



SAN FRANCISCO IHSS PUBLIC AUTHORITY

IHSS For You

2026 SPRING NEWSLETTER

Support That Works for You



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Message from the Executive Director

This issue of our newsletter is dedicated entirely to IHSS Consumers, those who receive IHSS services to live independently at home. Within these pages, you will find information about the programs and resources the Public Authority offers directly, as well as programs, events, and activities available throughout our community that can help older adults and people with disabilities live full, connected, and thriving lives.

We know many are aware of the current climate of budget uncertainty at both the state and federal level. Proposed cuts and ongoing threats to Medicaid — the program that funds IHSS — are a source of real concern for our community. The Public Authority is closely monitoring these developments, and we want you to know that we are in your corner.

While we cannot control decisions made in Sacramento or Washington, D.C., we can control how we show up for this community. Our commitment is to ensure that every IHSS recipient in San Francisco continues to have access to the resources, services, and information they need — regardless of what is happening at the policy level. That means sharing timely, accurate information about any changes that may affect your services, and being available to help you navigate your care when questions or challenges arise.

Through this newsletter, we hope to be a trusted source of connection and clarity. Whether you are looking for help with caregiver support, training opportunities, community activities, or simply want to better understand what services are available to you, this issue is designed with you in mind. We believe that being informed is one of the most powerful tools available to our community, and we are committed to making sure that information reaches you.

Please take your time reading through this newsletter, and do not hesitate to reach out to us directly if you have questions or need assistance. Our staff is here to help you navigate your care and connect you with the right resources. You are not alone in this, and the San Francisco IHSS Public Authority will continue to be a place of support and guidance.

With gratitude and continued commitment,



Eileen Norman
Executive Director

We Honor...

Alice Wong

Alice Wong was a prominent figure for the San Francisco IHSS Public Authority, serving on its Governing Body for 8 years, during which time she held the esteemed position of Governing Body President. Her unwavering commitment to improving the lives of individuals with disabilities was rooted in her own personal experiences and her deep sense of social justice. She advocated passionately for consumer choice and the importance of accessible in-home care services. Her efforts shaped policies that enhanced the quality of care for countless individuals, ensuring that their voices were heard and respected.

A celebrated author, speaker, activist, and thought-leader, Alice Wong was a mentor and a friend to many. If you don't know much about Alice, please check out her books. Listen to her archived interviews on NPR. Learn about her. Most importantly though, learn from her. Her legacy will live on through the lives she touched and the positive changes she championed. She will be deeply missed, but her impact on our community will be felt permanently. We extend our heartfelt thoughts to her family, friends, and all who were fortunate enough to know her, work with her, learn from her, and be influenced by her.



Disability rights activist
Alice Wong.

Kim Mosteiro Diamond

One of the Public Authority's long-time Mentors, Kim Mosteiro Diamond, passed away this past year. Kim acquired her disability after a motorcycle accident in her younger years, and became a fierce advocate for disability rights and services. Kim joined as a Mentor in 2019 after she was having a lot of struggles with finding her own IHSS Provider. At that time, Kim shared her experience and the PA knew she would be a great person to work and guide others who needed the same support she was receiving. Since then, she helped the Mentorship program in multiple ways, always bringing a deep empathetic approach to all those she connected with.

Outside of her work with the PA, Kim was a poet, a writer, a painter, and a performer. She loved to share her creativity at our office events and celebrations. Rest in power, Kim.



Long-time Public Authority
mentor Kim Diamond.

A Space for All

An Honored Space for Disability Culture: San Francisco's Disability Cultural Center

By Eileen Norman, Executive Director – San Francisco IHSS Public Authority

This past year, San Francisco made history with the opening of the **San Francisco Disability Cultural Center (SF DCC)**—the first disability cultural center in the nation intentionally designed as a gathering space for all disabilities. Not a clinic. Not a service office. But a true cultural home: a place for learning, creativity, connection, and community-building across the full spectrum of disabled experiences.



Inside the San Francisco Disability Cultural Center.

From the earliest planning stages, the center was shaped with deep intention around welcoming all disabled bodies, minds, and sensory experiences. Accessibility here goes far beyond ramps and wide doorways. It is woven into the furniture, the lighting, the textures, the layout, and even how people move through the space together.

Several people with close ties to San Francisco's Public Authority were part of the team who made the DCC a reality. There were people who brainstormed what kind of programming would happen, what

For many of us who identify as disabled, it is a rare feeling of being fully centered and considered when it comes to designing a space that is comfortable and welcoming. It's one of the few spaces where accessibility isn't an afterthought, where we don't have to explain our bodies, and where community is built into the environment itself. The SF DCC offers a powerful glimpse of what it can look like when that same level of care, access, and belonging exists in our everyday communities.

What makes the SF DCC truly groundbreaking is not just that it exists, but how it was created.

access accommodations would be offered, what kinds of furniture would fill the space, and people who created artwork masterpieces to line the walls. The goal was simple and radical: when someone walks into the SF DCC, they shouldn't have to ask, "Will this work for me?" The space already says yes.

Disability activist, author, and longtime San Francisco resident Alice Wong played a key role in envisioning what the center could be and what kinds of programming it should offer. Her influence is felt in the center's emphasis on disability joy, storytelling, justice, and cross-disability solidarity. Programming is designed not only to educate the broader public, but to nurture disabled people themselves—artist talks, community discussions, cultural events, and opportunities to connect without having to mask, explain, or minimize our needs.

For those of us lucky enough to visit with the DCC, it is especially meaningful. It reflects values we know well: that disabled people are experts in our own lives, that access requires listening to lived experience, and that community thrives when everyone is considered from the start. The Center stands as a living example of what is possible when disabled voices lead design and decision-making.

Everyone is encouraged to check out the events and activities being offered (both in-person and virtually). Visit their website and click on the Calendar page at www.disabilityculturalcenter.org to see what is coming up. Can't wait to see you there in community!

San Francisco IHSS Public Authority executive director, Eileen Norman,
with Governing Body Members, Jesse Nichols & Nicole Bohn, at the San Francisco Disability Cultural Center.



IHSS Resources

IHSS works best when you have the right supports at every stage, from beginning services to coordinating and maintaining your care, and accessing community resources that help you stay safe, supported, and engaged at home. The resources below are designed to work together: the Department of Disability and Aging Services (DAS) connects you with IHSS and other supportive programs and is your starting point for eligibility, case support, and program questions. The San Francisco IHSS Public Authority helps strengthen your IHSS experience by supporting consumers and providers through the Provider Registry, Back-Up Provider Services (BUPS), Mentorship, and training/benefits for eligible providers. Also, the Public Authority partners with Homebridge to offer caregiver training that supports safe, skilled, and confident care.

Beyond the basics, these resources support the goal to help you remain safely at home while staying engaged with your community. Programs like Family Caregiver Alliance help families navigate caregiving challenges and reduce stress, while the Institute on Aging's Friendship Line offers emotional support anytime. On Lok's Always Active delivers accessible group exercise classes across San Francisco, helping older adults and adults with disabilities maintain wellness, reduce isolation, and stay active in the community.

Together, these diverse resources create an amazing network of support and tools to help you live safely and independently in your own home.

IHSS COMMUNITY RESOURCES

Department of Disability & Aging Services (DAS) / IHSS

Provide IHSS general program information, intake, connect with your social worker, and explain how to access supports.

- **Phone Number:** 415-355-6700
- **Website:** <https://www.sfhsa.org/services/disability-aging>

IHSS Service Center (San Francisco County Support)

Provide case information, help with hiring or terminating a provider, and provide general provider support.

- **Phone Number:** 415-557-6200
- **Address:** 2 Gough Street, San Francisco, CA 94103 (drop-ins are welcomed)

IHSS Timesheet Help (Statewide)

This state office is available and ready to help with timesheet issues and questions.

- **IHSS Service Desk Phone:** (866) 376-7066
- **Website:** <https://www.etimesheets.ihss.ca.gov/login>

San Francisco IHSS Public Authority

The Public Authority can help you problem solve common IHSS challenges like what to do if your provider is unavailable, how to request support when your needs change, and how to access short-term coverage through BUPS when there is an immediate gap in care. Through the Mentorship Program, consumers can receive individualized coaching and guidance to better understand IHSS, communicate effectively with providers, and build confidence in managing services.

- **Address:** 832 Folsom Street, 9th Floor, San Francisco, CA 94107
- **Phone Number:** 415-243-4477
- **Website:** <https://www.sfhsspa.org>

Homebridge – Caregiver Training

Offer free training opportunities for all IHSS providers that include self-paced and live offerings through an online platform. Trainings cover practical, real-world topics, such as safe body mechanics, infection prevention, dementia and memory support, communication and boundaries, and provider wellness.

- **Email:** tmokale@homebridgeca.org
- **Phone Number:** 628-254-4575
- **Website:** <https://linktr.ee/homebridge>

FAMILY CAREGIVER GUIDANCE & NAVIGATION SUPPORT

For relatives & friends providing care

Family Caregiver Alliance (FCA)

They provide expert support, resources, and guidance to family caregivers of adults with physical and cognitive impairments, such as Parkinson's, stroke, Alzheimer's, and other types of dementia. From assessment and care planning to direct care skills. Also, wellness programs, respite services, and legal/financial consultation vouchers.

- **Phone Numbers:** 415-434-3388 | 800-445-8106
- **Website:** <https://www.caregiver.org>

WELLNESS & COMMUNITY ENGAGEMENT

Staying active and connected in San Francisco

On Lok – Always Active

On Lok's Always Active program helps older adults and adults with disabilities stay strong, independent, and connected through free exercise and fall-prevention classes offered in person and virtually across San Francisco. Classes focus on mobility, strength, balance, and flexibility, and are available in English, Spanish, and Cantonese, with registration available by phone or email.

- **Phone Number:** 415-550-2265
- **Website:** <https://www.alwaysactive.org>

On Lok – Health Promotion Workshops

In addition to fitness classes, On Lok also offers free health workshops that help participants build practical skills to manage chronic conditions (such as chronic pain and diabetes) and improve overall well-being and quality of life.

- **Phone Number:** 415-550-6002
- **Website:** <https://www.onlok.org/senior-center/health-workshops/>

EMOTIONAL SUPPORT

When one is feeling overwhelmed, isolated, or need to talk

Institute on Aging – Friendship Line (24/7)

24/7 emotional support line for older adults, caregivers, and adults with disabilities.

- **Phone Number:** 888-670-1360
- **Website:** <https://www.ioaging.org/friendship-line/>

MEMORY LOSS & DEMENTIA-SPECIFIC SUPPORT

Institute on Aging – Friendship Line (24/7)

Dementia information, Alzheimer's Information, crisis assistance, and emotional support.

- **Phone Number:** 800-272-3900

Meet Our Newest Governing Body Members

Nicole Bohn (she/her)

Nicole has lived in San Francisco since 1996 and has spent more than 30 years working in disability services and advocacy. A lifelong wheelchair user and homecare recipient for over a decade, Nicole brings both professional expertise and lived experience to her work advancing accessibility and disability rights.

Nicole previously served for eight years as Director of the San Francisco Mayor's Office on Disability, where she acted as the City and County's ADA Coordinator and led initiatives to strengthen accessibility and inclusion for more than 96,000 residents and visitors with disabilities. She also served as Executive Director of the Disability Rights Education and Defense Fund, leading national efforts to advance the civil and human rights of disabled people through legal advocacy, education, public policy, and community engagement.

Throughout her career, Nicole has contributed to numerous accessibility initiatives, including transportation equity, emergency preparedness, disability-focused pandemic response, accessible housing, and disability cultural initiatives. She also brings extensive experience in higher education disability services, having held leadership roles at both San Francisco State University and the University of San Francisco. Nicole holds a Master of Arts in Counseling Psychology and a Master of Fine Arts in Writing from the University of San Francisco.

Keontae Clark (she/her)

Keontae is a lifelong San Francisco resident who is deeply committed to supporting the city's diverse communities. She has nearly four years of experience working with a local nonprofit organization that assists individuals experiencing homelessness, including those living with mental and physical disabilities. Keontae has also worked in roles throughout San Francisco, including at the Chase Center and several downtown BART stations.

As a person with a disability and a member of the Mayor's Disability Council (MDC), Keontae brings valuable lived experience and advocacy to her work. She has supported residents transitioning from homelessness to independent living and remains actively engaged in community service. Through volunteering, Keontae prepares and distributes care and hygiene packages, donates essential items to children and families in need, and leads her own community initiative to provide resources and support across San Francisco.

Finding the Right Help, at the Right Time

Susan's Story of Care, Loss, and Support

A LIFE CENTERED ON CARE

At 53, Susan has spent much of her life caring for those around her while also managing her own health. She lived with her mother, Sharon, and her partner, Geovanta, who served as both of their IHSS providers.

In 2023, the family moved from San Francisco to Sacramento, and later returned when a two-bedroom apartment became available. What should have been a fresh start quickly became overwhelming.

“Everything felt confusing,” Susan shared. “I was constantly being redirected and never getting clear answers.”

Managing IHSS services across counties while caring for her mother became increasingly difficult. Even though Susan was told everything had been transferred correctly, her provider was unable to submit timesheets. Phone calls led to long hold times, unclear answers, and more frustration.

“It felt like I was running in circles,” she said. At the same time, her mother's health was declining. Susan made the decision to focus all her energy on her mother's care, putting her own case on hold.

A TIME OF LOSS AND UNCERTAINTY

In October 2025, Susan's mother passed away at home. “I was grieving and trying to figure out how to lay her to rest with almost no money,” she said.

“For the first time in a long time, I felt like someone was really listening to me and wanted to help.”

With everything happening at once, Susan paused her IHSS reassessment and focused on getting through each day. The stress of unresolved services, combined with grief and financial uncertainty, felt overwhelming.

Then, on October 29, Susan received a call from the Public Authority. “They asked if I needed help. I explained everything, and for the first time, I felt like someone was really hearing me.”

The next day, Susan and Geovanta visited the Public Authority office in person. That same morning, they had received approval for assistance with her mother's cremation.

"It was one of the hardest days, but also the day things started to come together."

SUPPORT THAT MADE THE DIFFERENCE

At the office, staff worked alongside Susan to untangle months of issues. They discovered that her provider had never been properly linked to her case after the move back to San Francisco. Together, they contacted IHSS, updated account information, completed necessary paperwork, and created a clear path forward.

"They didn't just tell us what to do—they sat with us and helped us do it," Susan said.

What stood out most wasn't just the technical help, but the way she was treated. Staff took the time to listen, explain each step clearly, and check in on her well-being throughout the process. She never felt rushed or dismissed—only supported.

With continued follow-up and support, everything was finally resolved. Her provider was linked correctly, and back pay—dating back nearly a year—was approved.

"This was life-changing," Susan shared. "It came at a time when we needed it most."

For the first time in a long time, Susan didn't have to focus on navigating systems or worrying about finances.

"It felt like the weight of the world was lifted off my shoulders," she said. "I could finally breathe."

MOVING FORWARD

With her services stabilized, Susan was able to take time to grieve and adjust to life after her mother's passing. Having consistent support meant she no longer had to figure everything out on her own.

"The Public Authority is a blessing to our community," she said. "They truly care about the people they help."

For anyone feeling stuck or unsure about reaching out, Susan offers this:

"Don't give up. Keep reaching out. There are people out there who care and want to help. When you find that support, it can change everything."

Technology Access & Skills for the IHSS Community

Today, many important services are available online. For people who receive in-home care through IHSS, knowing how to use a smartphone, email and text messaging, and the internet can make it much easier to find information, communicate with and manage service providers, and access helpful resources.

However, not everyone has a connected device or feels comfortable using one. Even in a technology-focused city like San Francisco, many residents still face barriers to getting online.

A recent technology needs assessment from **Thriving in Place** (www.tipsf.org) found that technology issues prevented many people with disabilities and older adults from accessing services. In fact, 64% of survey respondents said technology was a barrier when trying to access needed information and support.

- **Empowered San Francisco Technology Needs Assessment Report PDF:**
<https://tipsf.org/digital-equity/pdf/digital-empowerment-report-revP-101221-web.pdf>

These barriers can take many forms. Some people do not have a smartphone, tablet, or computer. Others simply have not had the chance to learn how to use digital tools. According to the report, about 1 in 8 residents in San Francisco lacks broadband internet access at home.

For IHSS Consumers, these challenges can affect routine tasks such as:

- **Finding important information**
- **Making phone calls and accessing voicemail**
- **Sending and receiving email and text messages**
- **Submitting online forms**
- **Using the Electronic Services Portal to manage timesheets and Provider information**
- **Staying in touch with social workers, case managers, and Providers**

The good news is that there are free programs that can help people gain access and learn technology skills at their own pace.

One helpful resource is **Senior Planet** (<https://seniorplanet.org>), a national program that offers free classes designed for older adults and taught by experienced trainers. They are designed for beginners who may feel unsure about using technology. Popular past classes have included “Everything

Smartphones,” which teaches how to use apps, adjust settings, and send messages, and “All Things Zoom,” which helps people join video meetings and online trainings.

Check out these classes to build your confidence and strengthen your skills in navigating technology by clicking the links below:

- **Smartphone Skills & Training Classes:** <https://seniorplanet.org/smartphones>
- **Zoom & Virtual Meeting Platform Classes:** <https://seniorplanet.org/zoom>

Another program available in San Francisco is **DigitalLift** (<https://digitallift.org>), a nonprofit organization that provides digital literacy training, technology support, and access to devices and internet service. Their programs often include beginner group classes, one-on-one technology tutoring, and drop-in help sessions where participants can get assistance with their own phone, tablet, or computer. Classes commonly cover smartphone basics, sending and managing email, internet browsing, password management, and online safety.

In addition to classes, DigitalLift can help people get connected to low-cost internet service, receive an internet-enabled device, and access one-on-one digital coaching. Coaching sessions allow learners to ask questions and receive step-by-step guidance while using their own device. For IHSS Consumers, this type of personalized help can be especially valuable for learning practical tasks related to their care.

Both Senior Planet and DigitalLift offer programs in multiple languages including English, Chinese, and Spanish.

Learning how to use technology can take time, and it is okay to start small. Even learning one new skill, like sending an email or checking voicemail, can make a big difference in building and maintaining a successful helping relationship.

Technology has become a critical tool for everyday life. With the right support and training, IHSS Consumers can gain the skills they need to use their technology with confidence and take full advantage of the resources available to them.

- **Senior Planet hotline number:** 888-713-3495

Fostering Connection and Community Through Shared Experiences

The **Older Adult Social Club (OASC)** is a program that supports older adults who feel lonely or disconnected. It helps fill an important gap in the community by offering group activities, health and wellness programs, and chances to build positive relationships. The program uses proven methods that help people build trust and connect with others. Its main goals are to help older adults make friends, feel supported, and improve their emotional well being and quality of life.

The OASC offers many different activities, like exercise classes, arts and crafts, cooking lessons, and trips to local theater shows. These activities give older adults a chance to learn new skills, talk with others, and spend time together in a friendly, relaxed place.

One special outing this year was a group trip to the Golden Gate Bridge. The club provided transportation to the bridge and nearby viewing areas. During the visit, the group crossed the bridge, saw the bright red towers, and looked out at the water, hills, and city skyline. The outing was planned to be simple, safe, and enjoyable for people of different ability levels.

Why Social Activities Matter

Social activities are important for older adults because they can:

- **Reduce loneliness**
- **Improve mood and emotional well being**
- **Keep the mind active**
- **Encourage light physical movement**
- **Help people feel like part of a community**

Even a short conversation or group activity can brighten someone's day. OASC programs help older adults stay engaged, feel supported, and enjoy meaningful time with others.

OASC Eligibility

To see who can join the OASC, staff complete an assessment to learn about each person's needs. After someone qualifies, they join a short intake conversation to talk about their interests and transportation needs. Paratransit support is available when needed.

To be eligible for the OASC, a person must:


- Be 60 years old or older
- Feel lonely or socially isolated, and want more social connection
- Be willing and able to attend at least three events per year
- Meet income guidelines
- Have reliable transportation or be willing to apply for help like Paratransit
- Not be in crisis or have severe mental health symptoms
- Be able to manage their own medications, alone or with support

If someone needs more help than the club can offer, staff provide referrals to other services that can better meet their needs.

Feeling left out, lonely, or isolated?

**JOIN OLDER ADULT
SOCIAL CLUB TODAY**

Join us today by calling, texting,
or emailing Program Director
Kevin Cheah

 (415) 425-9650

 oasc@felton.org

Felton
institute **OASC**

Older Adult Social Club

CONNECT · EXPLORE · LEARN

Why Join?

- Enjoy fun activities and meals
- Explore San Francisco together
- Learn new skills and hobbies

All Events Are FREE!

- Attend online or in-person events
- Transportation help available
- Events are in English

MUST BE 60 YEARS AND OLDER



Enhanced Care Management



Everyday Wellness Support

designed just for you

What Is Enhanced Care Management?

Enhanced Care Management (ECM) is a **free service** for eligible Medi-Cal members designed to help you **stay safe and healthy** at home.



Our team **listens to your needs** and provides extra support **to make your daily life easier**. Whether you need help scheduling appointments, connecting with food or housing resources, or navigating the system, our team is here, so **you don't have to do it alone**.

ECM isn't just for crises. **You can reach out anytime** you want someone to check in. Even if you don't need support right now, our team is **ready and on stand-by** in case you need us in the future.



HOMEBRIDGE

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

HOMEBRIDGECA.ORG

How Do I Sign Up?

For more information, to check eligibility, or to sign up, please email or call Homebridge's team:

Email: calaimreferrals@homebridgeca.org

Call: 415.992.4284



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