



## Continuing the Work

*Perry Vermilyea worked at SF IHSS Public Authority for 7 years as the Mentorship Program Manager. In his role, he supported IHSS Recipients who needed additional support and guidance navigating the IHSS System and working to hire a Provider. In 2022, Perry made the decision to retire, but his work with IHSS did not end. He shared his thoughts on his transition from supporting the IHSS Community from behind the scenes to transitioning to direct care work in his own neighborhood.*

For over a decade I was on the outside looking in, with no regret. From this perspective as leader of a program working directly with both Home Care Providers, (HCP), and IHSS Recipients, (Clients), I only heard the stories of the working relationships between these two groups. While listening, dynamics are perceived, solutions formed, and policies created. This is all well intended, however, until you've walked in another person's shoes, I suggest you may not truly know the reality of this relationship until you peek behind the curtain.

When I retired, I knew I wanted to be a HCP, to provide home care services to someone who needed assistance to remain safely in their home. As the Silent Generation lives longer, Baby Boomers evolve into Elders, and People with Disabilities secure and maintain independent living, there is a tremendous need for people to join the Home Care Provider workforce.

I provide a small bit of help to an 86-year-old woman who requires stand by and wheelchair navigation assistance, physical therapy, grocery shopping, prepared meals, personal and wound care, laundry, and house cleaning. I also read aloud to her and play her favorite music videos. It is hard and deliberate work, yet necessary and satisfying. We have great conversations and she tells me stories from her past, and also expresses gratitude for the support I provide. If not for the care from neighbors, friends, and HCP's, she would not be able to still live in her own home and neighborhood of 40+ years.

Your community is brimming with IHSS Clients, many need only a few hours a week of assistance to preserve their independence. Consider providing your time.



*Perry Vermilyea wearing a black t-shirt, dark sunglasses, and a white baseball cap. Background is the outdoors, within nature.*

# A Letter from the Director

*Happy Summer Everyone!*

After such a blooming spring, summer is a time of reawakening and reconnection. One of the primary health concerns that In-Home Supportive Services works to combat is isolation. Isolation is detrimental to the health and well-being of everyone, especially older adults and people with disabilities.

Here at the Public Authority, we are often seeking strategies to improve engagement with the IHSS Community. Working to stay connected with IHSS Recipients and Providers helps us to make sure we are fulfilling our mission to support the community keep people connected to care, in the many forms that care can take.

In this newsletter edition, we highlight some of our new and expanded engagement programs.



**SFIHSS** PUBLIC  
AUTHORITY

— Eileen Norman,  
*Executive Director*

The Public Authority's Governing Body is comprised of multiple individuals that help provide guidance and advocacy to the Public Authority. Our next Governing Body meeting will be held on **Tuesday July 11, 2023**. Members of the public are permitted to attend virtually or in-person. Visit [www.sfihsspa.org/gb](http://www.sfihsspa.org/gb) to learn more about becoming a member.

## Shifting to In-Person Orientation

### *What is the impact the in-person orientation made in the last month versus phone orientation?*

The major impact of shifting to in-person enrollment orientation is the improved service to our providers. Previously, IPAC's provider enrollment orientation was accomplished telephonically, and newly enrolled providers did not have the opportunity to engage directly with enrollment counselors. This resulted in occasional miscommunication regarding provider roles and service-related expectations. Now, we can equip our newly enrolled providers with prompt and individualized direction, preparing them for successful service. We expect to notice a decrease in documentation errors and compliance.

### *Is having in-person orientations increasing the number of Providers IHSS is onboarding a month?*

In-person orientations have increased the number of enrolled providers by one month. Currently, IPAC has 30% more slots than previously, with 11 sessions and 15 slots.

In terms of capacity, all Chinese, Spanish, and Russian sessions are 12 slots each, and the English sessions are 15 slots each; English sessions are at a higher demand.

### *What is the content covered in the current orientation?*

The content of the orientation includes a short presentation from a SEIU (Service Employees International Union) representative covering the history of the Union and services they provide. Additional topics covered include form and document specific training, applicable tools, and resources to facilitate service provision. These include Electronic Service Portal (ESP), W-4 & DE 4 Tax Forms, Live-in Provider Self-Certification, Direct Deposit, IHSS Provider Notification of Authorized Hours, Basics of Overtime, Overtime Violation Dispute Process, etc.

*We hope to continue to improve our provider's experiences with the enrollment process and are committed to advancing the way we inform in-person orientation.*

San Francisco County IHSS Public Authority has teamed with Liberty Dental Plan to administer all your dental needs. Starting June 1, Providers will be able to access their own designated Liberty Dental Plan by visiting the Liberty Dental Plan homepage or using the QR code to the right.



## HOW TO QUALIFY FOR BENEFITS?



### HEALTH / VISION

- ✓ Must have 25 authorized of worked and paid hours per month for 2 consecutive months.



### DENTAL

- ✓ Must have 25 authorized of worked and paid hours per month for 6 consecutive months.

## HOW TO REQUEST AN APPLICATION?

Send us an email to: [benefits@sfihsppa.org](mailto:benefits@sfihsppa.org)

*\*Please include full name and provider number*

Or Call us: **(415) 593-8125**

## FOR MORE INFORMATION:

[www.sfihsppa.org/benefits](http://www.sfihsppa.org/benefits)

## IHSS PROVIDER ID CARD



### HOW?

Book appointment at:  
[www.sfihsppa.org/ip-id-card](http://www.sfihsppa.org/ip-id-card)

### WHEN?

**Mondays — 10:00 AM - 12:00 PM**

### WHERE?

**832 Folsom Street, 9th Floor  
San Francisco, CA 94112**

### WHAT TO BRING?

**A government issue photo document** (*photo ID card, valid driver's license, passport, Green Card*)



## LIVESCAN SERVICES (FINGERPRINTS)



### HOW?

Book appointment at:  
[www.sfihsppa.org/livescan](http://www.sfihsppa.org/livescan)



### WHERE?

On your appointment date/time, go to:  
**832 Folsom Street, 9th Floor  
San Francisco, CA 94112**

### WHAT TO BRING?

**Completed "Request for LiveScan Services" form (BCIA 8016) provided by IPAC**

**A government issue photo document** (*photo ID card, valid driver's license, passport, Green Card*)

## PERSONAL PROTECTION EQUIPMENT (PPE) DISTRIBUTION KITS (PROVIDERS ONLY)



Gloves



Masks



Hand Wipes

### HOW?

Book appointment at:  
[www.sfihsppa.org/ppe](http://www.sfihsppa.org/ppe)

### WHEN?

**Mondays — 10:00 AM - 3:00 PM**

### WHERE?

Pick up in-person on your scheduled date at:  
**832 Folsom Street, 9th Floor  
San Francisco, CA 94112**

### WHAT TO BRING?

**Photo ID, Driver's License, IHSS ID and the last 30 days IHSS paycheck**




# SFIHSS PUBLIC AUTHORITY


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# SFIHSS PUBLIC AUTHORITY

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*IHSS Public Authority Staff*

*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.*