

CONTINUUM OF CHOICE AND SUPPORT: INCREASING OPTIONS FOR IN-HOME SUPPORTIVE SERVICES CONSUMERS IN SAN FRANCISCO

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Workshop Objectives

- Review the roles of the three entities providing IHSS services to consumers and providers in San Francisco.
- Discuss the innovative service models that are provided by the SF IHSS Public Authority.
- Review the benefits of IHSS Contract Mode and the service tiers that Homebridge offers to IHSS Consumers that are unable to direct their own care.

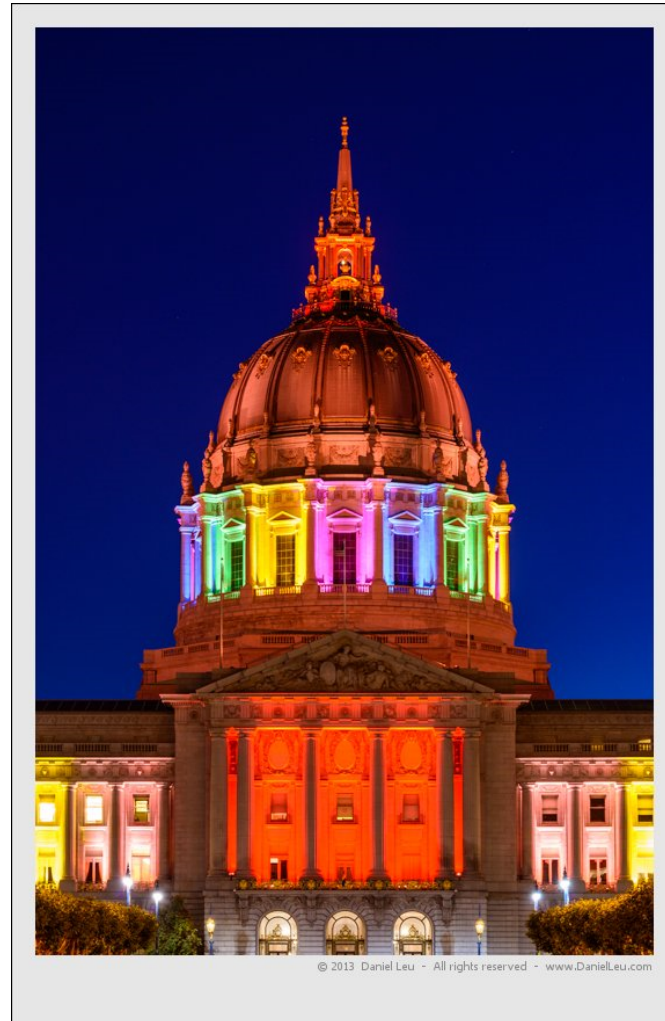
IHSS in San Francisco

Serves

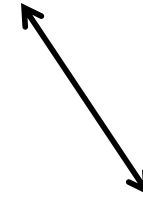
22,000
Consumers

20,000
Independent
Providers

*With diverse
needs*



**Department of Aging and Adult Services
In-Home Supportive Services**



SFIHSS PUBLIC
AUTHORITY



H O M E B R I D G E

What is In-Home Supportive Services ?

A state-mandated, county operated program that provides home care to eligible older adults and people with disabilities that are in need of assistance in order to remain safely in their own homes.

Service Categories

- Household chores such as cooking, cleaning, and laundry;
- Personal care services like dressing, bathing, and feeding;
- Accompaniment to medical appointments;
- Paramedical Services as ordered by a physician.

DAAS Administration of the IHSS program

- Consumers apply for services
- DAAS Social Workers visit consumers annually to assess their needs
- Authorize services for consumers
- Facilitate provider Enrollment and Payment
- Ensure compliance with state regulations.
- Carry out Quality Assurance activities in compliance with state guidelines.



DAAS Operates

Integrated Intake Program

- Accepts new IHSS applications
- 439 new applications monthly in 2016

Independent Provider Assistance Center

- Enrollment
- Timesheets
- Payments

IHSS Continuum



San Francisco IHSS Continuum of Choice and Support

INDEPENDENT PROVIDER MODE			CONTRACT MODE		
DAAS/IPAC While the Dept. of Aging and Adult Services and the Independent Provider Assistance Center serve all IHSS consumers and providers, they directly serve those with a pre-designated IP without third-party support.	IHSS Public Authority Public Authority (PA) services are designed for consumers that want autonomy and independence in managing home care and do not have a pre-designated family and/or friend to provide care. Depending on consumer needs, PA services are provided with the following support:		Homebridge Contract mode is designed for consumers who cannot independently direct their IHSS services and/or are at significant risk for fraud, abuse or neglect. Depending on a consumer's risk level, Homebridge assigns consumers to one of three levels of support. Clients must meet one or more of the service level criteria:		
Pre-designated IP Trusted friend or family provider	IP Registry Consumer directed care from PA Registry	IP Plus Additional support from PA Mentorship Services	General Care Basic service coordination and caregiver management	Intensive Care Full service coordination, and caregiver management	Critical Care Full service coordination, care management and caregiver management
<ul style="list-style-type: none"> Has identified provider available and able to meet service needs. Has safe home environment. 	<ul style="list-style-type: none"> Has either previous positive experience with IHSS and/or understands and demonstrates confidence with hiring, scheduling, timekeeping, managing share of cost, and/or effectively communicating with IPs. Has safe and accessible home environment. 	<ul style="list-style-type: none"> Consumer is: <ul style="list-style-type: none"> Minimally challenged with hiring, scheduling, timekeeping, managing share of cost, and/or effectively communicating with IPs At risk for losing IHSS services due to no provider activity Minimally challenged with retaining consistent provider care Demonstrates willingness and ability to learn to manage IPs independently With assistance and coaching can accept and thrive in IP care Has safe and accessible home environment 	<ul style="list-style-type: none"> Has significant challenges managing own care provider and: <ul style="list-style-type: none"> Accepts services and has limited to no risk of housing instability and/or health and safety concerns; or Is challenged with accepting services due to a mild cognitive disability, mental health and/or substance use issue that does not result in a risk of housing instability and/or health and safety concerns 	<ul style="list-style-type: none"> Is significantly challenged with accepting services due to a moderate to severe cognitive disability, mental health and/or substance use issue that results in a risk to housing stability Has paramedical and/or complex personal care training needs that do not address imminent health and/or safety concerns Requires heavy cleaning and/or has significant challenges maintaining a safe and habitable home environment 	<ul style="list-style-type: none"> Unable to attend to basic needs and/or is non-ambulatory causing imminent, possibly life-threatening level of risk Has paramedical and/or complex personal care training needs that address an imminent health and/or safety concerns Discharging from Laguna Honda or other Skilled Nursing Facility On protective supervision Is medically at risk due to one or more chronic diseases or multiple comorbidities accompanied by: <ul style="list-style-type: none"> Frequent use of emergency care/hospitalizations; or Non-compliance with medical care plan due to a moderate to severe cognitive disability, mental health and/or substance use issue; or Is in hospice care
Mixed Mode Some consumers are able to choose hours in both Contract Mode and Independent Provider mode.					

IHSS Continuum





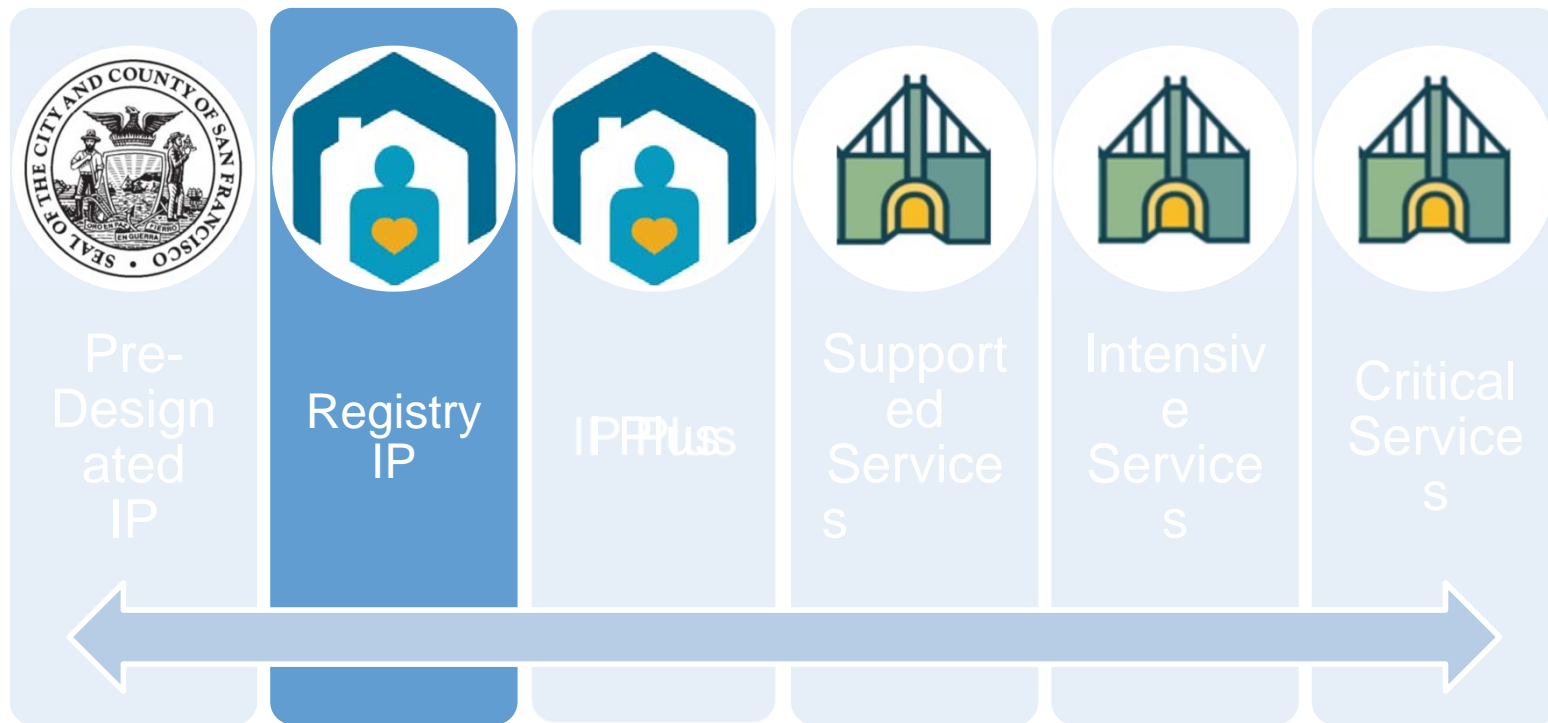
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Programs

- Fingerprinting Project
- Benefits
- Registry
- On Call
- Mentorship



IHSS Continuum





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PA REGISTRY

- 250 providers on the Registry
- Average age of Registry Providers is 53
- 89.1% are women
- 33% are African American
- 22.6% are Latino
- 17.6% are Asian/Pacific Islanders
- 10.8% are Caucasian
- Average number of days to hire a worker was 17



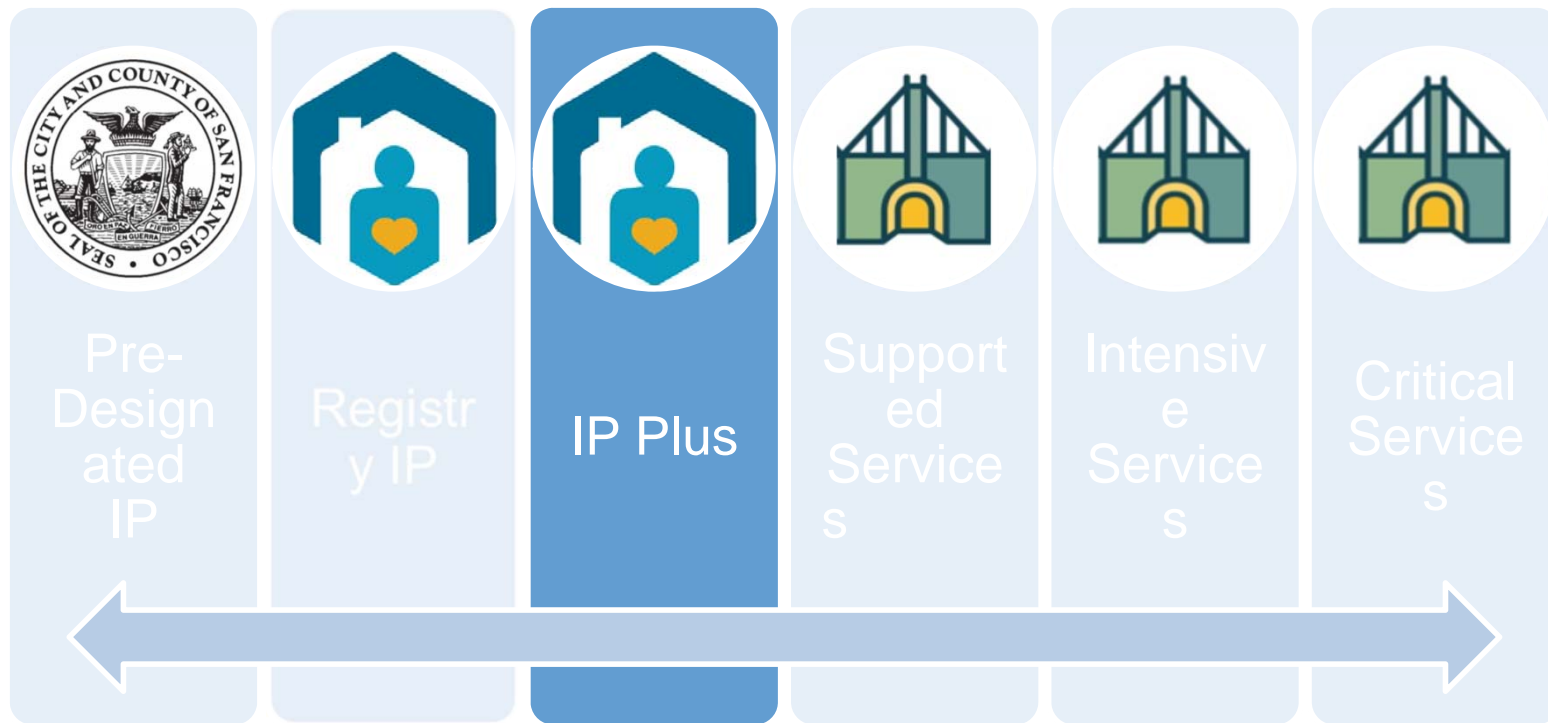
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ON CALL SERVICES

The On-Call Program provides assistance without delay to consumers in urgent need of personal care. We have 35 On-Call providers who are trained, experienced and available to meet requests on very short notice.



IHSS Continuum





IP
Plus

INDEPENDENCE + SUPPORT

- Maintain Consumer choice of IPs.
- Additional support from PA Mentorship Services.
- Provides coaching and assistance with hiring, scheduling, timekeeping, managing share of cost, and/or effectively communicating with IPs.



IP
Plus

INDEPENDENCE + SUPPORT

- Serving 15-20 Consumers per month
- Satellite office at Laguna Honda Hospital to assist patients transitioning from institutional care to home care
- Mentors assist Consumers in one-on-one training and meeting goals for in-home care and independent living

IHSS Contract Mode

But not all IHSS Consumers are able to direct their own care.





H O M E B R I D G E

- Homebridge is a San Francisco-based not-for-profit agency that contracts with the City's Department of Aging & Adult Services to provide a specialized version of IHSS known as "the contract mode."
- Homebridge was previously called the "IHSS Consortium," but we changed our name in March 2015.



H O M E B R I D G E

- Homebridge provides both In-Home Supportive Services as well as operates a large training program that is available to all IHSS workers in San Francisco.
- We have provided “contract mode” IHSS to San Franciscans for more than 20 years.



HOMEBRIDGE

- By the numbers
 - 400 Home Care Providers (“HCPs”) in SF and 100 in San Mateo
 - 1,350 Consumers in San Francisco
 - 90+ Program Staff, including Schedulers, Case Managers, Paramedical Support, Trainers, and HCP Supervisors
 - Staff speaks more than 25 languages
 - More than 250,000 home visits every year



H O M E B R I D G E

- What services does Homebridge provide?
 - Consumer-directed care model
 - Dedicated social workers who work as teammates with the DAAS IHSS social workers
 - In-home assessments at start of service and every 4 months by dedicated social worker to establish and monitor care plan
 - Service connections to provide greater support in the community
 - Custom schedule and HCP match to consumer needs and preferences
 - Trained and supervised HCPs, including emergency/sick/vacation replacements
 - Nursing staff to assist in training and support for paramedical needs as allowed



H O M E B R I D G E

IPs and HCPs

(Independent Providers and Home Care Providers)

- **Similarities**

- All are funded through and work for the State's IHSS Program
- All are members of SEIU 2015, which represents their interests via collective bargaining to establish wages and benefits
- All must pass the same background check required by the State IHSS program
- All consumers are assessed and assigned hours by the County



H O M E B R I D G E

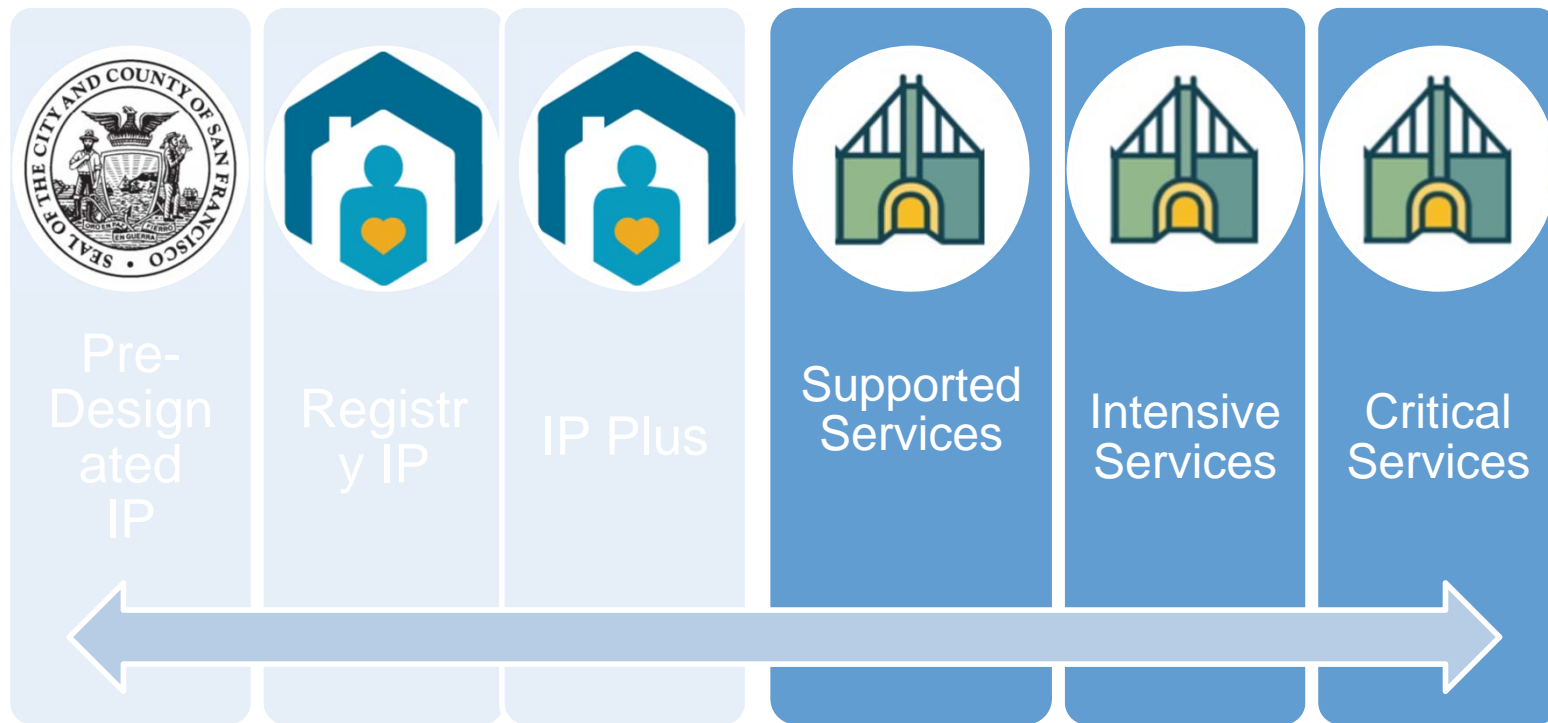
IPs and HCPs

(Independent Providers and Home Care Providers)

- Differences

- HCPs are employees of Homebridge and report to a Homebridge staff supervisor – all HCPs are recruited and hired directly by Homebridge (IPs are hired and managed directly by the consumer)
- HCPs receive compensation and benefits directly through Homebridge (IPs receive compensation from the State and benefits through the Public Authority)
- Homebridge supervisors approve payment of wages for HCPs and Homebridge manages the payroll (IPs have consumers sign their timecards the consumer submits them to the State for payment).

IHSS Continuum





General Care Services

Basic Service Coordination and Caregiver Management

Requires intervention and support to accept and thrive in services and has only domestic and/or simple personal care needs that pose limited to no risk of housing instability and/or health and safety concerns.

Frequency of assessments: **3 times a year**

Intensive Care

Full Service Coordination and Caregiver Management

- Requires significant intervention and support to accept and thrive in services and/or remain stably housed.
- Requires paramedical and/or complex personal care training that does *not* address imminent health and/or safety concerns
- Requires heavy cleaning and/or significant intervention and support in maintaining a safe and habitable home environment

Frequency of assessment: **6 times a year**

Critical Care

Full Service Coordination, Care Management, and Caregiver Management

- Requires assistance with basic needs that if not met pose imminent, possibly life-threatening level of risk
- Requires paramedical and/or complex personal care training that addresses imminent health and/or safety concerns
- Requires high degree of coordination due to being discharged from Laguna Honda or other Skilled Nursing Facility
- Requires protective supervision
- Requires high degree of coordination due to medical acuity

Frequency of assessment: **12 times a year**



H O M E B R I D G E

Additional Services:

- **Transitional Care Services** is an innovative program that works with Sutter Hospitals to provide 24/7 on-call services that supports inpatient units and hospital emergency departments in safely discharging patients home by providing home accompaniment, home care, and case management.
- **Workforce Development** provides a broad program of support for home care staff during their first several months of employment, funded in part through private foundation grants and the SF Office of Economic & Workforce Development.

Home Care Training

Training, education, and resources for those who support seniors and people with disabilities to live independently.

Offered to:

- Anyone registered as an IHSS Provider:
 - Public Authority
 - Independent Provider
 - Family caregiver
 - Homebridge Employee
- Private Home Care Providers
- Individuals interested in becoming a Home Care Provider



Home Care Training

- **Personal Caregiver Trainings**
 - Homebridge's workforce
 - Family caregivers
 - Independent providers
- **Over 25 Specialized Trainings**
 - CPR & First Aid
 - Fall prevention
 - Understanding dementia
 - Medication administration
- All Homebridge Training classes are approved by the State of California as **continuing education credits** (CEU's) for Home Health Aides and Certified Nursing Assistants

Challenges

- Provider Recruitment
- Provider Retention
- Increasing complexity of consumer needs.
- Psychosocial needs of low wage providers

Benefits

- Tiered IHSS system allows for greater options for consumers and providers.
- Most vulnerable consumers have increased protection and advocacy.
- Training increases the quality of care.

Questions?

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