



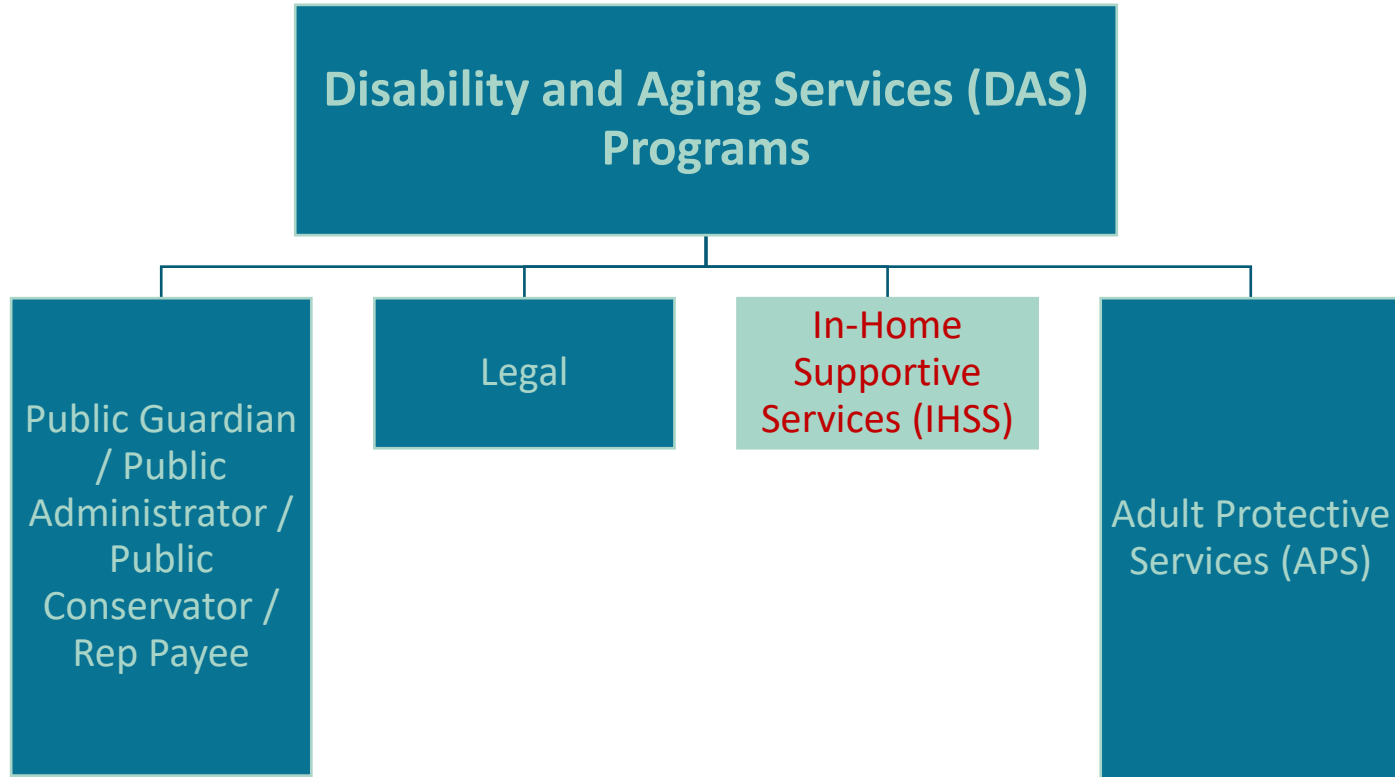
SAN FRANCISCO HUMAN SERVICES AGENCY
**Department of Disability
and Aging Services**

In-Home Supportive Services Program

In-Service Training Presentation



DAS Organizational Structure



IHSS Overview

- What is IHSS? (In a nutshell)
- IHSS referral process / How to apply for IHSS
- IHSS Eligibility
- Social Worker Assessment
- Services provided by IHSS
- Three modes of service provision
- Independent Provider Enrollment & Assistance (IPAC)



IHSS in a nutshell

In-Home Supportive Services (IHSS) Program

- Medi-Cal entitlement program that pays for services that help aged, blind, or disabled individuals to remain safe in their own home
- IHSS is an important alternative to out-of-home care, such as nursing home or board and care facility
- Created as a consumer-directed program

IHSS in San Francisco

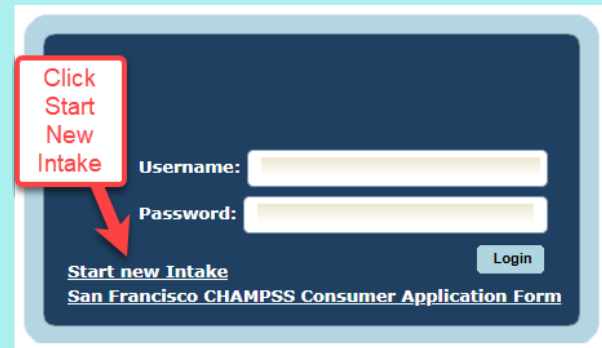
- Helps approximately 30,000 San Franciscans remain safely in their homes



IHSS Referral Process – for additional info, visit SFHSA.org/IHSS

To apply in person or over the phone:

- **Visit or call** the DAS Benefits and Resource HUB at:
2 Gough Street
San Francisco, CA 94103
Hours: Mon-Fri 8:00am – 5:00pm
Phone: (415) 355-6700



A screenshot of the SFHSA login page. It features a dark blue background with white text. There are two input fields for 'Username:' and 'Password:'. Below these fields is a 'Login' button. A red callout box with the text 'Click Start New Intake' has an arrow pointing to a link that says 'Start new Intake San Francisco CHAMPSS Consumer Application Form'.

To make an online referral:

- **SFDAS.GetCare.com**
- Click Start New Intake
- Fill in referee info
- Check In-Home Support Services



A screenshot of the SFHSA intake selection page. The title is 'Please select which intakes you would like to complete'. There are four checkboxes with labels: 'Community Living Fund (CLF)', 'Case Management (CM)', 'Long Term Home Delivered Meals (Clients aged 18 and over)', and 'In Home Support Services (IHSS)'. A red callout box with the text 'Check In-Home Support Services' has an arrow pointing to the 'In Home Support Services (IHSS)' checkbox. Below the checkboxes, there is a line of text: 'HDM eligibility criteria: A resident of San Francisco 18 years of age or older who is homebound by reason of illness, disability, isolation, lack of support network, and has no safe, healthy alternative for meals.'



IHSS Eligibility

IHSS Recipients must be:

- Residents of California (recipients must live in the county where they apply for and receive their IHSS services from)
- Financially eligible based on a Medi-Cal eligibility determination. The receipt of Supplemental Security Income (SSI) is an easy indicator of financial eligibility.
- Living in their own home/abode (not in a hospital, long-term care facility, or licensed community care facility)
- Able to submit a completed Health Care Certification (SOC 873)
- Determined eligible by a needs-based assessment



Social Worker (SW) Assessment

- A SW performs an assessment which includes a Home Visit and interview to evaluate the Applicant's:
 - Health
 - Living Arrangement
 - Functional Abilities and Limitations
- The assessment will evaluate the Applicant's ability to safely perform certain tasks related to Activities of Daily Living (ADLs)
- Initial assessments are completed within 45 calendar days of the initial intake and Home Visit.
- Reassessments are completed within 14 calendar days of the Home Visit



What is provided by IHSS?

- Domestic & Related Services
- Non-Medical Personal Care
- Paramedical Services



Three Modes of Service Provision

- Independent Provider Mode (IP Mode)
- County Contractor Mode (CC Mode)
- Homemaker Mode (HM Mode)
 - Back-up Provider Services (BUPS)



Independent Provider (IP) Mode

- The IHSS recipient is responsible to hire, train, supervise, and terminate the Independent Provider (IP) of their choice.
- Most IHSS recipients have IP mode.
- We have 29,000 Active IPs in San Francisco
- The IHSS recipient can select any individual to provide services.
 - The IP must complete a background check and orientation in order to be eligible for payment for the services provided.



Homemaker Mode (HM) Mode / Back-up Provider (BUPS)

- An agency is contracted to provide Back-up Provider Services
- Occurs when the Recipient does not have an IP or their IP is unavailable at the time that services are required/needed
- The Public Authority provides all Homemaker Mode services



In-Home Supportive Services Provider Enrollment

- [Sfhsa.org/ihss](https://sfhsa.org/ihss)

Become an IHSS Provider

What is an
IHSS
Provider?

Contact
IHSS

Become an
IHSS
Provider

Submit
Timesheets

Get Job
Benefits and
Training

Manage
Your
Provider
Status



Steps to become a Provider

1

Complete online enrollment

If you're a former IHSS Provider, call ☎ (415) 557-6200 or email ihsspayoutunits@sfgov.org to find out if your provider status is still active.

- Create an account and write down your username, password, and answers to the security questions. All three are case-sensitive and must be re-entered to watch the videos.
- Watch the mandatory videos.
- Schedule an Orientation appointment.

Orientations are offered in English, Spanish, Chinese, and Russian. For help with scheduling an appointment or enrollment, call ☎ (415) 557-6200.

START ENROLLMENT



Steps to become a Provider

2

Attend 2-hour, group Orientation in San Francisco

Arrive 15 minutes early for your Orientation appointment at **77 Otis Street** with:

- Valid State or U.S. Government-issued photo ID
- Original Social Security Card
- A Work Authorization (Required only if your Social Security card states "Valid for work only with DHS or INS authorization")
- Completed Provider Enrollment Packet (including SOC 426A). Complete the packet with your IHSS Recipient, if you know the Recipient): **English** | **Español** | **中文** | **русский** | **Filipino** | **Tiếng Việt**

3

Get background check

Schedule a LiveScan fingerprinting appointment with the **San Francisco IHSS Public Authority**.



Independent Provider Enrollment & Assistance

- **IPAC: Independent Provider Assistance Center**
 - Information & assistance for Providers & Recipients
 - Request Hiring packet
 - Email: ihsspayoutunits@sfgov.org
 - Phone: **415-557-6200**





SFIHSS PUBLIC
AUTHORITY

The San Francisco IHSS Public Authority (The PA) connects low-income seniors and people with disabilities to qualified homecare providers, so they may live healthier, happier and safer lives at home and engage in the community.

Registry Program

The Registry Program at the Public Authority matches Consumers with trained, qualified care providers and provides ongoing support for those in need of an In-Home Supportive Services (IHSS) Provider.

- Providers are matched to IHSS Consumers according to location, language, the consumer's approved tasks, work schedule, and other job-related preferences.
- A list of matched Providers is sent to the Consumer, and then the consumer contacts and interviews Providers to make their hiring choice.



Back-up Provider Services Program

The Back-up Provider Services program (BUPS) provides short-term, immediate services to IHSS Consumers who urgently need personal care and have been referred by an IHSS social worker.

- Providers enrolled in this program serve a diverse group of consumers in all neighborhoods of San Francisco on a short-notice.
- Back-up Providers assist consumers with both personal and domestic services authorized by IHSS
- Back-up Providers serve consumers at their homes, shelters, and SROs



Mentorship Program

The Mentorship program provides direct, personalized one to one support to IHSS Consumers to help them hire and retain an Independent Provider

- Mentors are peer counselors who meet individually with consumers by phone and in person to share information and build skills.
- Mentors help consumers review provider lists, contact and interview potential providers, complete hiring paperwork, set up care agreements, approve timecards, and more.
- Consumers can be referred to the Mentorship program by their IHSS Social Worker, by a community partner such as a case manager or care navigator, or they can refer themselves.



County Contractor (CC) Mode

- An agency is contracted and responsible to provide and manage the approved IHSS services
- Occurs when the recipient is unable to safely hire, supervise, manage, or terminate their own in-home care providers





In-Home Supportive Services (IHSS) Contract Mode



The Homebridge model of IHSS care and the OCP Case Management Program are funded by the City of San Francisco's Department of Disability and Aging Services through a contract with the City and County of San Francisco. These programs provide IHSS services to an eligible population who are unable to coordinate their own care.



Homebridge IHSS care is delivered through a team model that trains and supports skilled caregivers, their supervisors, and wrap-around support staff. This coordinated approach ensures stability, sustainability, and quality care, especially for individuals at significant risk of adverse health and wellness issues due to medical and behavioral complexity.



Expanding Access to IHSS

San Francisco's partnership with Homebridge and its tiered continuum of support for individuals has led to innovative service delivery options that increase access to IHSS care. In partnership with the City and County of San Francisco, Homebridge provides IHSS services to residents living in Permanent Supportive Housing (PSH) sites through the Collaborative Caregiver Support Team (CCST) program and other initiatives that aim to prevent a recurrence of homelessness and improve health outcomes. Homebridge links residents to IHSS enrollment, IHSS services and connections to vital home care support.



HOMEBRIDGE

Caregiver Training

Homebridge is California's largest provider of caregiver training. We offer a broad array of education and advancement opportunities for caregivers, primarily through the California IHSS Career Pathways program and CalGROWS initiative. Based on our decades-long expertise in providing skilled, compassionate, client-centered care and using real-life examples, we teach day-to-day skills in four pathways: general health and safety, cognitive impairments and behavioral health, complex physical care needs, and transitions to in-home and community-based care.



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

Thank You

www.sfhsa.org

