



SFIHSS PUBLIC AUTHORITY

FY 2014-15 Annual Report

Flash Forward: A Year in the Life of the Public Authority

This fiscal year came and went in a flash—and brought with it new staff, new programs and new beginnings here at the Public Authority. We completed and delivered two newsletters this year, changed our logo, updated our website and are more active on Facebook and other social media outlets. We created new partnerships by, for example, participating in Disability Capitol Action Day with The Arc, Senior & Disability Action and Hand in Hand. We celebrated the 20th anniversary of the Public Authority with an open house in our offices in May, were one of the sponsors of the July 1st ADA 25th anniversary celebration at City Hall and had our first all-day staff retreat in June. This past year was truly a year for us to be a larger presence in the senior and disability community and forge a stronger, more cohesive PA as well.

In terms of our staff, please give a warm welcome to our new Human Resources Coordinator, Melanie Huang. Also, I'd like to welcome two new Registry staffers, Jingle Tang and William Chan. This past year, our longtime Registry counselor Moon Van retired. Moon had been with us for many years, and we thank her for her exceptional service.

We were also fortunate to have three interns from the University of San Francisco to assist us with our Mentorship Program. Cara Padilla-Nalagan, Karen Ha and Renesha Westerfield came to us from the School of Nursing and Health Professions. They are all completing master's degrees and were invaluable in terms of their knowledge and resources. The internship program has proven to be a great success, and we plan to continue to use it to add value to many of our other Public Authority programs.

The Mentorship Program went through several iterations this year with the main goal always being to assist and educate our consumers. Starting in the fall of 2014, a core group of 22 trained mentors focused on helping IHSS consumers understand and adjust to the changes caused by new Department of Labor regulations, especially those regarding overtime for home care providers. These regulations were due to go into effect January 1, 2015, so time was short to bring consumers up to speed. Overall, there were 10 mentor trainings and 14 offsite trainings for consumers. Over 180 people were assisted at the offsite trainings.

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What We Do... We Do For You!

The San Francisco IHSS Public Authority provides six major services:

- We operate a **Registry** that matches IHSS independent providers (IP's) of home and personal care services looking for work with consumers who need to hire someone to assist them.
- Through our **On-Call Program**, we provide immediate assistance to consumers referred to us by the Department of Aging & Adult Services (DAAS), who are in urgent need of personal care when they suddenly need a worker but haven't yet hired one, their regular provider is not available, or when they're discharged from the hospital or some other facility without anyone scheduled to help them make the transition back to their own residence.
- We are the **"employer of record"** for the IP workforce and have a union contract with SEIU-UHW. This means that we are formally appointed to negotiate wages and benefits with the union that represents our IP's.
- As of June 30, 2015, we offer benefits to **17,666 IP's** through our health and dental plans. (Note: Not every IP works long enough to qualify for benefits.) Currently, **11,581 IP's** are enrolled in our health plan and **10,003** in our dental; of these, **8,500** are enrolled in both health and dental. Our Benefits Coordinator handles on average over **530** calls and requests a month relating to Coverage, Eligibility Status, Enrollment, Insurance Cards, Termination Service, Reinstatement and other services for IP health and dental benefits.
- We **educate** the community and various policymakers (e.g., Board of Supervisors, state legislators) about IHSS and consumer-directed services and **advocate** for consumers, their workers and related causes.
- In conjunction with our **Mentorship Program**, the Public Authority is developing a **One-Stop Center**, where older adults, people with disabilities and their workers can come for on-site workshops and trainings that will increase their knowledge and improve their

quality of life. These workshops will cover computer training, nutrition and health, living on a budget, public transportation options, advocacy, how to communicate with your provider, and benefits and resources you may not be aware of, among other topics.

Outreach & Education:

- **Worker trainings and workshops.** The Public Authority has cooperated with the development by DAAS of a Training Academy for Personal Caregivers and Assistants (TAPCA). We partner with TAPCA on training and workshop content by encouraging Registry applicants to take advantage of the trainings offered and give feedback on expanding trainings to meet their needs.
- **Meetings with policymakers.** The Public Authority staff and board meet with federal, state and local policymakers and legislators, including the Board of Supervisors, state assembly members and senators to update them on the agency's work as well as advocate for funding and various reforms and improvements.
- **Media outreach.** As part of our campaign to familiarize the public with the work of public authorities and their importance, we try to educate through the media.
- **Conferences and other forums.** Over the years, as important issues have arisen, we have held conferences and other such events to address them: a series of *Where there's a Will, there's a Way* conferences for consumers and workers, consumer forum luncheons, a worker appreciation celebration, *got Rights? Fulfilling the Promise of Human and Civil Rights for People with Disabilities* forum, the *IHSS Under Pressure: Community Living at Risk* and *IHSS: Into the Future - Advancing Disability Rights* conferences, and in 2015, the PA's 20th anniversary open house and co-sponsorship of the ADA's 25th anniversary celebration at City Hall.

For more information, please contact the Public Authority at 415-243-4477 (TTY: 415-243-4430), visit our website at www.sfihsspa.org or check out our Facebook page (www.facebook.com/sfihsspa).

Governing Body

The Public Authority Governing Body determines policy and makes legally binding decisions on the Authority’s behalf. Its members are both older (55+) and younger consumers, public agency representatives, a worker representative and a union representative.

Melvin Beetle	Older Consumer	
Mike Boyd	Older Consumer	
Luis Calderon	Younger Consumer	Vice President
Tatiana Kostanian	MDC Representative	
Judith Karshmer	DPH Commissioner	
Kenzi Robi	Younger Consumer	President
Rita Semel	DHS Commissioner	
Gustavo Serriñá	DAAS Commissioner	Treasurer
Patricia Webb	Younger Consumer	
Patricia Wooley	Worker Representative	Secretary

(Note: Dept. of Aging & Adult Services = DAAS, Dept. of Human Services = DHS, Dept. of Public Health = DPH, Mayor’s Disability Council = MDC)

Staff

The Public Authority’s executive, administrative, operations and program staff: operate the Central Registry, manage fiscal affairs, monitor state and local policy affecting IHSS, and collaborate with other organizations to improve IHSS for consumers and workers, especially in San Francisco.

Shelia J. Auzenne	Support Services/On-Call Counselor
William Chan	Support Services/On-Call Counselor
Loc Chau	Fiscal & Operations Manager
Yvonne Cunningham	Administrative Coordinator
Kelly Dearman	Executive Director
Vladimir Etalis	Support Services/On-Call Counselor
Eren Gutierrez	Support Services/On-Call Counselor
Patrick Hoctel	Executive Assistant
Melanie Huang	Senior Human Resources Generalist
Poni Ma	DOJ Documents Technician
Ophelia Ng	Benefits Coordinator
María A. Olivares	Programs Manager
Emilio Ramirez	Support Services/On-Call Counselor
Tomiko Russell	Laguna Honda Project Liaison
Irina Selskaya	On-Call Program Coordinator/Support Services Counselor
Jingle Tang	Support Services/On-Call Counselor

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.

Some Facts About Us

Since its creation by the San Francisco Board of Supervisors in 1995, the IHSS Public Authority has been at the forefront of California's efforts to improve the lives of IHSS consumers and independent providers (IP's), home care workers and personal care attendants hired directly by the consumer. The Public Authority continues to meet the challenge of the growing demand for in-home and personal assistance services while contending with variable support for social services in local, state and federal budgets. We now have more providers applying for our Registry than we can accommodate; the diversity of our Registry workers mirrors the diversity of the consumers who call us seeking assistance. As always, the Authority remains committed to making self-directed personal assistance services a real option for low-income people living independently with disabilities and to ensuring that providing in-home and personal assistance is an attractive work opportunity.

San Francisco IHSS at a Glance

- In FY 2014-15, over 22,400 San Franciscans were served by IHSS, according to California Case Management, Information and Payrolling System (CMIPS) data.
- Over 21,300 consumers (95%) received services from our independent provider (IP) workforce.
- On any given day in FY 2014-15, approximately 21,014 IP's were providing home care services in San Francisco. Over the course of the year, that number exceeded 23,490 total.
- Most consumers (74%) are over age 65, and almost two-thirds are women.
Over one-third (39%) are over age 80.
- Over two-fifths (43.1%) are people with specific disabilities who require assistance with housekeeping tasks. Over one-fourth (27%) have severe impairments and require 20+ hours per week of personal care.
- The largest ethnic groups served by IHSS are...
 - Chinese (42%)
 - Caucasian (including Russian speakers) (23.1%)
 - African-American (13.4%)
 - Latino (8.5%)
 - Other Asian groups (11%)
 - Unknown (2%)
- The languages most often spoken by consumers are...
 - Cantonese (37.6%)
 - English (28.4%)
 - Russian (13%)
 - Spanish (7%)
 - Mandarin (and other Chinese languages) (5%)
 - Other (9%)
- The average age of active Public Authority Registry workers is 51; 88.6% of our Registry workers are women. Almost two-fifths (37.5%) of our workers are African-American, over a fourth (29.8%) are Latino; over a fifth (20.8%) are Asian/Pacific Islanders; 7.6% are Caucasian; and 4.3% are Other or Unknown.

Registry Service Statistics

Our Registry’s seven Support Services Counselors field a wide variety of calls and requests, not only from current IHSS consumers and IP’s, but from others who—for example—need information on IHSS or want to be on our Registry. Following are FY 2014-2015 *average* monthly and annual service totals:

Information & Referral Inquiries	449
Consumers Served (Unduplicated)	98
New Consumers	55
Consumer/Worker Lists (Matches)	243
Consumers Receiving Pre-Interview Assistance	32
Consumer Education/Support	45
Administrative Follow-Up	326
Provider Updates	200
New Providers Enrolled	13
Worker Support Activities	494
Consumers Receiving On-Call Services	25
On-Call Requests	124
Monthly Total	2,104
Yearly Average	25,248

In addition to these contacts, Registry staff sent out 2,917 IP referral lists to 1,170 unduplicated consumers in FY 2014-15, 665 of whom were new to the Registry.

We received feedback from 597 consumers that they had hired from our lists. (The actual number is undoubtedly higher, as we do not hear back from all the consumers we serve.)

Currently, all of our On-Call referrals must come from DAAS staff. On-Call requests can be very complex and often require numerous follow-up contacts to assure adequate services are in place in a timely way. Lining up an IP on short notice is challenging, but our Counselors have developed an experienced and reliable pool of about 30 On-Call workers who are there to meet this crucial need for IHSS consumers. These workers often act as the primary communicators for their consumers, identifying immediate needs at home, such as food, clean linen and/or other supplies.

Our Mentorship Program is moving into a new phase. In collaboration with Laguna Honda Hospital and USF’s School of Nursing and Health Professions, we are moving forward with the Laguna Honda Project. This program helps IHSS consumers at LHH transition back into the community by providing them with mentor support and workshops and training at our One-Stop Center at the Public Authority. Mentors, often partnering with others, such as SF Connected and Family Caregivers Alliance, will lead educational workshops on housing, transportation, shopping, food and nutrition, banking and finances, computers, the hiring and training of providers, accessing available resources, and socializing, among other items.

In Conclusion

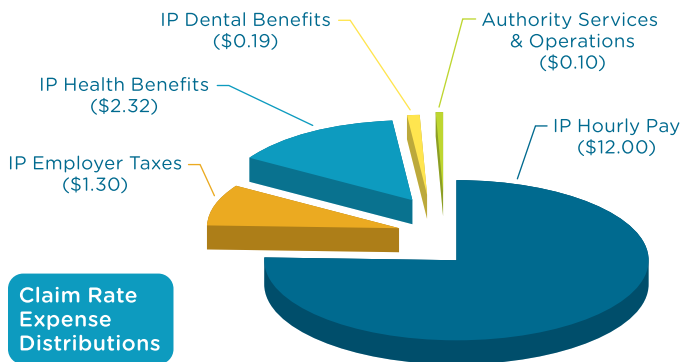
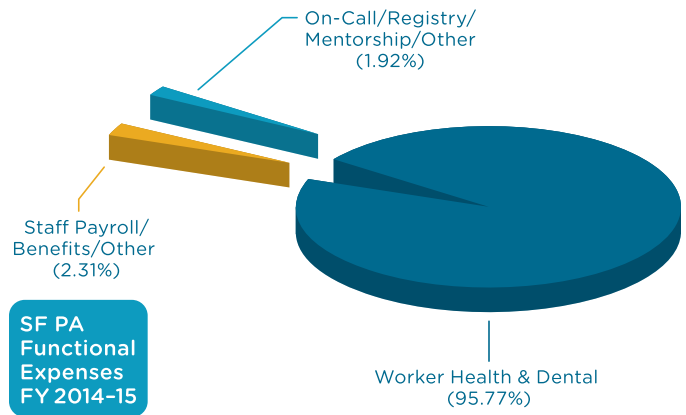
This is a good snapshot of what we do at the San Francisco IHSS Public Authority. If you want to know more, please give us a call, visit our offices sometime, check out our website (www.sfihsspa.org) or our Facebook page (www.facebook.com/sfihsspa).

Program Revenue and Costs for Fiscal Year 2014-15

During Fiscal Year 2014-15, IHSS independent providers (IP's) delivered 20.8 million service hours to San Francisco IHSS consumers through the auspices of the Public Authority. In terms of wages, taxes and benefits, the total dollars spent to provide IHSS to older adults and people with disabilities in the City and County amounted to \$360,814,910 million dollars. Most of those funds (78%) were used to pay wages and employer payroll taxes for IP's.

Public Authority Expenses

Out of that total program amount of \$360,814,910 million dollars, the Authority itself expended \$54,799,392 in FY 2014-15, with the largest portion \$52,479,584 (95.77%) going to pay health (\$49,086,013) and dental (\$3,393,571) benefits for IP's. The Authority spent \$1,049,640 (1.92%) for On-Call and Registry services, the Mentorship Program, IP benefits administration, IP criminal background checks, and other program and administrative miscellaneous expenses. The balance of the funds (\$1,270,168 or 2.31%) was spent for staff payroll, benefits and taxes. The pie chart to the right shows expense distributions for FY 2014-15.

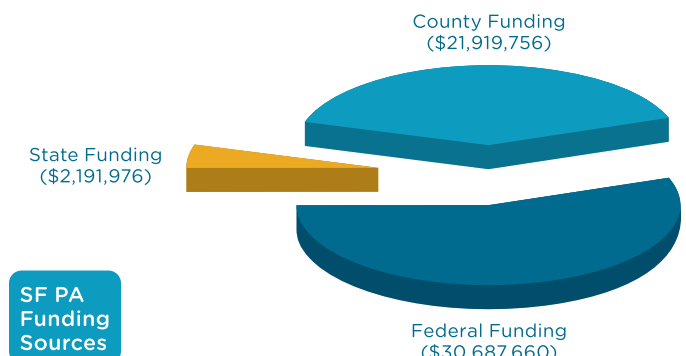


Claim Rate Calculation

Federal and state funding for the Authority is calculated through a state approved Claim Rate, or the amount of money spent for each service hour authorized for consumers in the IP mode. The average Claim Rate for FY 2014-15 was \$15.91 per service hour. That Claim Rate consisted of \$12.00 for IP Hourly Pay, \$2.32 for IP Health Benefits, \$0.19 for IP Dental Benefits, \$1.30 for IP Employer Taxes and \$0.10 for Authority Services & Operations. The figure to the left shows the Claim Rate breakdown for FY 2014-15.

Public Authority Funding Sources

The Authority receives funding from federal, state and local sources. Federal funds finance approximately 56% of Authority services, and state funds total approximately 4%. The City and County provides the remaining 40%. (However, most City and County funding is later reimbursed by state Realignment dollars.) The figure to the right shows federal, state and local funding distributions for FY 2014-15.



(Continued from cover)

However, these regulations were struck down on December 31, 2014, so the Mentorship Program quickly moved on to Phase 2. The mentors conducted surveys of both consumers and providers to determine their needs, wants and hopes moving forward. Our new One-Stop Center is based on their responses. We are currently developing education modules on topics such as computer basics, nutrition and health, living on a budget and “How to Be a Good Employer” (hiring and training), to name just a few. These modules are mobile and can be taught on-site at the PA or at senior resource centers, adult day health programs and senior housing locations. All of these modules are taught by our mentors. Additionally, in the next fiscal year, we will once again start a transition program, the Laguna Honda Project, for consumers leaving that facility and transitioning back to the community.

In consultation with our Governing Body, we have decided to create a nonprofit. Thriving in Place (TIP) was incorporated in January 2015. This move gives us the opportunity to expand our frame of operations and go after grants and foundations that were previously unavailable to us. By forming this nonprofit, we will be able to run additional programs that meet the needs of our consumers.

In FY 2015-16, we will focus on building TIP, expanding the One-Stop Center, and increasing the number of consumers we can assist at Laguna Honda. Through our newsletters, flyers and factsheets, we will also continue to increase our visibility in San Francisco. It promises to be another exciting and rewarding year.

— *Kelly Dearman*

Photo credit: Loc Chau



Executive Director Kelly Dearman and her daughter Nyla (left) celebrate the 20th anniversary of the Public Authority at the agency's May 28th open house.





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