



SAN FRANCISCO HUMAN SERVICES AGENCY
**Department of Disability
and Aging Services**

IHSS Live Scan Fee Waiver Project Preliminary Analysis: March 2023 through August 2023

Prepared by SFHSA Planning
October 2023



- Beginning in March 2023, **the Department of Disability and Aging Services (DAS) partnered with the In-Home Supportive Services Public Authority (IHSS PA) to waive the Live Scan fingerprinting fee for prospective IHSS Independent Providers (IPs)** who are required to complete a background check as part of the application process. Applicants can access the fee waiver by completing their fingerprinting at the IHSS PA.
- DAS and the IHSS PA **implemented the fee waiver to make it easier for people to become an IHSS IP** and join the caregiving workforce, helping to meet the personal care needs of some of San Francisco's most vulnerable residents.
- **This report presents findings from an analysis of the first six months of implementation of the fee waiver (March - August 2023).** These preliminary findings are primarily based on information gathered from a survey administered to recipients of the fee waiver, and also touch on general operational aspects of administering the fingerprinting process with the fee waiver.





This fee waiver project allowed the IHSS Public Authority to make the following improvements to the fingerprinting process:

- **Waive the fingerprinting fee** for all applicants who get fingerprinted through the IHSS PA. The fee waiver began in March 2023.
- **Increase the availability of appointments:** in July 2023, the IHSS PA moved from offering two half-days of appointments each week to three full days each week, tripling available fingerprinting slots. The IHSS PA now offers over 400 fingerprinting appointment slots each month.
- **Implement a more robust scheduling system for fingerprinting appointments:** the new system, which was also rolled out in July 2023, provides automated appointment confirmations and allows applicants to change and cancel their appointments.
- **Increase the efficiency of the fingerprinting process** by eliminating the need for fingerprinting technicians to also process payments of the fingerprinting fee.





All applicants who received the fee waiver were encouraged to complete a survey following their fingerprinting appointment. The survey gathers demographic information and information about the fingerprinting process.

From March 2023 through August 2023, **919 people received the fee waiver and 725 people took the survey, constituting a 79% response rate.**

Key aspects of the survey are as follows:

- The survey is available in five languages: English, Chinese, Filipino, Russian, and Spanish.
- The survey consists of six demographic questions and seven questions about applicant profile and experience; it took an average of just under three and a half minutes to complete.
- Applicants completed the survey anonymously, to encourage respondents to provide candid feedback without concerns that their answers might impact their application outcomes.
- The survey was available online, and could be completed on a tablet made available to applicants at their fingerprinting appointment or on their own device via a QR code.

The screenshot shows the 'IHSS Provider Survey' form. At the top, it features the San Francisco Human Services Agency logo and the text 'Department of Disability and Aging Services'. Below this, the title 'IHSS Provider Survey' is displayed. The form contains instructions in English, Chinese, Filipino, and Russian, explaining that the survey is about the experience with free fingerprinting services and that it will take about 2-3 minutes to complete. The main question is '1. Select your language for the survey / 選擇您的調查語言 / Seleccione su idioma para la encuesta / Piliin ang iyong wika para sa survey / Выберите язык для опроса'. There are five radio button options: English, 中文 (Chinese), Español (Spanish), Filipino, and Русский (Russian). A small asterisk indicates that this question is required.

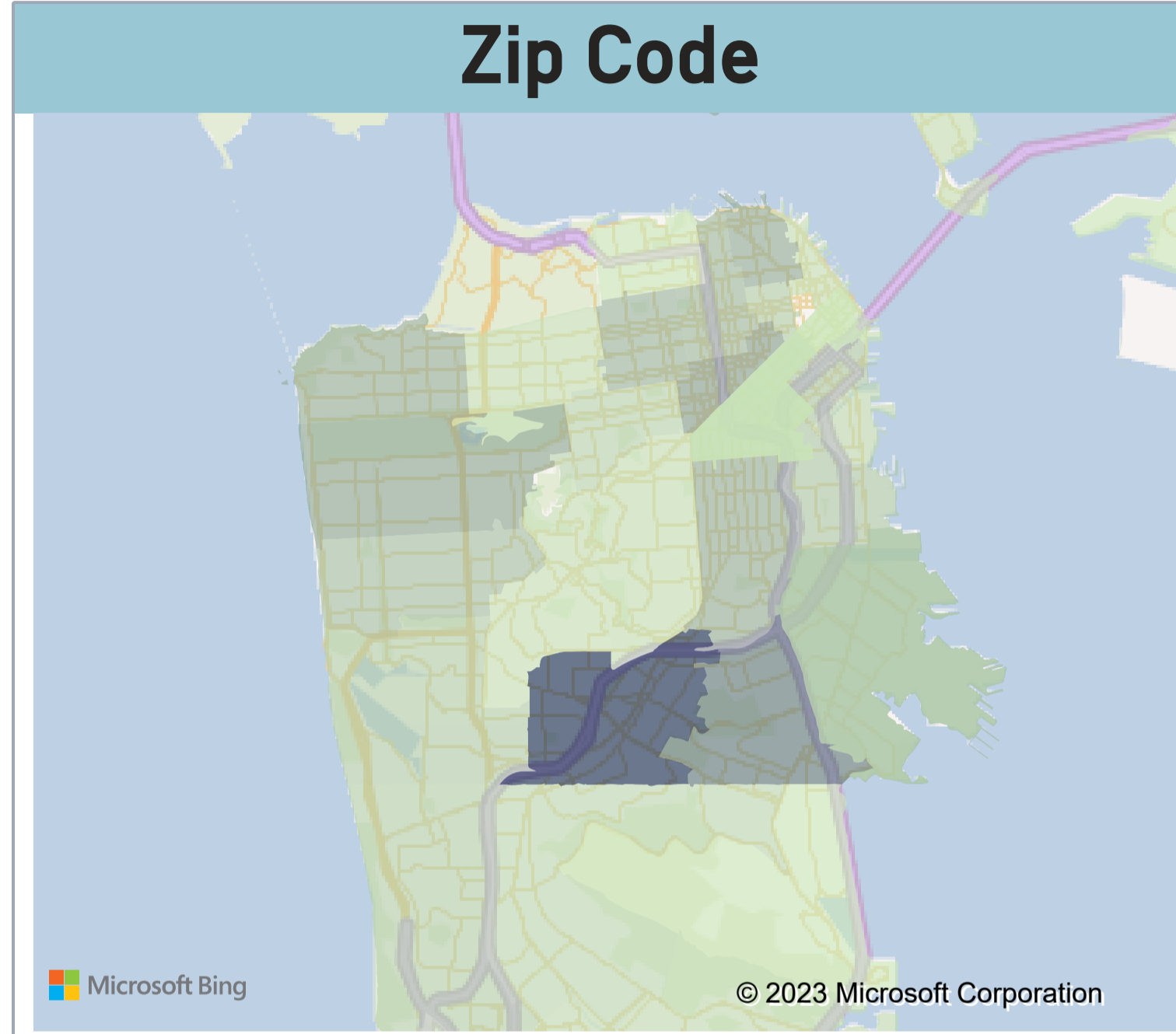
Survey Results: Applicant Demographics

Number of Respondents

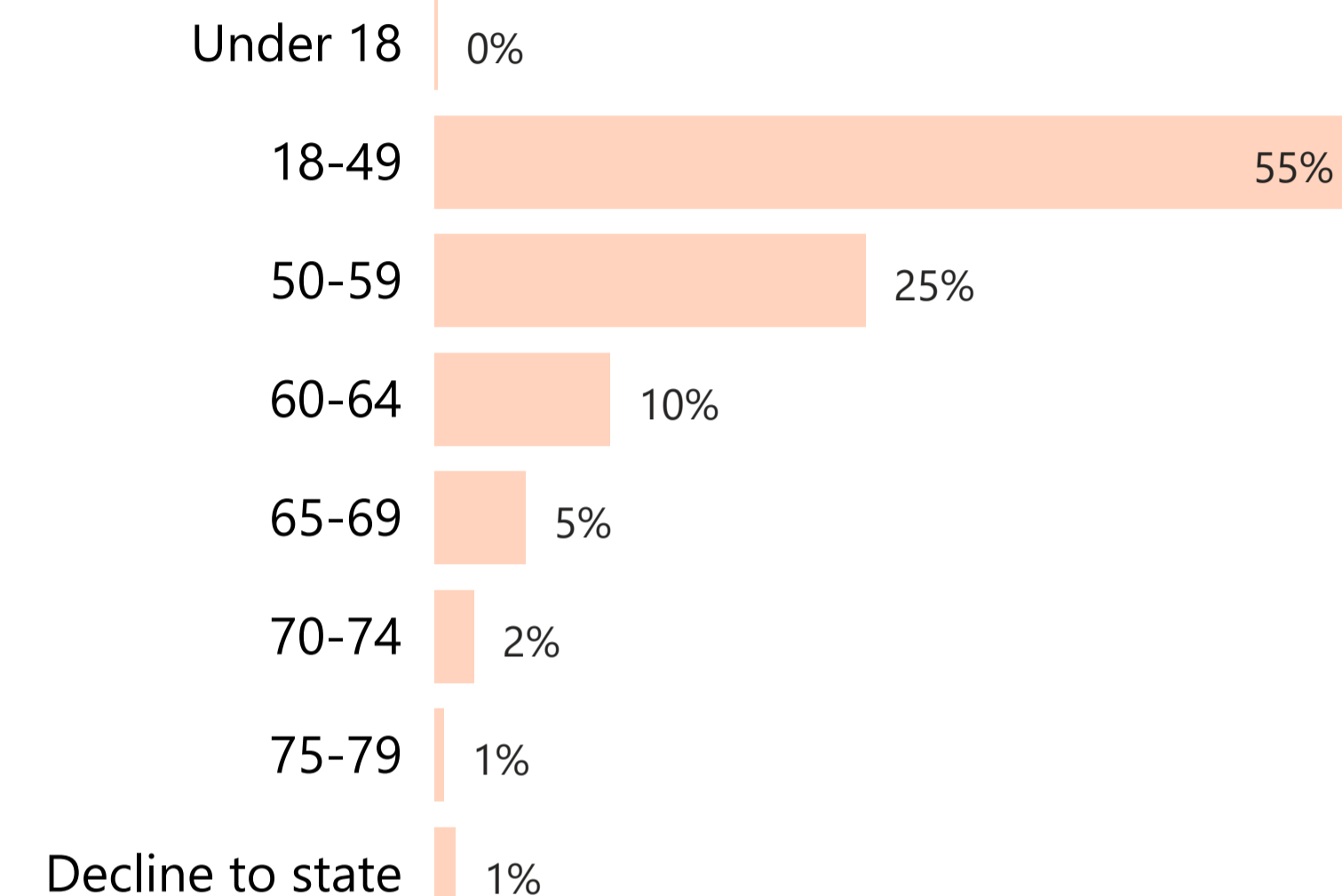
725

Filter by Likely Registry Providers*

Likely registry providers



Age



*"Likely registry providers" are those who indicated that they need to be connected to a recipient

Race/Ethnicity

	#	%
Chinese	328	45%
Latinx/Hispanic	119	16%
Black/African American	90	12%
White	83	11%
Other Asian/Pacific Islander	58	8%
Additional Groups	32	4%
Decline to state	14	2%
American Indian or Alaska Native	1	0%
Total	725	100%

Primary Language

	#	%
English	335	46%
Chinese	263	36%
Spanish	71	10%
Russian	22	3%
Additional Groups	21	3%
Filipino	13	2%
Total	725	100%

Sexual Orientation

	#	%
Straight/Heterosexual	576	79%
Decline to state	88	12%
Gay/Lesbian/Same-Gender Loving	26	4%
Bisexual	17	2%
Additional Groups	14	2%
Questioning/Unsure	4	1%
Total	725	100%

Gender Identity

	#	%
Female	437	60%
Male	269	37%
Decline to state	13	2%
Genderqueer/Gender Non-Binary	2	0%
Trans Male	2	0%
Additional Groups	1	0%
Trans Female	1	0%
Total	725	100%

Registry		
Registry	#	%
I plan to provide IHSS to a specific recipient	554	76%
I need to be connected to a recipient	49	7%
Both	89	12%
Unsure	33	5%
Total	725	100%

Key takeaways: applicants and the IHSS Provider Registry.

- Just over three-quarters (76%) of survey respondents plan to provide IHSS services to a specific recipient.
- Nearly 20% of respondents indicated a need to be connected to a recipient, which suggests they may join the IHSS Provider Registry.

IHSS Recipient's Relationship to Respondent		
	#	%
Parent	207	29%
Friend or neighbor	170	23%
Other	137	19%
Other family member	118	16%
Adult child (age 18+)	34	5%
Partner/spouse	29	4%
Decline to state	22	3%
Minor child (age 17 or younger)	8	1%
Total	725	100%

Key takeaways: IHSS recipient's relationship to respondent

- Consistent with the IP population, **applicants are typically family or friend caregivers**, a plurality of whom are caring for an aging parent.
- Nearly 30% of respondents plan on providing IHSS services to a parent.
- The next most common relationship is friend or neighbor (23%), followed by other family member (16%).

How Applicant Learned About Fee Waiver

	#	%
IHSS provider orientation	464	64%
IHSS social worker	113	16%
IHSS Public Authority website	48	7%
IHSS website	48	7%
IHSS recipient	27	4%
Other	21	3%
Decline to state	4	1%
Total	725	100%

Challenges During Fingerprinting Process

Challenges	#	%
No challenges	628	87%
Transportation to or from the fingerprinting site	26	4%
Other	24	3%
Multiple challenges	19	3%
Difficulty scheduling my fingerprinting appointment	10	1%
Decline to state	5	1%
Difficulty providing proof of employment eligibility	5	1%
Unclear instructions for completing the fingerprinting process	5	1%
Difficulty completing my fingerprinting paperwork	3	0%
Total	725	100%

Key takeaways: how respondents learned about the fee waiver

- **IP applicants tend to learn about the fee waiver directly from IHSS staff**, highlighting staff's important role in spreading the word about resources and opportunities for providers.
- A majority of respondents (64%) learned about the fee waiver at their provider orientation. The next most common method was through the respondent's IHSS social worker (16%).

Key takeaways: challenges experienced during the fingerprinting process

- A vast majority of respondents (87%) reported that they **did not experience any challenges during the fingerprinting process**.
- Respondents had the option of choosing "Other" and writing in a response; reported challenges included difficulty finding the building and challenges with the actual process of capturing their fingerprints. This suggests a generally streamlined and effective process but one with some opportunities to reduce barriers.

Number of Respondents

725

Filter by Likely Registry Providers*

Likely registry providers

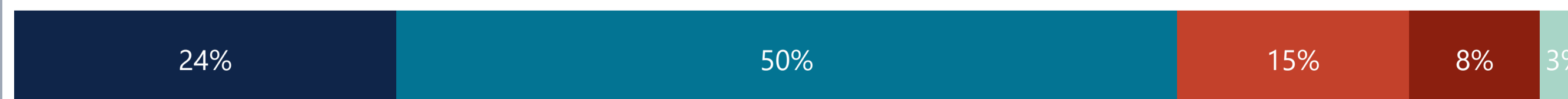
"Free fingerprinting services made it easier for me to complete the IHSS provider enrollment process"

● Strongly agree ● Agree ● Disagree ● Strongly disagree ● Not applicable



"I would not have been able to complete the IHSS provider enrollment process without free fingerprinting services"

● Strongly agree ● Agree ● Disagree ● Strongly disagree ● Not applicable



Key takeaways: self-reported impact of the fee waiver

- Applicant responses suggest that **the fee waiver had a positive impact on their ability to complete the enrollment process**, and that **many of them would not have been able to complete the process without the fee waiver**.
- 88% of respondents agreed or strongly agreed that free fingerprinting services made it easier to complete the enrollment process, and 74% agreed or strongly agreed that they would not have been able to complete the enrollment process without free fingerprinting services.
- Using the filter above to only show responses from the 138 respondents who are likely to join the registry shows similar results (84% and 78%, respectively).

At the end of the survey, respondents were asked if they had any feedback they would like to share. The **feedback was overwhelmingly positive and reinforced the quantitative findings regarding self-reported impact of the fee waiver.**

The following examples of feedback illustrate common themes:

- "The staff at the office are all very knowledgeable and friendly"
- "This is a wonderful service and should be absolutely free to IHSS care takers"
- "Thank you for removing a financial barrier!"
- "I thank you for allowing me to be able to get it done for free to be able to take care of me and my family thank you"
- "Thank you for the free services. This is wonderful"



- **Continue with plans to expand free fingerprinting services** on-site at IP group orientation sessions
- **Consider alternative strategies to expand free fingerprinting**, should logistical challenges (e.g. space and scheduling constraints) to hosting free fingerprinting services at in-person IP group orientation continue
- **Continue to collect IP applicant survey responses and refresh analysis** of the trends reported in this analysis
- Pending analytical capacity, **conduct additional analysis on the impacts of the fee waiver** based on IHSS IP application and enrollment data available in CMIPS II. Additional analysis should examine changes in the volume of IHSS IP enrollment, IHSS Provider Registry enrollment, and time to complete the IP enrollment process.
- **Advocate for a permanent budget** to offer the Live Scan fee waiver indefinitely

