

# 2023-2024

## Annual Report



**SFIHSS** PUBLIC  
AUTHORITY

# 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.







# Table of Contents

A Letter From the Executive Director	4	SF IHSS Public Authority FY 2023-24 Goals & Objectives	10
Governing Body	5	SF IHSS Public Authority Fiscal Year 2023-24 Program Revenue & Expenses	12
Honoring Rita Semel: A Champion for Social Justice and Dignity	6	Transportation Voucher Highlights	13
Recruitment Team Update	8	FY 2023-24 IHSS Provider Data	14
Mentorship Initiatives	9	FY 2023-24 IHSS Consumer Data	15

# A Letter From the Executive Director

As we look back on the past year, we are humbly grateful for the growth and progress of the **In-Home Supportive Services (IHSS)** program in San Francisco. At the Public Authority (PA), we have worked hard to improve the lives of those who depend on IHSS and the dedicated people who provide these essential services.

Our mission is to support high-quality in-home care for older adults and people with disabilities. Over the past year, we have introduced new programs and initiatives to better support both IHSS consumers and providers. These programs help people maintain independence and improve the overall quality of care.

This year, we expanded training for IHSS providers to help them improve their skills and the care they offer. We also created new programs to help consumers better manage their care and access resources. These changes are based on feedback from consumers and providers, and they are helping to build a stronger IHSS system.

We are deeply grateful to all the advocates in the IHSS community. Your hard work and commitment inspire us. Together, we are improving the quality of life for people who rely on IHSS, not just in San Francisco, but across the country.

While we celebrate our progress, we know there is still more to do. The needs of consumers and providers are always changing, and we remain committed to listening and adapting to meet those needs. Looking ahead, we will continue to build on our success and work for even better services.

On behalf of the entire San Francisco IHSS Public Authority team, thank you for your continued partnership and support. Together, we are ensuring that IHSS stays a vital and compassionate program for generations to come.

**Eileen Norman**  
Executive Director



# Governing Body

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 thirteen 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



**Edda Mai Johnson**  
OLDER CONSUMER  
REPRESENTATIVE



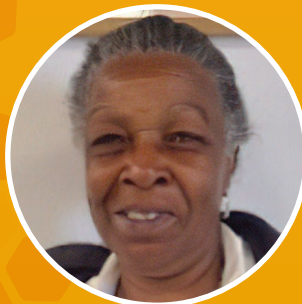
**Mara Math**  
OLDER CONSUMER  
REPRESENTATIVE



**Jane Redmond**  
OLDER CONSUMER  
REPRESENTATIVE



**Jesse Nichols**  
YOUNGER CONSUMER  
REPRESENTATIVE



**Daisy McArthur**  
SECRETARY UNION  
REPRESENTATIVE



**Haydee Hernandez**  
INDEPENDENT IHSS PROVIDER

# Honoring Rita Semel: A Champion for Social Justice and Dignity

**Rita Semel** joined the Public Authority (PA) Governing Body, and she was appointed to the Human Services Agency. As part of her service on HSA, she became the HSA representative to the PA Governing Body. When she first joined, she had never heard of the PA. After the first meeting she said “the PA is the best kept secret in SF and it shouldn’t be”. Rita was so impressed with the work of the PA, truly helping Consumers and Providers alike, that she wanted everyone to know about it.

Rita has always been a tireless and compassionate advocate for social justice. She recognizes that the PA not only keeps people employed, thereby keeping people housed, but it also ensures that people, in their most vulnerable time, can still live at home with dignity and assistance. She is truly a remarkable person and we are lucky to have her as a member of our Governing Body. We honor Rita Semel as she retires from the San Francisco Human Services Commission after more than ten years of dedicated service.



Rita Semel talks to the San Francisco Chronicle about her present commitments in San Francisco.

Rita has been a wise and dependable Commissioner, always ready to do important work, even during the challenges of the COVID-19 pandemic. Her diligent review and approval of grants and contracts for essential social services have impacted over 200,000 San Franciscans each year. Rita pushed for better communication within the Agency, helping to create a communications team that share important information with the community. Rita often asked, “What more can I do?” She encouraged Human Services Agency staff and asked thoughtful questions that drove progress. Under her influence, local churches and congregations provided shelter for homeless residents during winter, demonstrating the power of community support.

Through her work, Rita has inspired countless individuals in both the IHSS community and the PA staff to take action, think critically, and work collaboratively for others. Her legacy is one of compassion, dedication, and a tireless pursuit of a life of independence for all.

Rita Semel’s influence will not be easily forgotten. Her work has created a lasting framework that continues to provide essential services and support to those in need. As she steps into retirement, we know her spirit of advocacy and service will continue to inspire and guide us here at the PA. Rita’s legacy for the IHSS community in San Francisco will be felt for years to come, and her example will remain a beacon for future generations of public servants and community advocates. We are deeply grateful for her contributions and will carry forward her vision of a more independent and compassionate world.



Rita Semel (right) at a San Francisco Home Supportive Services Public Authority board meeting.



# Recruitment Team Update

As we expanded our recruitment efforts to ensure we continue to increase the number of IHSS Providers in San Francisco, we implemented multiple changes to increase engagement with both new and continuing Providers.



## Faster Application Process

- Average of 29 days between applications to acceptance on Registry year-to-date



## Orientation Offered Three Times a Week

- Orientations offered in English, Spanish, and Chinese
- **Provider Feedback:** We've noticed an increase in engagement during these orientations



## Policy Acknowledgments

We developed a comprehensive PowerPoint presentation that visually explains and defines key topics including: **Dress Code Policy, Mandated Reporter Policy, Provider Discipline Policy, Provider Explanations**



## Maximize on-boarding capacity

- The new format allows us to on board **15-20 Providers** weekly within just 6 hours of orientation time



## Expedited Employment Readiness

- Average length within **60 days** connection between consumer and provider
- Text Automations allowing ability to update availability quicker



# Mentorship Initiatives

This year was truly transformative for our Mentorship department! We quadrupled our community events, raising awareness and providing essential public education. We connected with over 300 authorized but non-participating IHSS consumers, helping many find the support they need and gaining valuable insights into the challenges and opportunities facing this group.

Our partnerships with IHSS, Homebridge, and other community organizations allowed us to enhance support for residents in Permanent Supportive Housing throughout the city. In addition, we made a significant effort to visit more Consumers in their homes, strengthening interpersonal relationships while providing opportunities for direct observation and assessment, helping ensure that Consumers with complex needs are offered appropriate and effective service options.

These collective efforts resulted in an incredible 30% increase in the number of people we served compared to last year. Together, we are making a real difference!

291

Consumers Referred  
Year-to-Date for Mentorship\*

84

Mentorship Intakes  
Completed

\* DAS / IHSS / Registry, Community Partners, Self Referrals.



# Fiscal Year 2023-2024 Goals & Objectives



1,916

Unduplicated Consumers

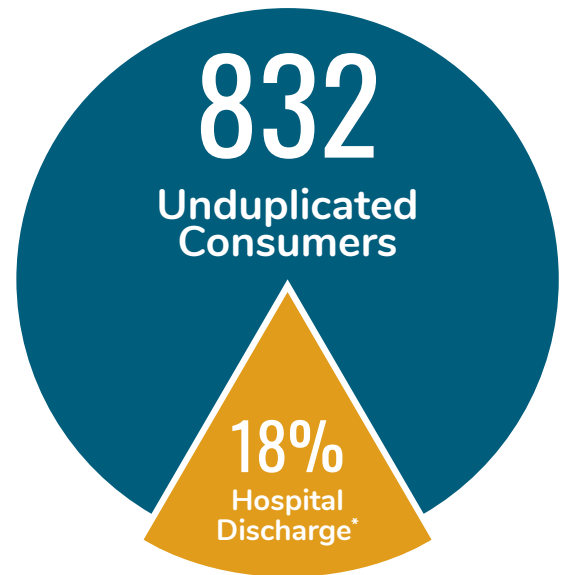
Serving the Increasing  
Number of IHSS Consumers\*

\* Including Registry, Back-Up Providers (BUPS),  
and Mentorship.



Providing emergency  
Back-Up Provider services to  
Consumers without a regular  
Independent Provider.

\* 146 (18% of all Unduplicated Consumers)  
were Hospital Discharge.



381

Unduplicated Consumers

Providing one-on-one  
mentorship to support and  
empower Consumers in  
their IHSS care.

# Recruiting, training, and enrolling independent IHSS Providers to the Registry



The Career Pathways training program offered a wide range of learning opportunities for professional growth and development to all IHSS providers. The courses offered aimed to help providers enhance their skills, increase their earning potential, and advance their careers within IHSS.

Administering health & dental benefits to qualifying Providers



20,496

Health & Dental Benefits to IHSS Providers



\$95M

Worth of Health Benefits



\$3M

Worth of Dental Benefits

Performing LiveScan fingerprinting service and conducting criminal background checks with the Department of Justice



3,776

Completed LiveScans



5,500

DOJ Background Checks



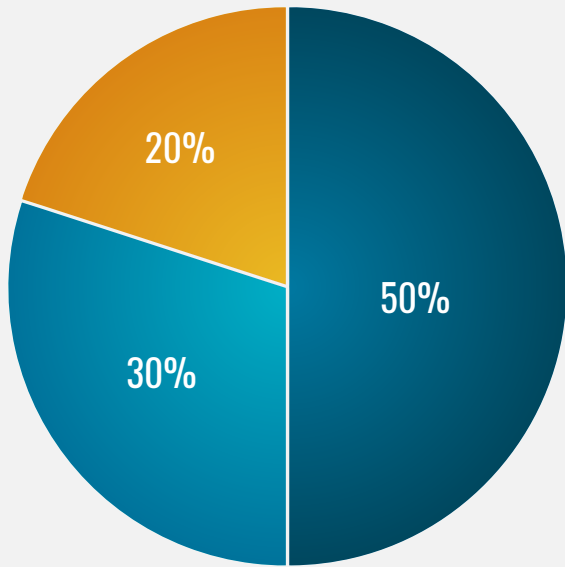
Advocating for continued support and rights of both Consumers and Providers

**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.

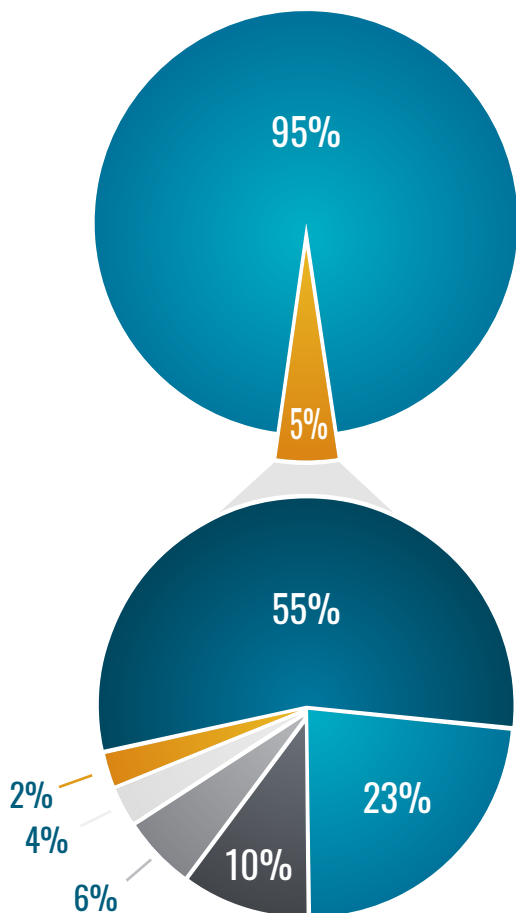


# Fiscal Year 2023-24 Program Revenue & Expenses



## Funding Sources

San Francisco General Funds	\$20,720,440
California State Funds	\$31,080,659
US Federal Funds	\$51,801,099
<b>Total Invoiced Revenue</b>	<b>\$103,602,198</b>



## Expenses

IP Health & Dental	\$98,819,250
Programs & Operations	\$4,782,948
Staff Compensation	\$2,629,336
Operating Expenses	\$1,112,402
Fingerprinting	\$491,455
Back-Up Providers (BUPS)	\$272,872
IP Bus Passes	\$164,106
Mentorship Program	\$112,777
<b>Total Invoiced Revenue</b>	<b>\$103,602,198</b>

# Transportation Voucher Highlights

At the San Francisco IHSS Public Authority, we understand that transportation can be a significant barrier for providers and those they serve. Thanks to the collaboration and collective bargaining efforts of SEIU2015, who were instrumental in advocating for a free transportation program, we now offer monthly MUNI vouchers to eligible Registry Providers at no cost. These vouchers not only help providers get to their consumers efficiently but also ensure they can navigate San Francisco's neighborhoods with ease when shopping and picking up medications for their consumers.

Out of the 456 Providers participating in this program, each assists an average of two consumers, doubling the impact of care across San Francisco. This means the free transportation we provide doesn't just benefit the providers; it also strengthens the stability and support available to over 900 IHSS Consumers in our community.

Provider Analisa Marie Del Prite shares, "The Muni Pass has opened many possibilities. Before, I'd either use my car or take a Lyft to get to my consumer and carry out her needs. Finding parking was always a challenge, and the cost of Lyft rides added up fast. The Muni Pass has made a huge difference, and I'm so grateful for it."

This program is just one way we're working to reduce the barriers our providers face and ensure they have the tools they need to succeed in their important roles. We're excited to see how this program continues to grow and support Providers and Consumers in San Francisco.



2,143\*

Passes Given Out



456\*

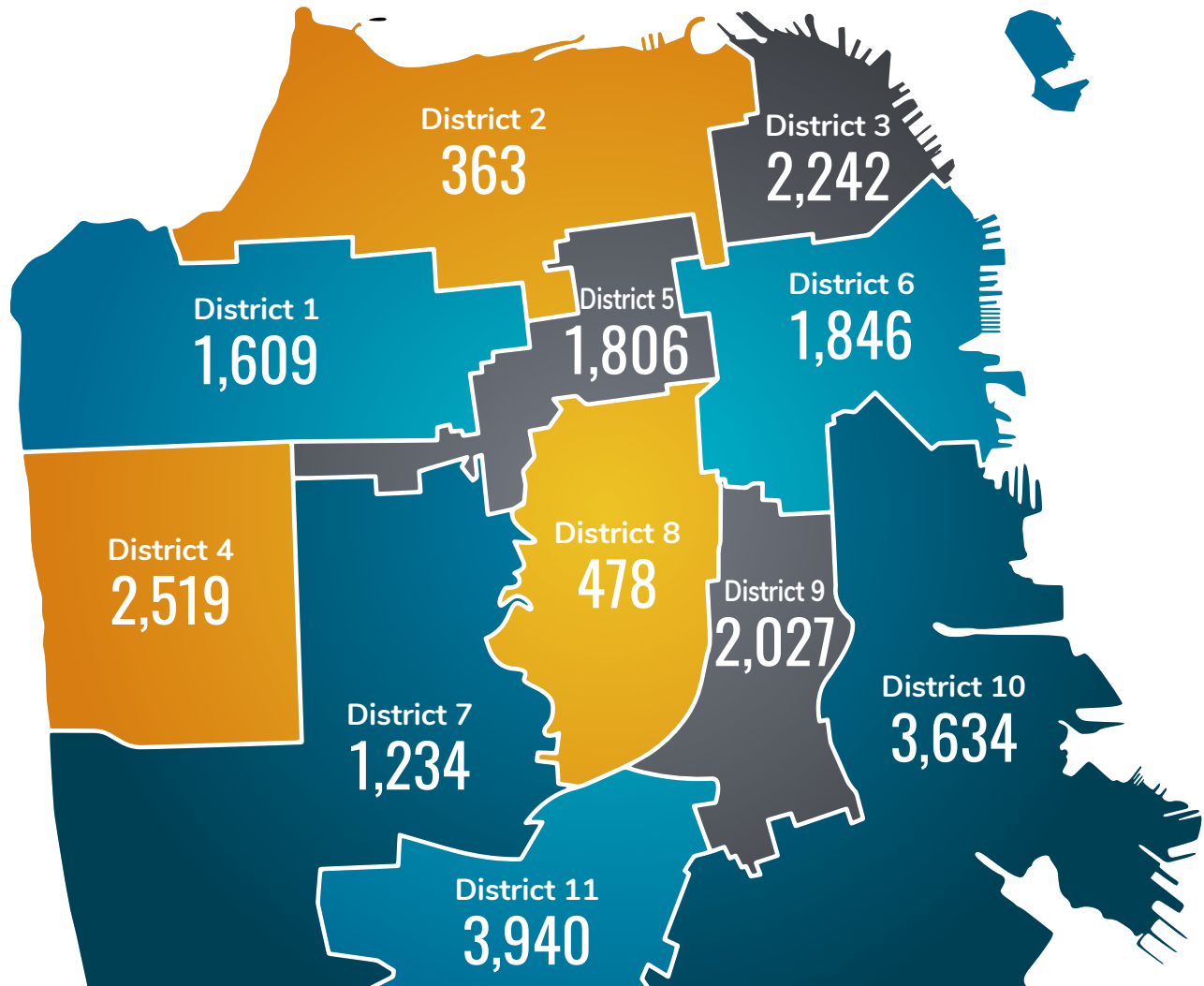
Distributed  
Unduplicated Providers

\* As of November 2024

## Eligibility Criteria

- Be an active or fully employed registry program Provider
- Have one or more active Consumers
- Use public transportation to travel to consumer locations
- Have submitted worked hours for at least one pay period in the past two months
- Recently updated work availability with the Provider Registry program
- Not qualify for or currently receive a free Muni pass directly from SFMTA

# FY 2023-24 IHSS Provider Data

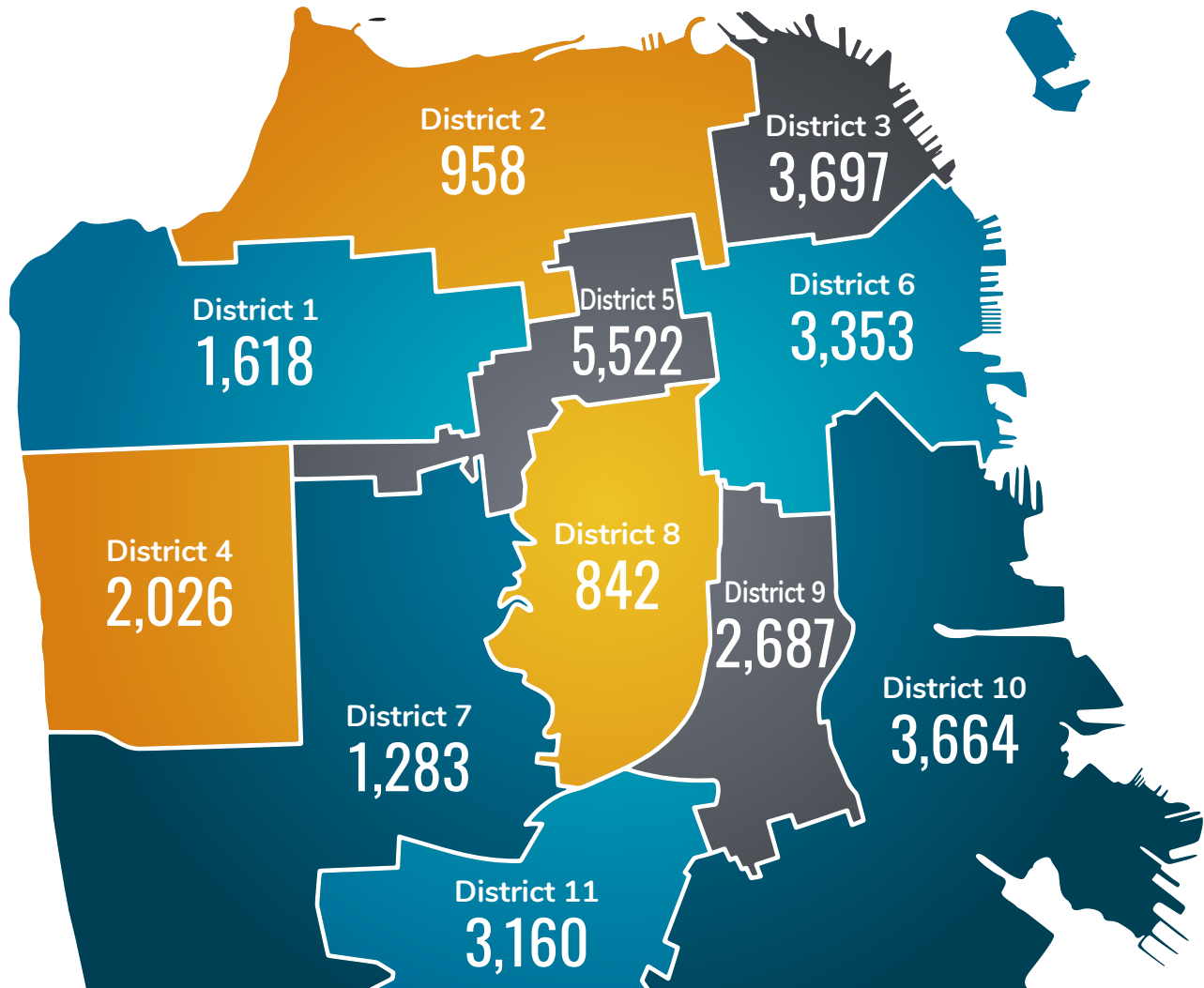


## IHSS Providers in San Francisco

<span style="color: #00838f;">■</span> District 1	1,609	<span style="color: #e69d00;">■</span> District 8	478
<span style="color: #e69d00;">■</span> District 2	363	<span style="color: #555555;">■</span> District 9	2,027
<span style="color: #555555;">■</span> District 3	2,242	<span style="color: #004d52;">■</span> District 10	3,634
<span style="color: #e69d00;">■</span> District 4	2,519	<span style="color: #00838f;">■</span> District 11	3,940
<span style="color: #555555;">■</span> District 5	1,806	<span style="color: #e69d00;">■</span> Outside of San Francisco	4,726
<span style="color: #00838f;">■</span> District 6	1,846	<b>Total IHSS Providers</b>	<b>26,424</b>
<span style="color: #004d52;">■</span> District 7	1,234		



# FY 2023-24 IHSS Consumer Data



## IHSS Consumers in San Francisco

District 1	1,618	District 7	1,283
District 2	958	District 8	842
District 3	3,697	District 9	2,687
District 4	2,026	District 10	3,664
District 5	5,522	District 11	3,160
District 6	3,353	<b>Total IHSS Consumers</b>	<b>28,810</b>



**SFIHSS** PUBLIC  
AUTHORITY

832 Folsom Street, 9th Floor  
San Francisco, CA 94107

(415) 243-4477 VOICE  
(415) 243-4407 FAX

[www.sfhsspa.org](http://www.sfhsspa.org)

VERSION 2025.01