



SFIHSS PUBLIC
AUTHORITY

ANNUAL REPORT

2022
2023



Our Mission 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.

Governing Body Board of Directors

San Francisco was the first county in California to create an independent Governing Body to oversee the activities of the Public Authority. This Governing Body is made up of seven members, a majority of whom are Consumers, also includes a worker representative, a union representative, mayoral appointees from department commissions and the Mayor's Disability Council.



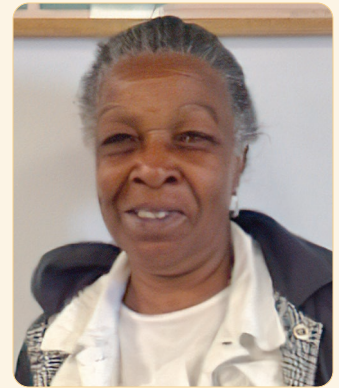
Sascha Bittner
President
Commission
Representative



Robin Wilson-Beattie
Vice President
Younger Consumer
Representative



Alex Madrid
Treasurer
Mayors Disability
Council Member



Daisy McArthur
Secretary
Union Representative



Haydee Hernandez
Independent
IHSS Provider



Jesse Nichols
Younger Consumer
Representative



Rita Semel
Human Services
Commissioner



Edda Mai Johnson
Older Consumer
Representative

A Letter from the Executive Director

Dear Friends, Colleagues, and IHSS Community,

I am honored to present our annual report for 2022-2023, focusing on the theme of “Strengthening Our Reach”. Over the past year, we have remained committed to our mission of serving IHSS recipients and homecare providers in San Francisco. We learned many lessons through the years of the COVID pandemic, one of which is how imperative IHSS Services are to keep our community healthy, informed, and connected. Our tireless efforts have continued in helping to enhance our organization’s access to crucial services and breaking down barriers to vital resources.

This year’s report focuses on several key enhancements we have made throughout the year along with stories of our success in outreach and service expansion.

IMPROVED ACCESSIBILITY THROUGH TECHNOLOGY

One significant step forward was the enhancement of our digital presence. We have diligently improved our website, making it more user-friendly and informative. Our goal was to ensure that IHSS recipients and providers can easily access the information they need to navigate the system and access essential services.

EXPANDING SCHEDULING OPTIONS

We acknowledge that everyone’s schedule is unique, and we expanded our scheduling options to accommodate the diverse needs of IHSS recipients and providers. This initiative is aimed to provide greater flexibility for both IHSS recipients and providers, enhancing the overall quality of care. Flexibility is at the core of what we do.

EMPOWERING PROVIDERS: FREE LIVESCAN SERVICES

Recognizing the vital role IHSS providers play in delivering essential care, we have taken a significant stride by offering Livescan services free of cost. This service helps streamline the process and reduces the financial burden on those who dedicate themselves to caring for others.

ENHANCED COMMUNICATION CHANNELS

Our dedication to being accessible and responsive remains unwavering. We have extended our reach through multiple communication channels, including phone, email, text, and in-person assistance. This approach ensures that anyone seeking assistance in navigating the IHSS system can easily connect with us, fostering a culture of support and guidance.

Our progress would not have been possible without the unwavering support of our dedicated staff, volunteers, and the generous contributions from individuals and organizations who share our vision of a stronger, more inclusive IHSS community.

As we reflect on the progress made during 2023, we remain steadfast in our commitment to serve and uplift the IHSS community in San Francisco. We strive to strengthen our reach even further, fostering a sense of belonging, support, and empowerment among IHSS recipients and providers. Together, we can build a more resilient and compassionate community.

Sincerely,

Eileen Norman, Executive Director,
San Francisco In-Home Supportive Services Public Authority

IHSS Governing Body Board of Directors

Top Row L-R: Edda Mai Johnson, Daisy McArthur, Haydee Hernandez, Robin Wilson-Beattie.

Bottom Row L-R: Alex Madrid, Eileen Norman, Rita Semel.



FY 2022-23 — Goals and Objectives

		FY23
1	Serving the increasing pool of IHSS Consumers <i>(including Registry, on-call, and mentorship)</i>	2,065 unduplicated
2	Providing emergency on-call services to Consumers without a regular Independent Provider	807 unduplicated
3	Providing one-on-one mentorship to Consumers, in order to support and empower Consumers in their IHSS care	296 unduplicated
4	Recruiting, training, and enrolling independent IHSS Providers to the Registry	408 applicants 176 onboarded At the end of FY23, the Registry Provider pool included 527 Active 786 Fully Employed IPs. The required 48-hour Basic Caregiving Training was adapted to a self-paced online course in March 2021. It is now offered in English, Spanish, and Chinese.
5	Administering health and dental benefits to qualifying Providers	In FY23 the Public Authority helped administer health and dental benefits to 20,000 IHSS Providers; 20,203 Providers received both Health and Dental benefits. Health benefits were worth \$82 million and dental benefits worth nearly \$3 million .
6	Performing Livescan fingerprinting services and conducting criminal background checks with the Department of Justice	490 Completed Livescans 4,386 DOJ background checks
7	Advocating for continued support and the rights of both Consumers and Providers	Collaborative Stakeholder Efforts: San Francisco Aging and Disability Friendly Taskforce; Human Services Network; California Association of Public Authorities (CAPA). Advocacy Events: The Public Authority participated in advocacy efforts for expanding emergency backup systems throughout IHSS and additional Provider training opportunities statewide.

SF IHSS PUBLIC AUTHORITY

FISCAL YEAR 2022 – 23 Program Revenue & Expenses

FUNDING SOURCES

■ San Francisco General Funds	\$19,684,004
■ State Funds	\$29,526,005
■ Federal Funds	\$49,210,009

TOTAL FUNDING **\$98,420,018**

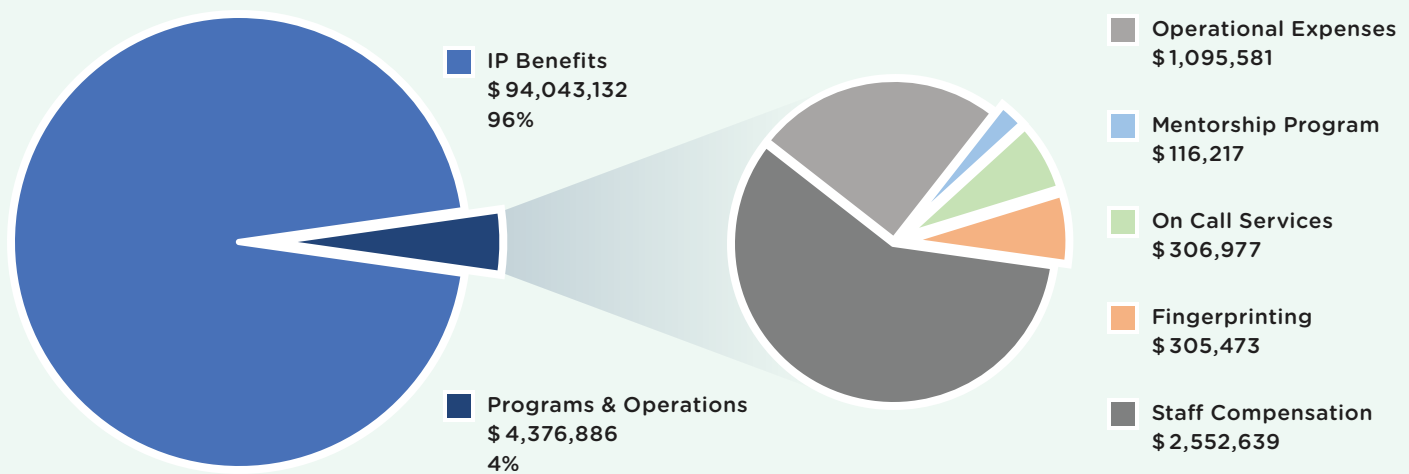
EXPENSES

■ IP Benefits (Medical & Dental)	\$94,043,132
■ Staff Compensation	\$2,552,639
■ Operational Expenses	\$1,095,581
■ Mentorship Program	\$116,217
■ On Call Services	\$306,977
■ Fingerprinting	\$305,473

TOTAL EXPENSES **\$98,420,018**

FY 2022 – 23 — PA EXPENSES

\$98,420,018



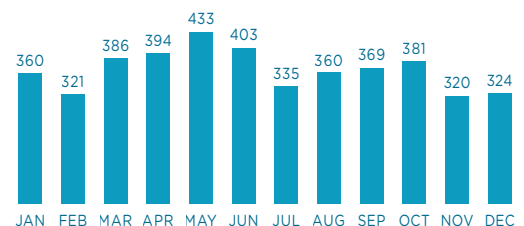
Livescan Pilot Success Story

Securing funding for the LiveScan Expansion Pilot Program has been a huge accomplishment for the Public Authority.

“over 85% of respondents agreed that free fingerprinting services made it easier for them to complete the provider enrollment process.”

The LiveScan Expansion Pilot Program allows Providers access to orientation and in-person scanning simultaneously. Due to the success of this program, we’ve eliminated the financial barrier for providers by no longer having to collect payment for fingerprinting services. The pilot program provides services and recruitment opportunities quickly by giving immediate results within the enrollment process. The LiveScan Expansion Pilot Program has been a great tool for direct communication to our Providers in order to immediately assess and solve possible issues.

Number of Livescan Records Processed

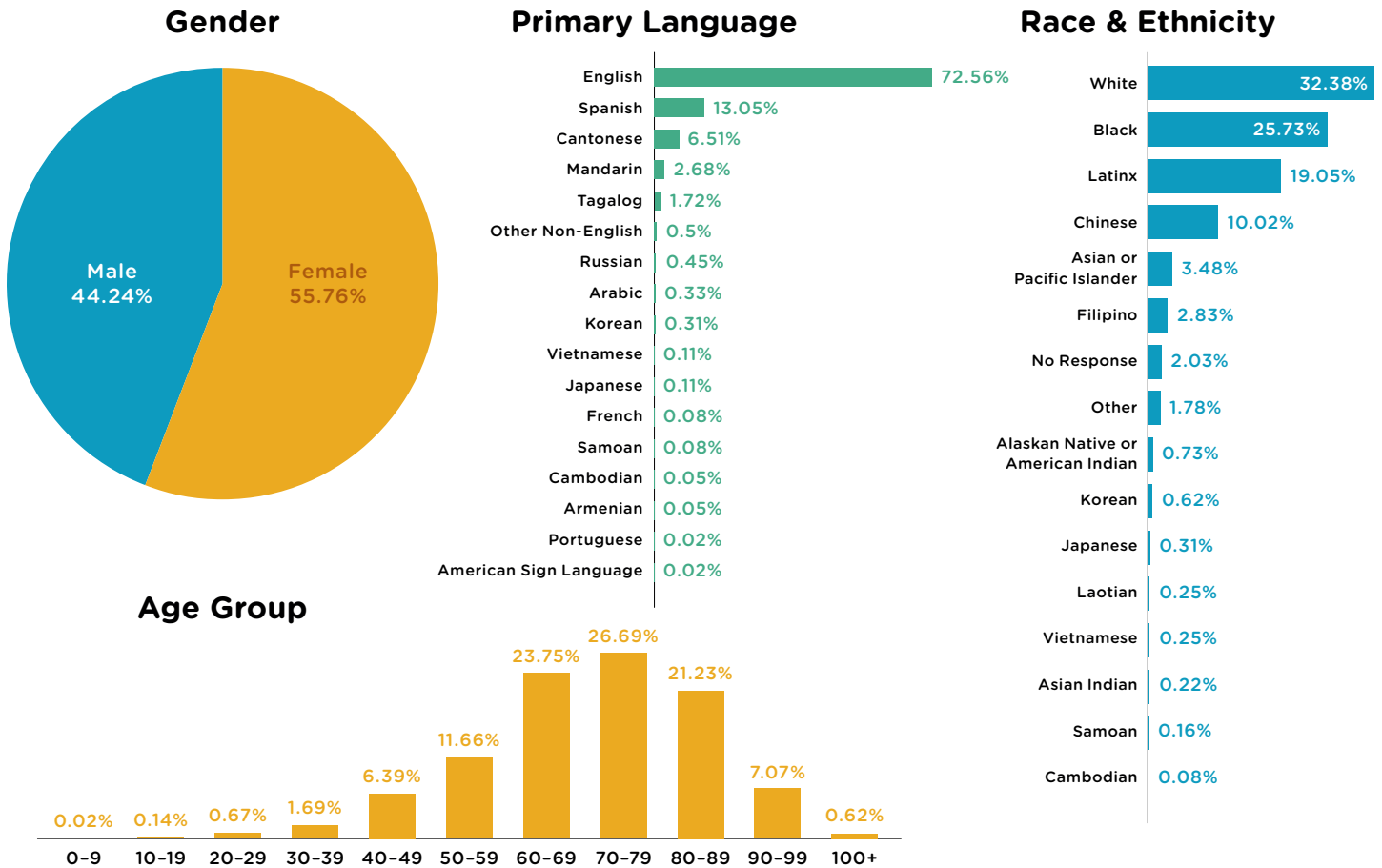


YTD Number of Records Processed: **4,386**

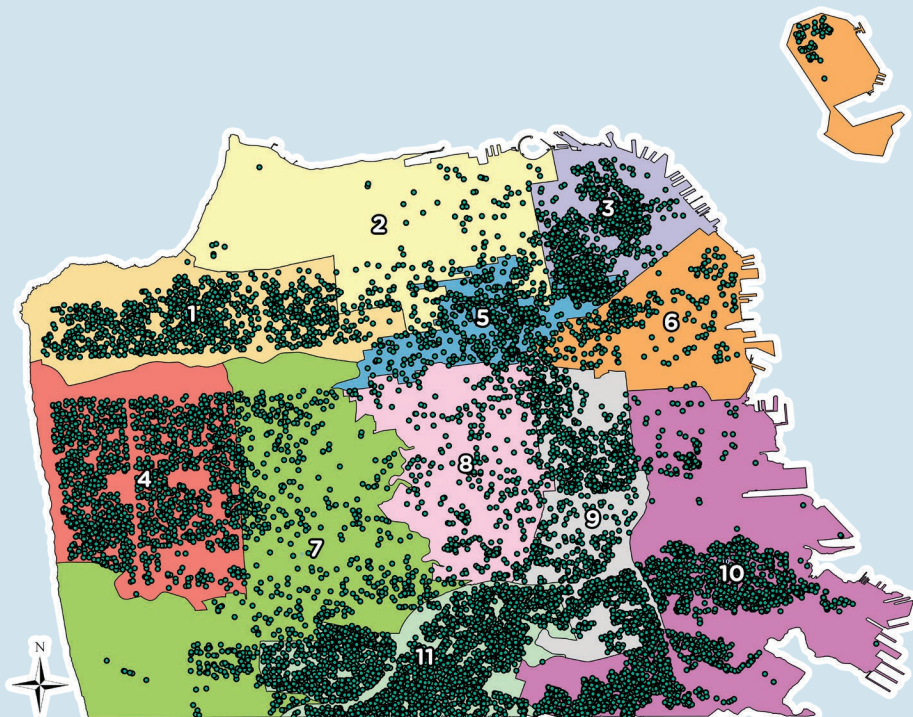
YTD Number of Livescans Performed at PA: **490**

FY2022 – 23 Registry Consumer Data

Total Number of Consumers: **3,532**



Locations of Consumers in San Francisco Districts

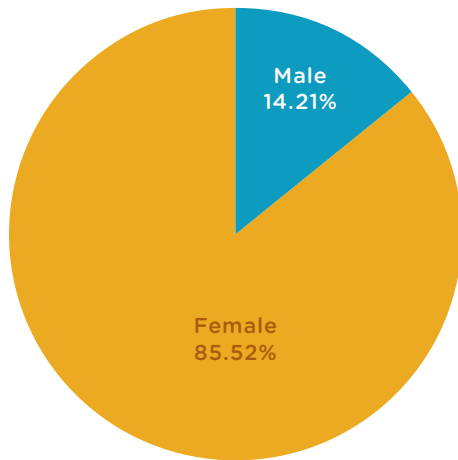


District #	# of Consumers
1	1,501
2	953
3	3,488
4	1,890
5	4,977
6	3,034
7	1,166
8	778
9	2,450
10	3,346
11	2,785

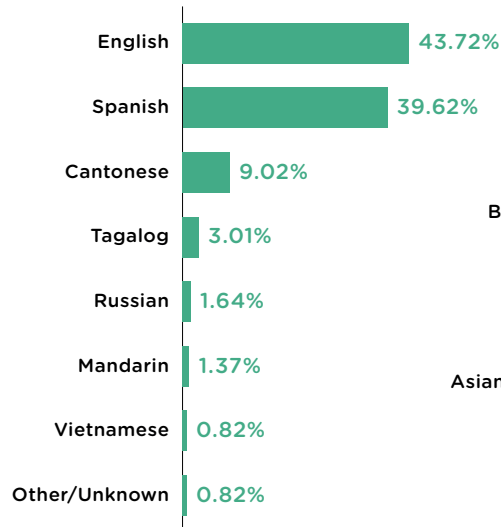
FY2022 – 23 Registry Provider Data

Total Number of Providers: **366**

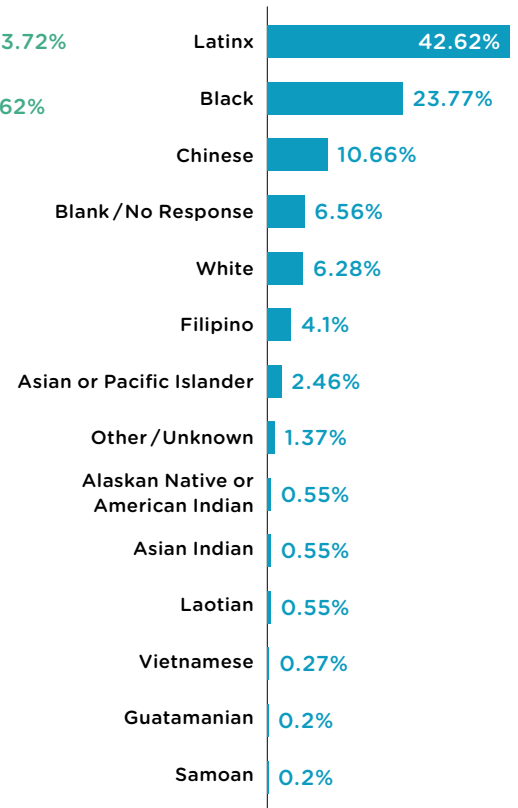
Gender



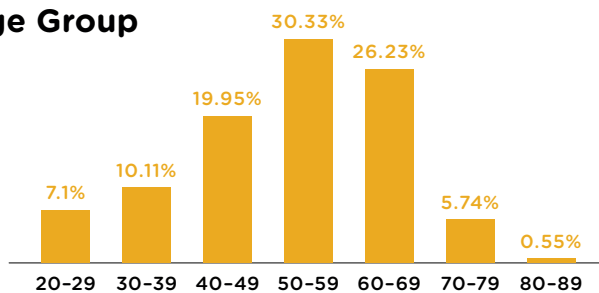
Primary Language



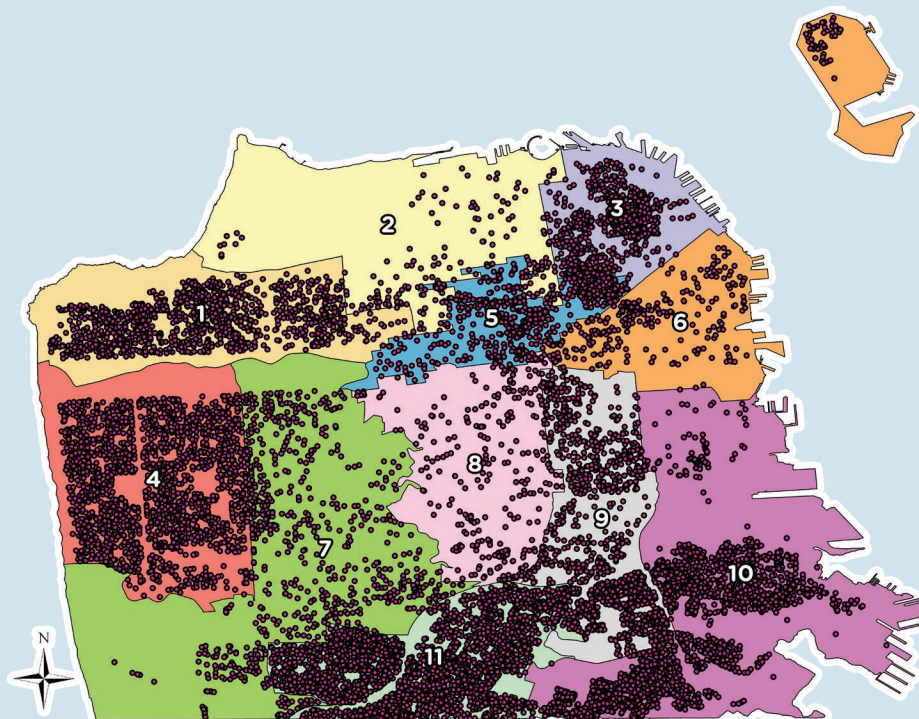
Race & Ethnicity



Age Group



Location of Providers in San Francisco Districts



District #	# of Providers
1	1,618
2	342
3	2,182
4	2,489
5	1,636
6	1,378
7	1,168
8	435
9	1,890
10	3,399
11	3,759



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Contact Us!



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