

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

SF Department of Disability & Aging Services



HOMEBRIDGE



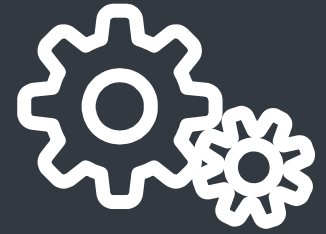
Learn strategies for engaging in effective government and CBO collaboration to address community needs.



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.

Agenda



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

Department of Disability & Aging Services

Department Programs

Community Services

Adult Protective Services

In-Home Supportive Services

Office of Community Partnerships

County Veterans Services Office

Public Administrator

Public Conservator

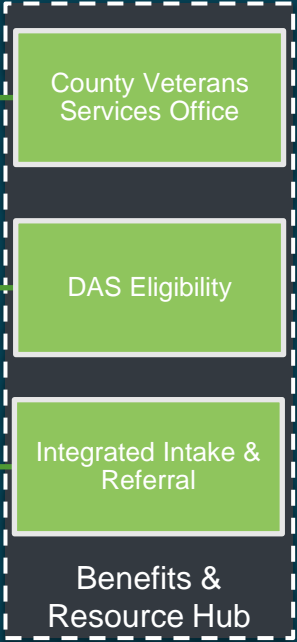
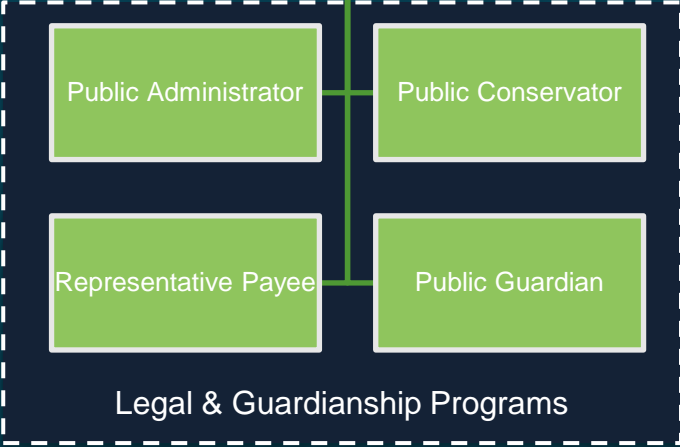
Clinical & Quality Assurance

DAS Eligibility

Representative Payee

Public Guardian

Integrated Intake & Referral



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Department Programs

Community Services

Adult Protective Services

In-Home Supportive Services

Office of Community Partnerships

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Public Authority

Public Authority

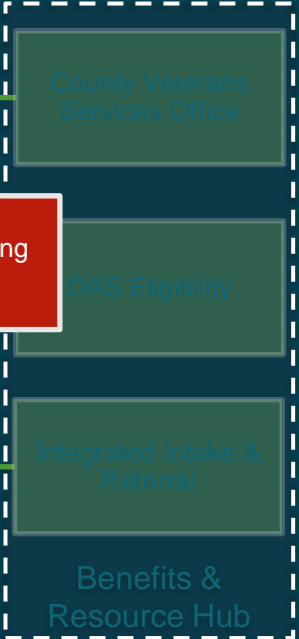
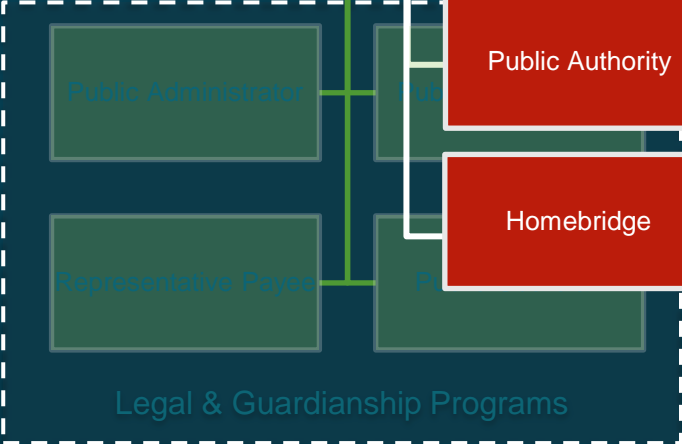
DAS Eligibility

Representative Payee

Homebridge

Institute on Aging (IOA)

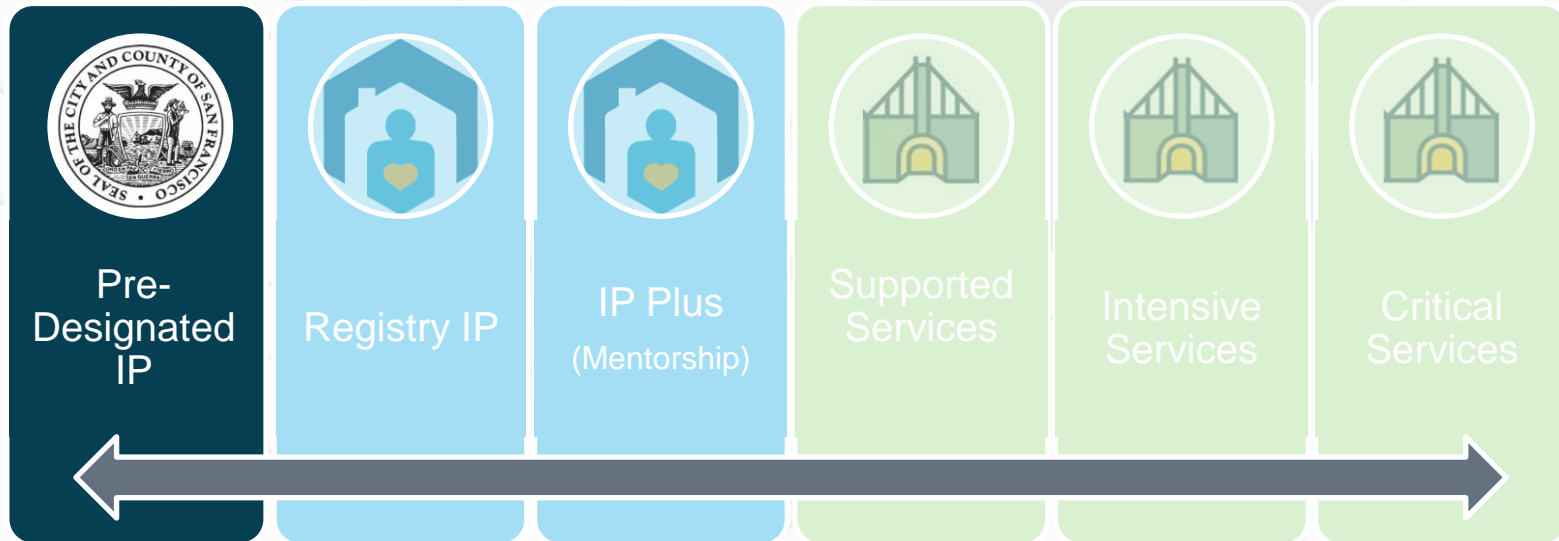
Integrated Intake & Referral



SF IHSS Continuum



The IHSS Continuum: Where the County Fits In



IHSS Quick Stats

(for San Francisco)

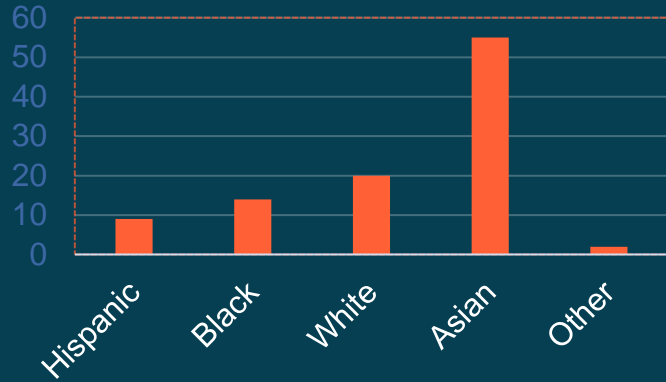
- Large County
- Recipients: 23,000+
- Independent Providers: 22,000+

- Average Auth Hours: 104.8
- Case % of severely impaired: 32%
- Live alone: 40%



san francisco

Race/Ethnicity



Domestic
Services
Cases

95%

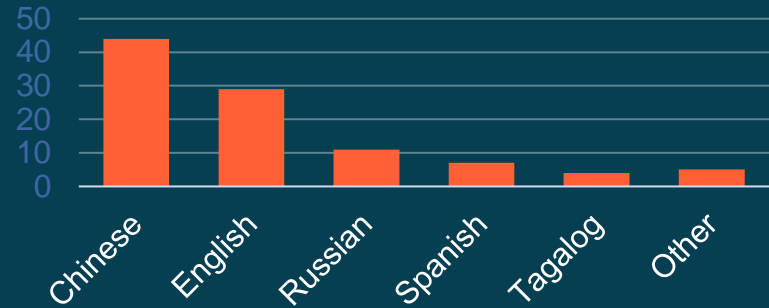
Personal
Care
Services

90%

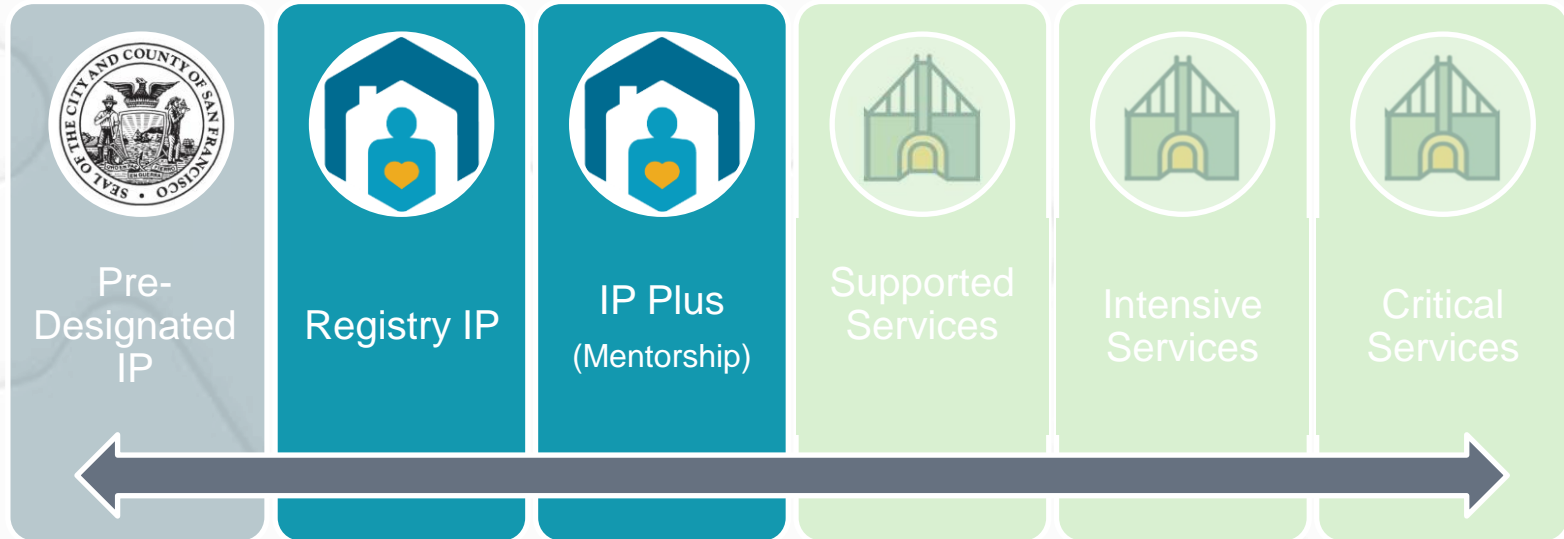
Cases By Age



Cases By Language



The IHSS Continuum: Where the Public Authority Fits In





Primary Service Overview



Registry

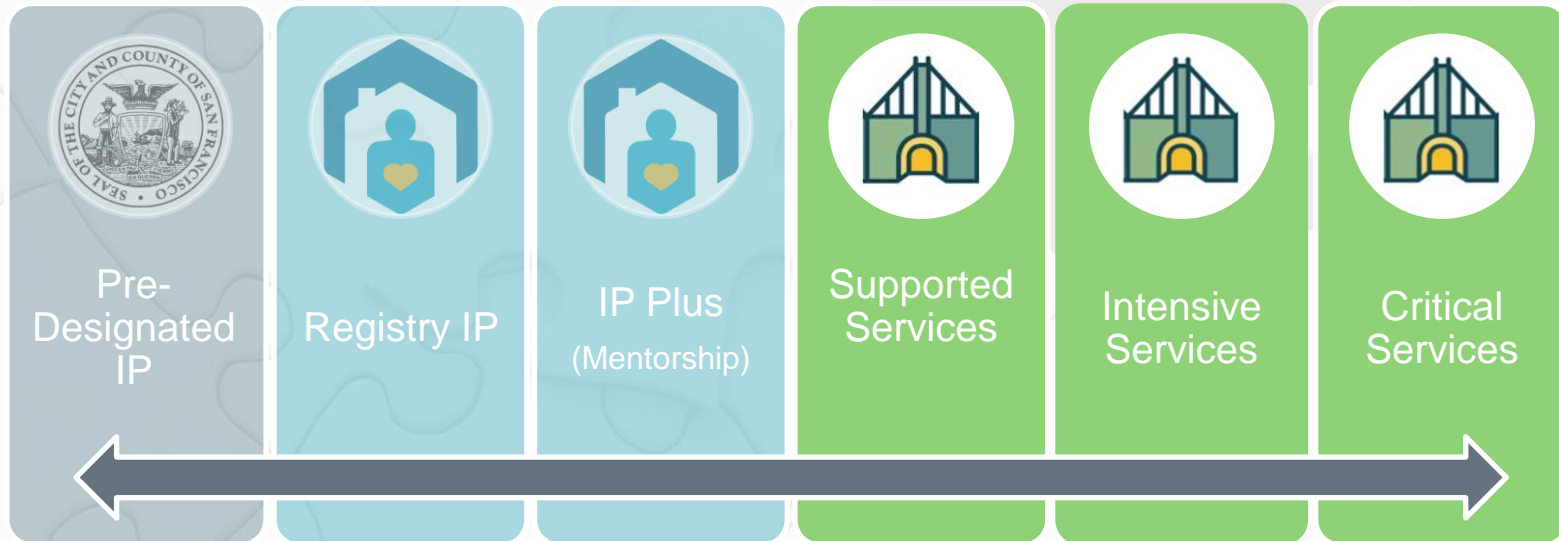


Mentorship



On-Call

The IHSS Continuum: Where Homebridge Fits In





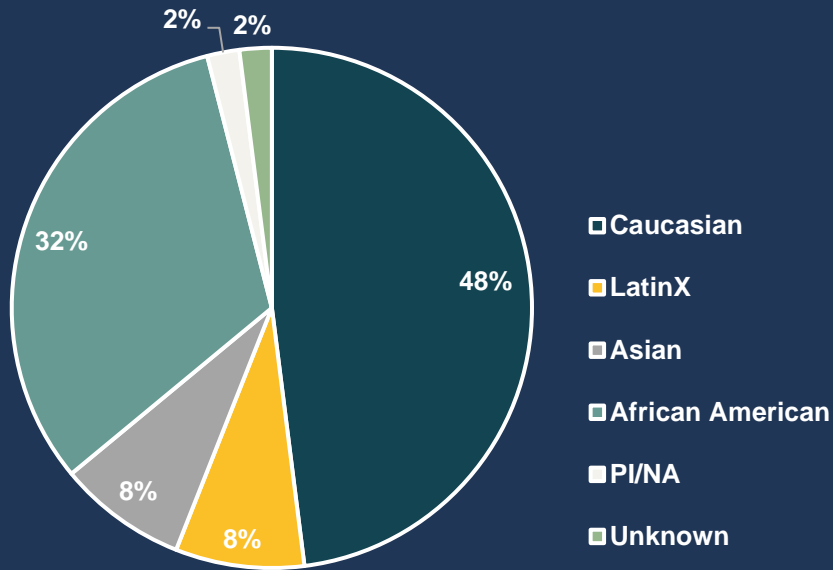
HOMEBRIDGE

- 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



	% recipient population	% served hours
Supported	43	30
Intensive	46	48
Critical	11	22

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.



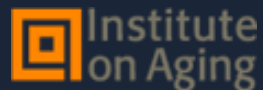
Community Living Fund

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

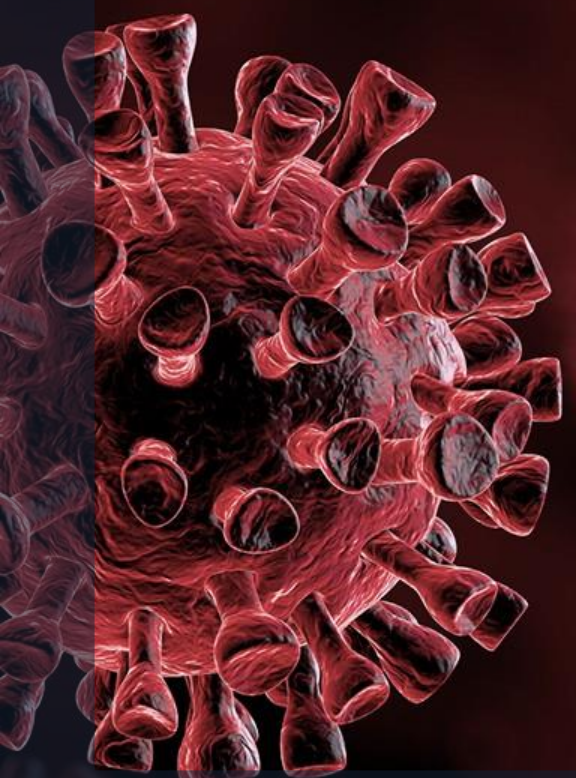
Low to middle income, not eligible for other subsidized home care

Sliding scale based on financial and functional needs

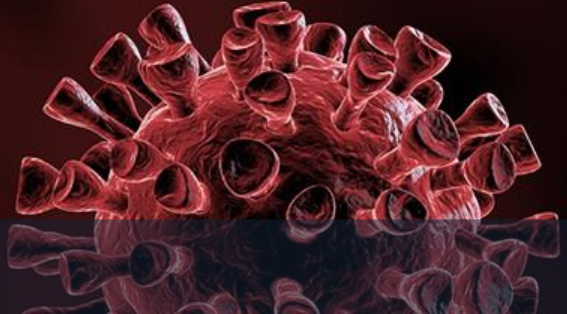
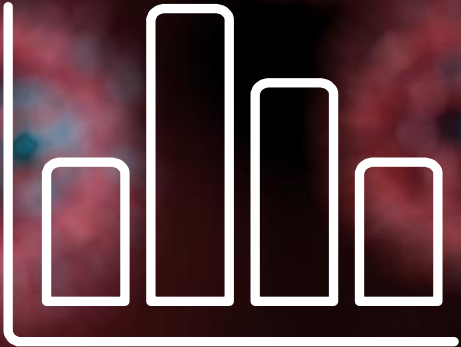
Since 2017, 300+ served and 135K hours of subsidized care



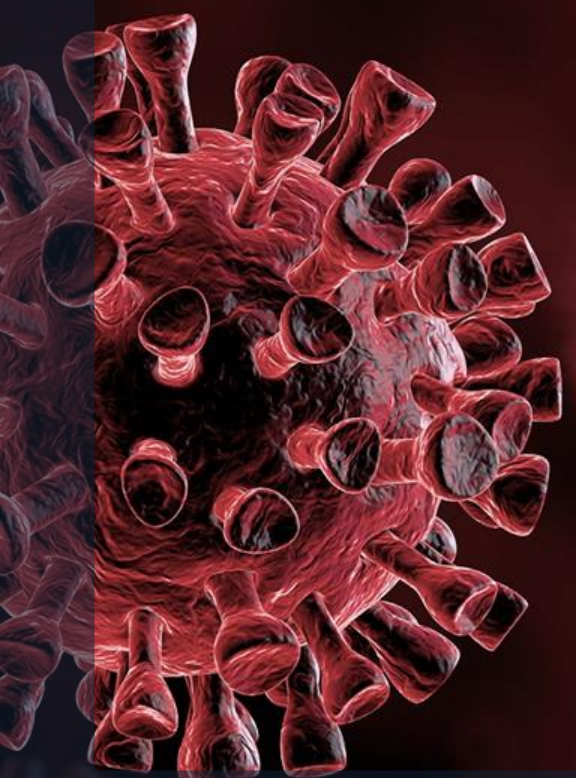
How prepared did your County feel in its response to COVID-19?



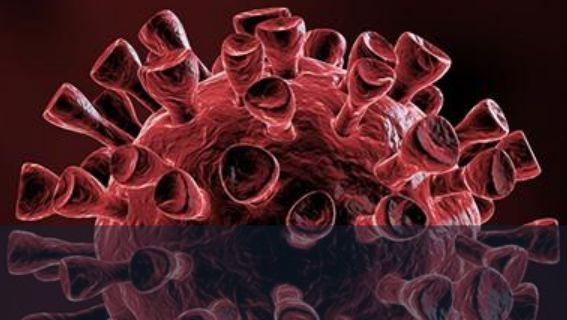
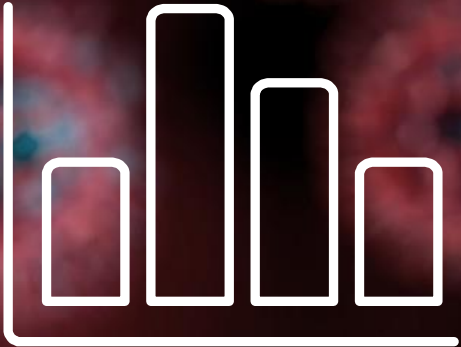
Poll



How prepared did your County feel in its response to COVID-19?



Poll



If you don't understand LEVERAGE



You work too hard!

Existing Infrastructure & Relationships



- SF IHSS Task Force Meetings
 - County, CBOs, Union and Advocates
- IHSS Forums
- Regular Collaboration
- Existing Programs

Emergency Planning

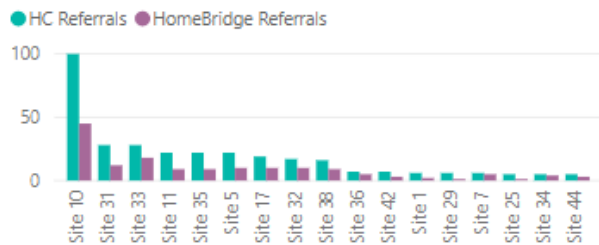
Collaborated Immediately

- 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

Referrals by Site

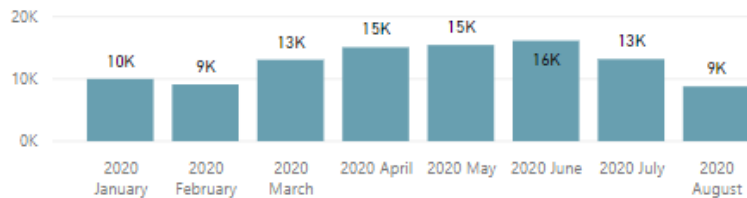


Assessment Status

Status	#Referrals	%Referrals
Completed	213	61%
Could Not Find	49	14%
Not Moved Yet	4	1%
Not Started	33	10%
Refused	48	14%
Total	347	100%

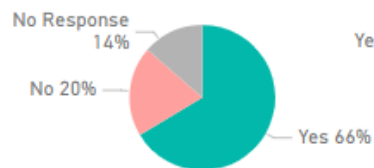
IHSS Website Use

IHSS Visitors by Month (2020)

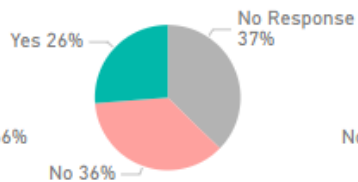


Assessed Needs (completed assessment or SW report on refusal)

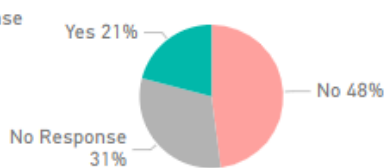
Home Care Need



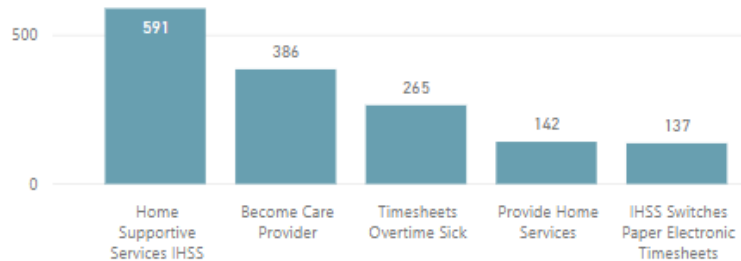
Unmet needs



DME needs

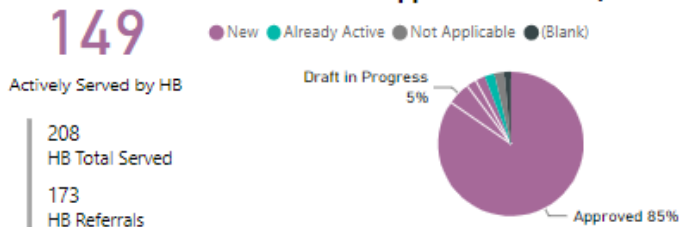


Top 5 IHSS Topics in Visitors in the Last 7 Days

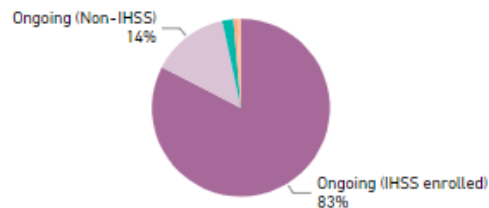


Homebridge

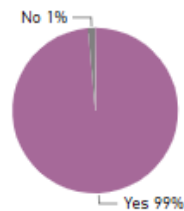
CMIPS Application Status (HB Active)



Type of Support (HB Active)



Served by CERT (HB Active)



IHSS Resources



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

Public Education

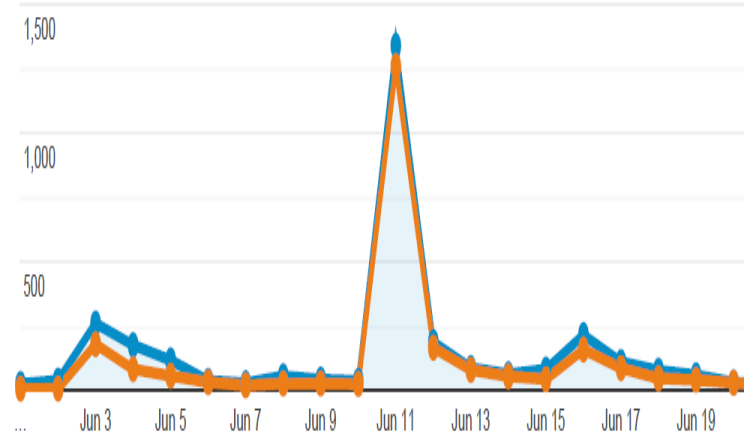
Email

- 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

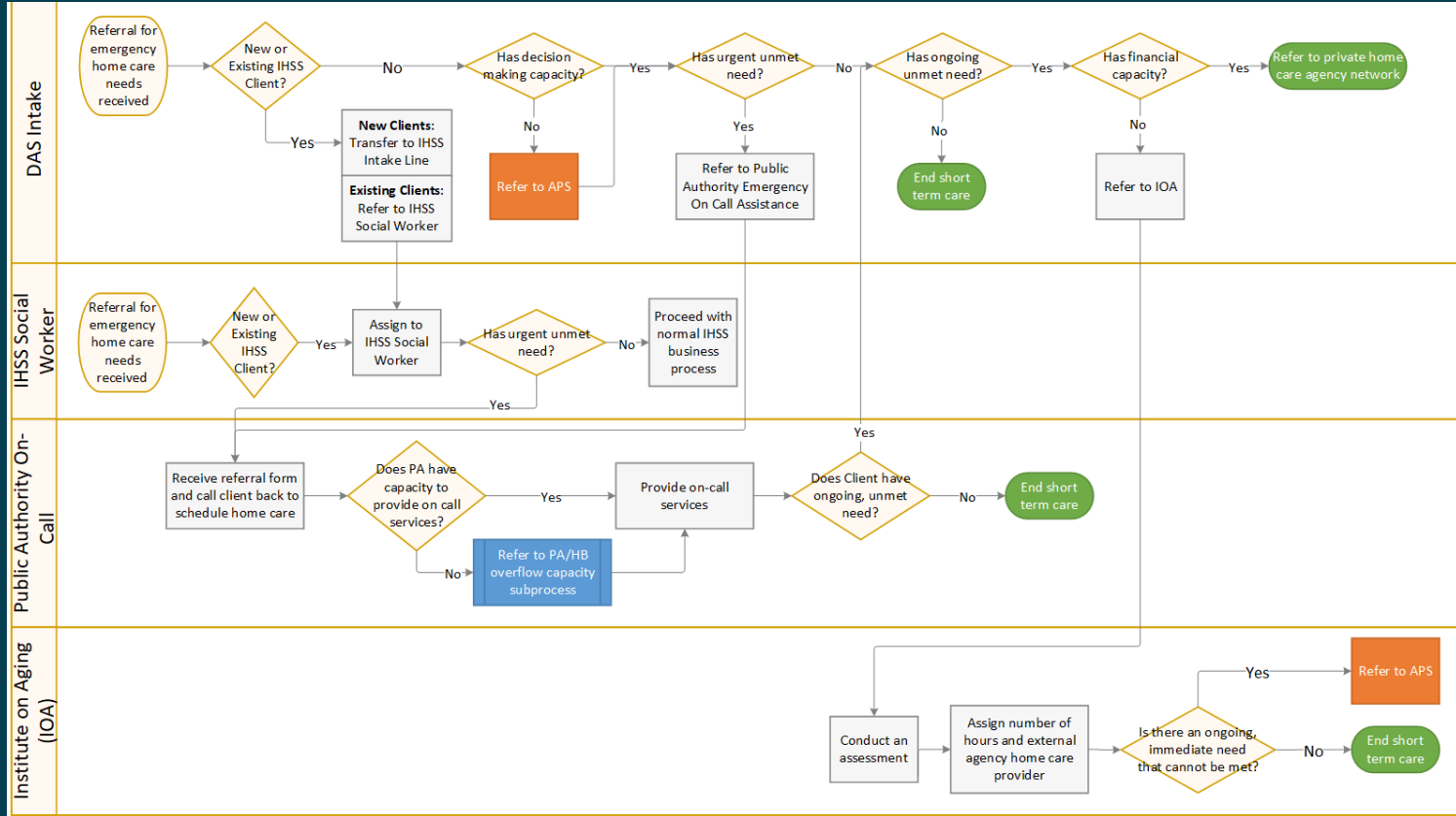
- 6 Webinars
- 1083 Total Attendees
- Multiple Topics offers

OCP Webinars

- 2 sessions
- 74 organization invited
- Older adults and people with disabilities

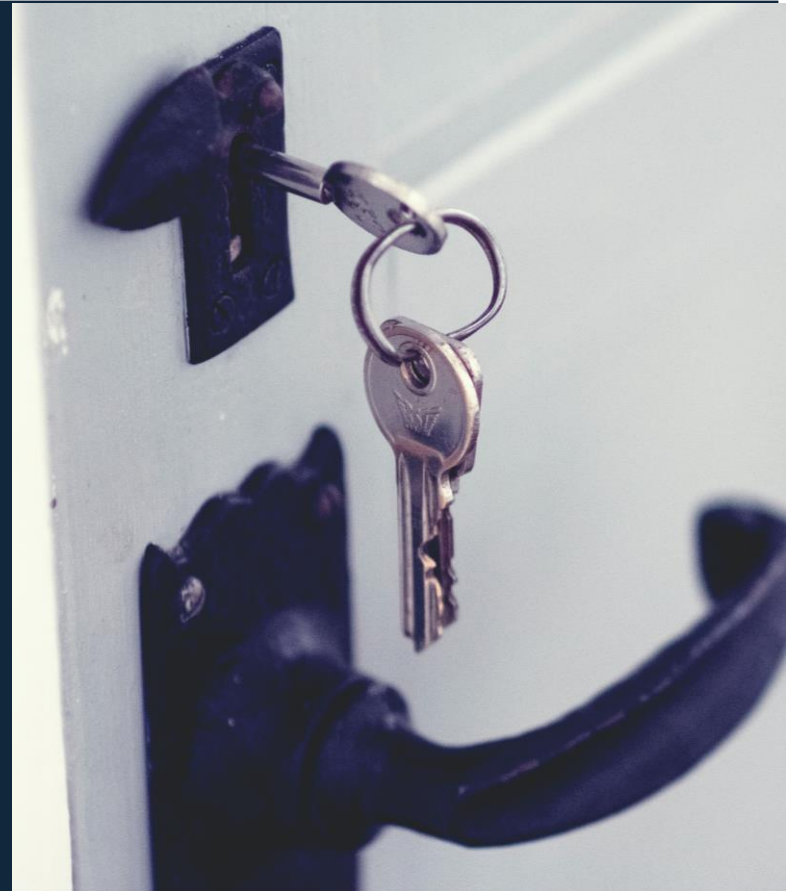


Back-Up Home Care for IHSS and Non-IHSS



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



San Francisco Health Network
Laguna Honda Hospital and Rehabilitation Center



ZUCKERBERG
SAN FRANCISCO GENERAL
Hospital and Trauma Center

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



CERT Impact

“ *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

