specialized knowledge that only Consumers can provide effectively.

*“People with disabilities and many seniors need the role of training their provider because there are little-understood nuances with most of our health conditions which aren't taught in textbooks... These are just a couple of examples out of the many unusual methods I've had to instruct my workers about. I often discuss caregiver training with my acquaintances who have disabilities and most seem to value training their workers themselves.”*



## Kate Laddish

President of CICA's Board of Directors  
Chair of the Yolo County IHSS Advisory Committee

Kate underscores the **core philosophy of “Nothing about us without us”** and how it applies to IHSS. She notes that incorporating Consumer input isn't just symbolic—it's practical and essential to successful partnerships.

*“Nothing about us without us”—the idea that people with disabilities are experts on their needs and must be central participants in making the decisions and policies that affect us—is a core philosophy of the disability rights and independent living movements... The importance of listening to Consumer requests is even greater for personal-care tasks.*

*Asking for and accepting help is really hard for a lot of people, including IHSS Consumers, and can create feelings of embarrassment, frustration, and sadness as well as gratitude. Touching on this during Provider training can help Providers understand that there may be complicated emotions swirled into what might seem like a simple request.”*

# Go Paperless with Your IHSS Paystubs!

Did you know you can now choose to receive certain IHSS forms electronically? The Electronic Services Portal (ESP) has added new **paperless mailing options**, making it easy and convenient to go digital and reduce the amount of mail sent to you.

By selecting the paperless option, you'll receive your documents electronically only (no paper copy will be mailed).

## HOW TO UPDATE YOUR PAPERLESS MAILING OPTIONS

Follow these simple steps to go paperless within your IHSS ESP account:

1. Click the link or enter in your browser address bar to go to the Electronic Service Portal:  
<https://www.etimesheets.ihss.ca.gov/login>
2. Log in and go to the **Account Information** screen.
3. Select **Paperless Mailing Options**.
4. Choose your preferences and click **Save**.
5. You'll receive an email and/or text message confirming your changes.

## A FEW NOTES

- If you select **Electronic Only (Paperless)**, you'll stop receiving paper versions of that form.
- If you select **Paper and Electronic**, you'll continue to receive both versions.
- Changes take effect by the end of the next business day and apply to all current and future Recipients you work for.
- To receive paperless paystubs, you must also be enrolled in **Direct Deposit** for that Recipient.

Follow the link to set your **Paystub Preference** today and enjoy faster, more convenient access to your documents: <https://www.etimesheets.ihss.ca.gov/login>

## **ELECTRONIC TIMESHEET**

Timesheet Submission & Support Electronic Services Portal TTS:

**833-342-5388**

State Timesheet Support:

**866-376-7066**

San Francisco County Support:

**415-557-6200**

**[ihsspaymentunits@sfgov.org](mailto:ihsspaymentunits@sfgov.org)**

## **INDEPENDENT PROVIDER UNION SEIU 2015**

Local Office Location:

**1645 California Street  
San Francisco, CA 94109**

Main Phone Number:

**855-810-2015**

## **PROVIDER ASSISTANCE**

Visit or Call the IPAC Help Desk:

**2 Gough Street  
San Francisco, CA 94103  
415-557-6200**

# NOTES

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San Francisco, CA 94107-1123

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