



SAN FRANCISCO IHSS PUBLIC AUTHORITY

Linking Lives

2024 SUMMER NEWSLETTER

What's Inside

- Message from the Executive Director
- Meet the Jefferson Award Recipient
- Provider Spotlight: Patricia Walker
- Mentorship with SFIHSSPA

Looking ahead, SFIHSSPA is all-in on advancing the IHSS program.

Welcome to the latest newsletter edition from San Francisco IHSS Public Authority! It's been a whirlwind of activity over here, so let's get you up to speed on our latest Key Initiatives.

In San Francisco, we're all about recognizing how essential IHSS services are. Every day, we're ramping up support for both Providers and Consumers alike. That means more funding to boost wages and benefits for caregivers who do amazing work for our older adults and disabled community. We're working hard to ensure everyone gets fair compensation for their hard work.

To meet growing demand, we're partnering with the Department for Disability and Aging Services (DAS) to simplify IHSS access. We're streamlining applications to ensure those who need care can get it faster. Plus, we're expanding our services to cover a wider range of needs, making life better for recipients across the state.

Technology's been a game-changer for us too. We're rolling out digital platforms and automated services to speed things up and make life simpler for caregivers and recipients. These innovations aren't just making our services better — they're keeping us in sync with the ever-changing needs of our community.

Community is at the heart of what we do. Lately, we've partnered with local organizations, healthcare providers, and IHSS stakeholders to strengthen our programs. These collaborations bring more resources, better caregiver training, and a supportive network for all involved. With your support and a understanding of the value of home-based care, IHSS is ready to take on whatever comes our way.

Thanks for checking out our newsletter!



Eileen Norman

Executive Director

A Life of Service, Jefferson Award Recipient

“I say, ‘Whatever you do, have patience, have kindness, and listen to them.’”

CBS News Bay Area visited our office to highlight the work and dedication our Governing Body member, Ms. Daisy McArthur, within IHSS and our community. Daisy McArthur has worked more than 25 years for the city’s In-Home Supportive Services Public Authority, providing help to consumers within the IHSS community so they can stay live independent lives.

“I want to treat myself the way I would treat you, and that’s what kindness is. The golden rule,”

Ms. Daisy is more than just a caregiver; she’s an advocate of the lives she touches. Ms. Daisy helps her clients with daily tasks like bathing, dressing, cooking, and laundry. She brings comfort to the individuals she serves, transforming everyday routines into moments of connection. One of the most profound examples of her devotion is her relationship with a client she cared for, for over three decades. Ms. Daisy truly goes above and beyond.



Daisy McArthur
SFIHSSPA Governing Body Member
Treasurer



Did You Know?

When a fire destroyed Daisy’s apartment building on Bush Street, she advocated for emergency relief and housing for thirty-six homeless tenants, earning the nickname the **“Mayor of Bush Street”**.

Independent Provider Spotlight: Patricia Walker

“We hike together, shop together.
We’re good!”

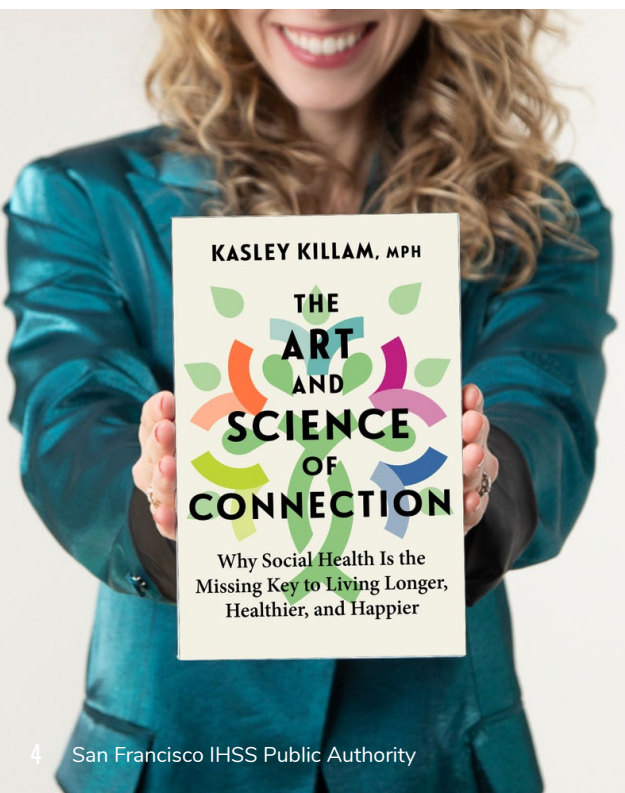
Last October, Patricia Walker began her career as an IHSS Provider after seeing a flyer at her local community center, Booker T. Washington. The flyer offered flexible hours, good pay, health insurance, and free training.

Patricia thought, “Well, I think I can manage that!” She then called the Disability and Aging Services Department, completed the enrollment process and background check, and joined the Public Authority’s Provider Registry.

Now consistently working with one client, Patricia and her client have developed a strong understanding of each other’s needs and routines. The Public Authority thanks you for all of your hard work.



Patricia Walker
IHSS Provider with SFIHSSPA



Exploring Social Health

Bridging the gap of human connection between consumer and provider is vital.

Did you know that approximately 25% of adults aged 65 and older experience social isolation?

Our office hosted Author Kasley Killam to learn about the importance of human connection. Both Providers & Consumers must explore strengthening their social muscles by maintaining a healthy connection. Sharing a meal, doing what you love, and engaging together are great examples of human connection.

Thank You Back-Up Providers!

Back-up Providers (BUPS) play a big role in supporting IHSS consumers during unexpected challenges. These dedicated individuals, known for their reliability and responsibility, could be regarded as heroes during challenging circumstances.

Back-up Providers Crystal Patterson, Jennie Barela, Delmy Campos Reyes, and Ingrid Annabell Alvarado Bravo are recipients of the monthly IHSS Public Authority Back-Up Provider Spotlight.

“To go beyond the duty is a huge part,” says Ingrid Annabell Alvarado Bravo.

Their eagerness to serve consumers with kindness, care, and reliability truly sets them apart. If you are interested on offering essential services to IHSS Consumers, follow the link to submit your application.



San Francisco IHSS Public Authority Back-Up Providers



INSIGHT OF 2024

5,955 Hours Served with BUPS

Allowing **196 IHSS Consumers** to leave the hospital and return home. This Provider support makes sure that consumers receive the care and supported needed for a smooth transition back to their daily lives in the comfort of their own homes.

Mentorship Consumer Support

“Taking the IHSS program at my own pace.”

-CONSUMER, GLORIA

Navigating the IHSS with Support

Finding the right provider can be hard, the Mentorship Program is here to help. The Mentorship program offers the IHSS Consumer Handbook as a guide to navigating the IHSS Program. Whether that be interview training, communication support, or just taking the first step of initial calls to providers, our Mentorship Team is here for you.

Collaborative Caregiver Support Team (CCST)

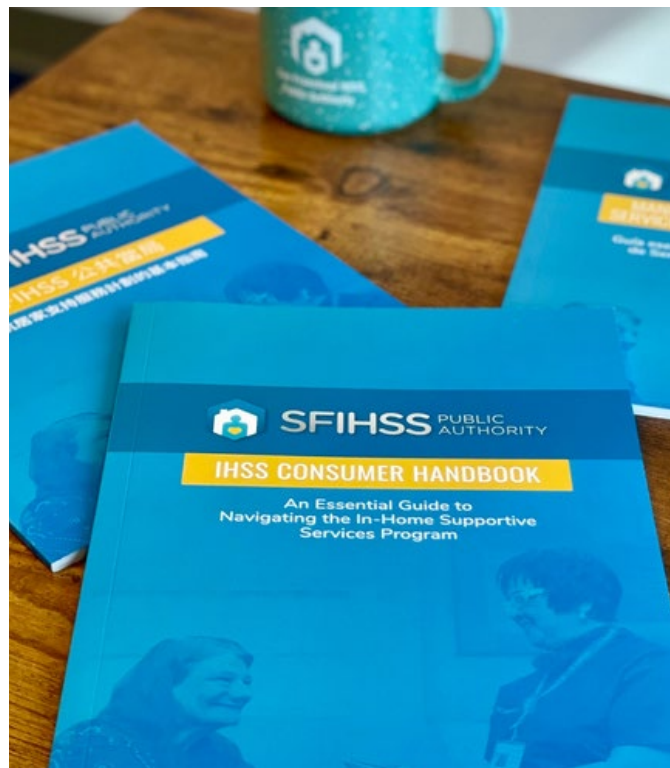
IHSS, Homebridge, and the Public Authority have joined forces with multiple community-based human service agencies to form the Collaborative Caregiver Support Team (CCST), which provides comprehensive homecare support to formerly unhoused San Franciscans currently living in permanent supportive housing sites in locations across the city. Sites participating in the CCST program have on-site case management, assigned IHSS social workers and Homebridge teams, and easy access to Public Authority services such as Registry and Mentorship to help resident IHSS Consumers identify, hire, and manage a Provider.

Providers can consider becoming a go-to resource for residents of one or more sites!

270+ Referred to Mentorship

Just this year we've served over 270 Consumers through the Mentorship Program. We are determined to make that number even higher. The Mentorship Team provides support through the initial steps between the consumer and provider relationship.

Photo of SFIHSSPA
Consumer Handbooks





Roger
SFIHSSPA Consumer Mentor

Meet Mentor Roger

A Mentor with firsthand experience as a Consumer.

A few years ago, after a serious car accident, Roger felt lost in finding a provider. Our Mentorship Program helped him navigate the Registry and find the support he needed. Now, with his valuable perspective, Roger is giving back.

Now, Roger works weekly with IHSS consumers by developing plans best suited for the specific consumer needs. Roger's ability to relate to consumers circumstances and understand their needs makes him so impactful.

Thank you, Roger!

Explore the One-Stop Resource Center

No appointments necessary, drop in anytime!

The One-Stop Resource Center is a central community space designed for both Seniors and People With Disabilities receiving In-Home Supportive Services.

Stop by to have your IHSS-related questions answered, find a resource, learn more about the IHSS Public Authority Mentorship Program, or to unwind with complimentary tea/coffee and snacks.



INSIGHT OF 2024

381 Consumers Paired with Mentors

Allowing **1,714 providers** to be successfully interviewed through consumer and mentor support. Pairing a Consumer with a Mentor makes navigating the program so much easier.





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