



SAN FRANCISCO IHSS PUBLIC AUTHORITY

Linking Lives

2025 SPRING NEWSLETTER



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Message from the Executive Director

Dear IHSS Community,

This year San Francisco IHSS Public Authority will celebrate 30 years of service, strengthening in-home care, promoting independence, and ensuring that those who rely on IHSS receive the support they need with dignity and respect. Our mission 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, allowing them to live independently and engage in their communities. We are deeply grateful for each of you who contribute to making this program an essential resource for the IHSS community.

In this issue, we're excited to share updates on our Governing Body, give shout-outs our reliable and hardworking backup providers, and offer spring-specific health tips for both providers and consumers. We're also providing resources, training opportunities, and other updates to help keep you informed and connected.

Thank you for being a vital part of the IHSS community. Your dedication and support are invaluable, and we look forward to another season of learning, growing, and supporting one another.

Eileen Norman

Executive Director



New Registry Provider Trainings

Training Opportunity for IHSS Registry Providers

We are excited to announce a new training program for IHSS Registry Providers. This training is designed to enrich your skills and support you in providing the highest quality care to Consumers.

This training will run from **January to July 2025**, and **all Providers will have 8 weeks to complete it**. It is a one-time requirement, and the certification earned will be valid for five years.

TRAINING OVERVIEW

The training will primarily consist of self-guided online courses, with 20 modules (approximately one hour per module). While most of the training will be conducted online, there will also be a hybrid option for BUPS (Back-Up Providers and Mentors), which will include both online and in-person sessions. Dates and locations for the BUPS in-person training are still to be determined.

The primary goal of this training is to enrich the skills of Providers and ensure they are equipped to offer the best care possible for Consumers. Topics covered will include:

- **Intro to Homecare**
- **Essentials in Caregiving**
- **Personal Care**



Photo of Registry Providers and Eren Gutierrez, Deputy Director

SIGN-UP AND LOGISTICS

- **Who Can Sign Up** – Open to all active Registry Providers (100 spots available).
- **How to Sign Up** – First-come, first-served, with additional invites during orientation.
- **Cost** – Free for Providers, funded by SF IHSS PA. Participation is optional and non-compensated.

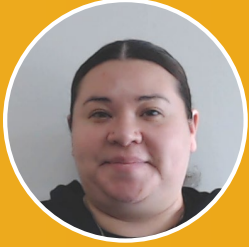
We encourage all eligible Providers to take part in this valuable training to advance your skills and provide the best care possible for Consumers in the Registry Program.

BUPS Spotlight (Back-Up Providers)



Analisa Marie Del Prate

Analisa has been providing services for IHSS consumers since 2023. She is looking forward taking BUPS assignments. Analisa likes to experience different cuisines and spend time outdoors.



Ingrid Suzette Carillo

Ingrid has been with IHSS since 2021, bringing extensive experience in providing personal care to consumers with high needs. In addition, she works as a nurse in a hospital setting. Ingrid also has a passion for antiques.



James David Mitchel

James has been with IHSS since 2019 and has spent 6 years providing services to a legally blind consumer. He enjoys biking and has a keen interest in antiques.

New Governing Board Member



Ted Jackson

Please welcome Ted as our newest member of the Governing Body. Ted brings over 10 years of experience in the field of IHSS, with a strong focus on caregiving policies. He currently serves as the Director of Public Policy at the Marin Center for Independent Living and previously held the role of Executive Director at the Berkeley Center for Independent Living. With his extensive background, Ted is poised to be a valuable and impactful addition to our board.

Dedicated Members Still Wanted!

San Francisco IHSS Public Authority is looking for IHSS Recipients and Providers to join our Governing Body. The **Public Authority's Governing Body** is comprised of multiple individuals in the IHSS Community that help provide guidance and advocacy to the Public Authority and plays a vital role in the organization's leadership.

Scan the QR code or visit www.sfhsspa.org/gb to learn more!



Understanding Hoarding

A Critical Focus for Health and Safety

Hoarding is more than just the accumulation of possessions—it's a disorder that leads to excessive clutter, creating unsafe living environments that can significantly disrupt daily life. This not only poses risks to the health and safety of consumers but also affects the providers working within these spaces. At the heart of our work in IHSS services is the commitment to maintaining health and safety, which is essential for the success and effectiveness of what we do.

In January, the Mental Health Association of San Francisco (MHASF) hosted a training series for IHSS staff, Back-Up providers, and Mentors to address hoarding behaviors. The training, available in-person and via Zoom, focused on understanding hoarding, its impact, and how to support clients with empathy.

Trainer Elizabeth Barr provided real-world strategies for addressing clients who may be in denial about their hoarding behavior, including role-play exercises and mock conversations. These scenarios gave providers the confidence to engage in constructive dialogue, helping clients understand the consequences of hoarding and explore alternative perspectives.

In addition to these discussions, a wealth of resources was provided to support both providers and clients. These included:

- **San Francisco Resources for Hoarding Behavior** – an abridged list of services for cleanup, support groups, legal aid, and more
- **OCD Foundation's Hoarding Fact Sheet** – offering practical tips for families and friends
- **MHASF Peer-led Support Groups** – a range of options for ongoing community support

As we continue to prioritize health and safety in our services, training like this is crucial in equipping our providers with the knowledge and tools to effectively support clients struggling with hoarding behaviors. This training series not only deepens our understanding but also fosters an empathetic, non-judgmental approach to one of the most challenging issues our communities face.



San Francisco resident, Vera Oliver,
in her uncluttered apartment.¹

¹ Photograph and caption source from Mind Site News – <https://mindsitenews.org/2024/02/13/a-san-francisco-program-helps-older-people-manage-their-hoarding-behavior-and-stay-housed/>

Tips for Health & Wellness

Spring Specific Safety Reminders

CONSUMERS

- **Get Active Outdoors**

As the weather warms up, take advantage of outdoor activities like walking, gardening, or stretching to improve circulation and flexibility.

- **Spring Clean for Safety**

Use the change in seasons as a reminder to declutter your home, dust off any old items, and ensure walkways are clear to avoid tripping hazards.

- **Allergy Management**

Spring can bring allergies—consider checking in with your healthcare provider to manage symptoms and keep medications on hand.

- **Hydrate and Refresh**

Warmer weather means it's important to stay hydrated. Drink plenty of water throughout the day, especially if you're spending more time outdoors.

PROVIDERS

- **Monitor Allergies**

Be aware of any seasonal allergies your consumers may experience, and help them manage symptoms by ensuring they have necessary medications and resources.

- **Encourage Spring Activities**

Help consumers get outdoors safely, whether for a walk in the park, gardening, or other mild exercises that promote movement and well-being.

- **Check for Seasonal Hazards**

Ensure that all outdoor spaces are clear of debris, ice, or other hazards from the winter months, and check that walkways are safe for walking.

- **Prepare for Seasonal Transitions**

Remind consumers to adjust their wardrobes for warmer weather, including sunscreen and hats for sun protection during outdoor activities.



Celebrating the ADA's 35th Anniversary

On July 26, 1990, the world witnessed a pivotal moment in the history of civil rights with the signing of the Americans with Disabilities Act (ADA) into law. Now, 35 years later, we come together to reflect on the profound impact this landmark legislation has had on the lives of people with disabilities. The ADA stands as a testament to the power of advocacy, perseverance, and the ongoing fight for equality, ensuring that individuals with disabilities are granted the same rights and opportunities as everyone else.



Americans with Disabilities Act

The passage of the ADA didn't come easily—it was the result of years of tireless advocacy, including the powerful Section 504 Sit-In of 1977. Disability rights activists staged a 28-day protest at the U.S. Department of Health, Education, and Welfare, demanding the enforcement of anti-discrimination laws that were meant to protect people with disabilities. This protest helped shine a spotlight on the urgent need for change, laying the foundation for the ADA's eventual passage.

The Section 504 Sit-In demonstrated the resolve of a community determined to claim their rights. It highlighted the need for accessible public spaces, education, transportation, and employment opportunities for people with disabilities. These fundamental rights align with the mission of In-Home Supportive Services (IHSS) Public Authority, which is dedicated to enabling individuals with disabilities to live independently and with dignity in their own homes. By providing essential home care services and connecting consumers with trusted caregivers, IHSS PA upholds the values of the ADA every day—promoting accessibility, autonomy, and inclusion.

As we celebrate the ADA's anniversary, IHSS PA honors the progress made and recognizes that the fight is ongoing. Let's continue to build on the legacy of the Section 504 Sit-In and work toward a

future where everyone, regardless of ability, can live, work, and thrive in an inclusive world. IHSS PA remains committed to advocating for individuals with disabilities, ensuring they receive the care and support needed to lead independent and fulfilling lives.



Photo of ADA signed into law, at the White House, on July 26, 1990 with Evan Kemp, President George H. W. Bush, and Justin Dart.



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