



THE VISION AND VOICE OF THE SFIHSS PUBLIC AUTHORITY

CIRCULATION 49,000 IHSS CONSUMERS AND WORKERS

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A Message from the Executive Director

It has been a very long year since the first Shelter In Place order was issued, even longer since we published our last newsletter highlighting our second Independent Provider Appreciation Day. I am amazed at the changes we have been through in such a short time. Our world has been turned upside down by a global pandemic that no one seems to have imagined. Since then, we have become more flexible and have been forced to think outside of the box in many areas.

We could not get through these challenges without all of you. To all of the IHSS Independent Providers who have provided ongoing caregiving to the IHSS Consumers through all of the ups and downs, we thank you. We know that because of your efforts many Consumers have been able to remain at home, in their community, safely and well cared for. It is no wonder Governor Newsom designated IPs as essential workers. He voiced what we have all known all along. To all of the IHSS Consumers who have remained at home, socially distanced,

remaining calm and flexible, always trying to make it work, we thank you.

The other group that I would like to thank is the Public Authority staff. This includes the Registry and On Call Team, with a special shout out to the On Call Workers, the Mentorship Team and Mentors, the Administrative Team and of course the Public Authority Governing Body. All of our staff have been teleworking since late March. However, we still answer the phones, reply to questions and emails, send out lists of available Providers to Consumers, answer and field questions about medical and dental benefits, Mentors meet virtually with Consumers, and of course our On Call Workers continue to respond to Consumer's needs on an emergency basis. The logistics have been a bit challenging but our numbers show that we are serving about the same number of people as before the pandemic.

— Kelly Dearman, *Executive Director*



We Are Here to Help You During This Time

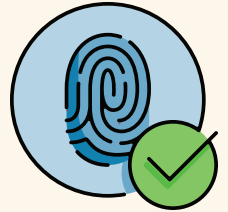
PPE



For IPs and Consumers, if you are in need of personal protective equipment (gloves, masks and anti-bacterial wipes) please log on to our website at www.sfhsspa.org or call **415-593-8128** to place an order and schedule a time to pick up your PPE. **Appointments are required and can only be made once a month.**

If you are a Consumer who is unable to pick up PPE in person, please call **415-593-8139**, to make arrangements.

Live Scan & Provider IDs



If you require fingerprinting services and/or a Provider Identification Badge, we can help with that.

Please go to www.sfhsspa.org to schedule an appointment.

If you do not have computer access, please call **415-243-4477** and we can assist you in scheduling an appointment.

Registry, On Call & Benefits



If you have questions about the Registry, On Call Services or Benefits, please check www.sfhsspa.org for the latest information.

If computer access is an issue, please call us at **415-243-4477**.

Thank you for all you do. We are looking forward to the time when all of our services can be offered in person.



Vaccination Information



If you are an IHSS worker or if you are over 65, you are eligible to receive your vaccination NOW.

You can drop in between **9pm-4pm** at **SFGH, 1001 Potrero Avenue, Building 30**.
No appointment needed.

IHSS workers must serve a SF client and must show an IHSS ID, recent pay stub or electronic time sheet on your mobile device.

If you have questions about the vaccination and want answers from a medical professional, check out our webinar series for IPs.

COVID-19 Educational Webinar Series for IHSS Providers are being offered in multiple languages:

www.homebridgeca.org/vaccine-info-sessions

Vaccination Information Session for IHSS Consumers

Hear from medical experts about vaccine safety and efficacy, and learn about San Francisco's vaccination plans.

Friday, March 19 ■ **3-5 pm**

Register online at www.sdaction.org
or by phone at **415-546-1333**

Will include Spanish & Chinese interpretation, and English captioning



COVID Safety & Precautions



It is important to continue practicing COVID safety precautions (even after you have been vaccinated):

- **Wear a mask that covers your mouth and nose** and make sure it fits snugly against the sides of your face.
- **Stay 6ft away from others.**
- **Wash your hands often.**
Use hand sanitizer if water and soap are not readily available.
- **Clean and disinfect frequently touched surfaces daily.**
- **Monitor your health.**
If you are experiencing symptoms, please stay home.




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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.