Using a robust In-Home Supportive Services collaboration to support a countywide pandemic response

SF Department of Disability & Aging Services
Learn strategies for engaging in effective government and CBO collaboration to address community needs.

Be introduced to a person-centered service model of IHSS, protective services and case management that advanced the acceptance of services and reduced the impact of COVID-19 on vulnerable populations.

Gain insight of the critical role training, supervision and resource availability for the IHSS provider population can have during a public health crisis.

Understand the combination of innovative technologies and programming that enabled effective remote service delivery and management of IHSS during the COVID-19 pandemic in San Francisco.
1. Partner & System Overview
2. Collaboration & Existing Systems
3. COVID-19 Public Education for Caregivers
4. COVID-19 Resources for IHSS Community
5. COVID-19 Emergency Back-Up Home Care
6. COVID-19 Project Room Key Support
SF IHSS Continuum

Pre-Designated IP
Registry IP
IP Plus
Supported Services
Intensive Services
Critical Services
The IHSS Continuum: Where the County Fits In

Pre-Designated IP
Registry IP
IP Plus (Mentorship)
Supported Services
Intensive Services
Critical Services
IHSS Quick Stats
(for San Francisco)

- Large County
- Recipients: 23,000+
- Independent Providers: 22,000+

- Average Auth Hours: 104.8
- Case % of severely impaired: 32%
- Live alone: 40%
The IHSS Continuum: Where the Public Authority Fits In

- Pre-Designated IP
- Registry IP
- IP Plus (Mentorship)
- Supported Services
- Intensive Services
- Critical Services
Primary Service Overview

Registry

Mentorship

On-Call
The IHSS Continuum: Where Homebridge Fits In

- Pre-Designated IP
- Registry IP
- IP Plus (Mentorship)
- Supported Services
- Intensive Services
- Critical Services
• For recipients who cannot manage their own provider
• Serve ~1200 recipients/year (~5% of IHSS population)
  • Monthly average caseload of 840 recipients
• ~300 Providers and 85 staff
• Tier recipients and providers
• Individualized care plans, schedule and care coordination
• Domestic, Personal & Paramedical care
• Training Program for all SF providers
  • ~1900 unique Providers trained in FY20
Contract Mode Clients

- Caucasian: 48%
- LatinX: 32%
- Asian: 8%
- African American: 8%
- PI/NA: 2%
- Unknown: 2%

<table>
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<tr>
<th>Mode</th>
<th>% Recipient Population</th>
<th>% Served Hours</th>
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<td>30</td>
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<tr>
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<td>48</td>
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<tr>
<td>Critical</td>
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<td>22</td>
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Collaborating Departments/Agencies

**Office of Community Partnerships**
Part of SF Department of Disability and Aging Services, Area Agency on Aging (AAA) in SF County
Partnerships with 60+ CBOs and over $86M in contracts & grants
Nutrition, case management, community services, technology, legal, housing subsidies, adult day services, LGBTQ+ programs, and more.

**Community Living Fund**
City ordinance provides funding to support aging in place
Payor of last resort
Care coordination and purchase of goods/services
Since 2007, over 2K served and $17M in purchases

**Support at Home**
Vouchers for home care subsidy
Low to middle income, not eligible for other subsidized home care
Sliding scale based on financial and functional needs
Since 2017, 300+ served and 135K hours of subsidized care
How prepared did your County feel in its response to COVID-19?
How prepared did your County feel in its response to COVID-19?
If you don’t understand LEVERAGE

You work too hard!

https://renaissanceforleaders.com/key-leverage-points/
Existing Infrastructure & Relationships

- SF IHSS Task Force Meetings
- County, CBOs, Union and Advocates

- IHSS Forums
- Regular Collaboration
- Existing Programs
Emergency Planning

Collaborated Immediately
• Daily calls
• Drop Box for collaboration
• Shared database, dashboard & trackers
• Virtual Caregiver Education

Shared Goals
• Public Education
• Resources for IHSS Community
• Back-up Home Care Expansion
• Project Room Key support
Assessed to have home care needs are referred to Homebridge. Homebridge provides regular home care to guests and conducts wellness checks for guests who have refused service but may have care needs. Homebridge's Caregiver Emergency Response Team (CERT) can provide home care to COVID+ or PUIs.

### IHSS Website Use

#### IHSS Visitors by Month (2020)

- January: 10K
- February: 9K
- March: 13K
- April: 15K
- May: 15K
- June: 16K
- July: 13K
- August: 9K

#### Top 5 IHSS Topics in Visitors in the Last 7 Days

- Home Supportive Services IHSS: 591
- Become Care Provider: 366
- Timesheets Overtime Sick: 265
- Provide Home Services: 142
- IHSS Switches Paper Electronic Timeheets: 137

### Homebridge

#### CMIPS Application Status (HB Active)

- New: 149
- Already Active: 208
- Not Applicable: 173
- Blank: 149

#### Type of Support (HB Active)

- Ongoing (Non-IHSS): 14%
- Ongoing (IHSS enrolled): 83%
- Draft in Progress: 5%
- Approved: 85%

#### Served by CERT (HB Active)

- No: 1%
- Yes: 99%
IHSS Resources

- PPE
- Hotel Rooms
- Child Care
- Testing
- Sick Time
- Transportation
- Safeway Gift Cards
- DME
Public Education

Email
- 7,537 emails sent on 6/3/20 in multiple languages
- 63% opened
- 43% clicked on a link
- PPE received largest clicks

Text Campaigns
- Sent over 19,000 texts on 6/11/20

Webpage Views
Public Education

Caregiver Webinars
- 6 Webinars
- 1083 Total Attendees
- Multiple Topics offer

OCP Webinars
- 2 sessions
- 74 organization invited
- Older adults and people with disabilities
Project Room Key in SF – Home Care

- Human Services Agency responsible for mass housing during a disaster - Implemented Project Room Key
  - Hospital discharge, congregate thinning, unsheltered from street
  - Shelter in Place & Isolation & Quarantine, Congregate
  - Roughly 2,500 units

- Collaboration with County Homelessness and Housing, Public Health, Behavioral Health Departments and countless San Francisco CBOs
Project Room Key in SF – Home Care

- Modified IHSS referral process for IHSS and non-IHSS guests in Project Room Key sites
  - Home Care email address,
  - Self-referral/Site-referral forms,
  - Emergency on-call number,
  - Move-in support

- Service could begin/continue in some cases without assessment (this meant local dollars were used)

- CHAI Team: Community Living Fund, Homebridge, APS and IHSS
IHSS Assessment Team

• Rapid response assessments
• Technology
• Addressed unmet needs
• Assisted in development of Reasonable Accommodation
• Assisted in development of Process
• Surfaced need for Occupational Therapy
Results: IHSS to Homeless Populations

- 2584 Individuals sheltered (SIP / I&Q / Congregate / Trailer)
- 255 Guests at 26 Sites Assessed & Served
- Nearly 90% Served Guests IHSS Approved
County Skilled Nursing Facility and Hospital Discharges

- Laguna Honda Hospital Skilled Nursing Facility (LHH)
- Zuckerberg San Francisco General Hospital (ZSFG)
- Discharge medically stable, homeless individuals to Project Room Key
- Free up space to make room for COVID-19 related admissions
- Multi-disciplinary team meetings conducted to plan coordinated discharges
- Team includes CLF, Homebridge, IHSS, DPH, and LHH/ZSFG
Results: Discharge Impact

- Over 40 discharges from LHH and ZSFG to Project Room Key
- Transitioned and permanently housed 7 individuals
- Continuous support in PRK sites through case management and purchase of goods
Caregiver Emergency Response Team (CERT)

CERT members from Homebridge Providers, emergency on-call registry IP’s and active IP’s

• Equipped with full PPE (fitted N95, face shield/goggles, gowns, gloves, hair/shoe coverings)
• Paid $30/hour and guaranteed 40 hours/week
• Serve 7 days/week (9-6)

Required to complete online training prior to commencing field work

• Infection control
• Correct use of PPE (donning & doffing without cross-contamination)
• Face-time with RN/LVN to demonstrate learning
IMPACT: 5150 Prevented

“I’m worried we will have to 5150 a guest we are concerned about – could Leonard come to the site tomorrow to talk to the guest? Leonard is the only person this guest has connected with!”

DPH Behavioral Health Clinician deployed as an on-site manager for (PRK) Site 17, called Homebridge
I cannot say enough good things about the CERT providers - they are really at the heart of everything going on at the sites. We couldn't do our work without them. And they are really the ones taking on the most risk since they are in close contact with the guests. I cannot appreciate them enough.

Charge Nurse for Permanent Supportive Housing, Jamie RN, MSN, deployed to the Covid19 Response Medical team.
Recommendations

• LOCAL/STATE INVESTMENT: Investments in local relationships, technology, and services for vulnerable populations

• IHSS FOR UNSHELTERED/NEWLY SHELTERED/HOUSED POPULATIONS: Contract Mode to support unsheltered populations (PRK and beyond). On State level, requires:
  • more flexibility,
  • possibly presumptive eligibility,
  • Modified types of tasks,
  • Modified ways to capture provider time/payment
  • Integration with homeless/housing and public health services

• EFFICIENCY: Allow for more IHSS phone/video assessments for more stable cases

• ONGOING INVESTMENT/SUPPORT OF CAREGIVERS: More support and education to caregivers (PPE, training, communication)
Questions