

## Appendix A – Services to be Provided

### San Francisco IHSS Public Authority Consumers in Independent Provider Mode – In-Home Supportive Services

July 1, 2022 – June 30, 2026

#### I. Purpose of Grant

The purpose of the grant is to improve services under the Independent Provider mode for In-Home Supportive Services (IHSS) Consumers in the City and County of San Francisco. In order to accomplish this goal, the major service areas are:

- A. maintaining a home care worker registry;
- B. providing and administering health and dental benefits for Independent Providers;
- C. participating in Independent Provider group orientation, conducting LiveScans and processing of criminal background checks of potential Independent Providers;
- D. providing a Mentorship Program for IHSS Consumers;
- E. providing a One Stop Resource Center for IHSS recipients and Independent Providers, which includes trainings for IHSS recipients and distribution of limited safety and protective supplies to Independent Providers;
- F. providing stipends to Union Stewards for performance of Union related activities in accordance with the current Collective Bargaining Agreement between SEIU 2015 and Grantee; and
- G. staffing and coordinating the activities of the San Francisco IHSS Public Authority Governing Body.

#### II. Worker Registry Service

##### A. Definitions:

CMIPS	Case Management Information and Payroll System, the state wide IHSS database
Consumer	An individual who has been assessed and authorized by DAS Social Workers to receive personal care, domestic, and related services through the San Francisco IHSS Program.
DAS	San Francisco Department of Disability & Aging Services
DOJ	Department of Justice
Grantee	San Francisco In-Home Supportive Services Public Authority

HSA Human Services Agency of the City and County of San Francisco

IP Independent Provider is the term used to describe a qualified individuals who is hired by an IHSS consumer to provide them with IHSS authorized services.

## **B. Target Population**

The Registry target populations consist of: (1) all IHSS Consumers of the San Francisco IHSS program, and (2) all individuals who are already working as IPs, as well as individuals who are seeking employment as an IP.

## **C. Description of Services**

Registry services are intended to benefit Consumers by aiding them in hiring an IP who comes as close as possible to meeting their individual needs, so that they are able to form a stable employer relationship with the IP.

- (1) Grantee shall design and maintain a Registry database of IPs who have cleared Registry screening, IHSS IP enrollment and basic training. The Registry database will serve the purpose of compiling appropriate referral lists for IHSS Consumers who request such assistance.
- (2) Grantee shall recruit and enroll IPs to the Registry on an ongoing basis, ensuring both the number and diversity of active Registry IPs best meets the service and language needs of IHSS Consumers. The demographics of registry IPs should reflect the cultural and linguistic makeup of the IHSS consumer population using the Registry.
- (3) Grantee shall require Registry IPs to participate in personal care assistance training offered through the DAS funded IP Training Program.
- (4) Grantee shall receive referrals from DAS Social Workers for Consumers in need of Registry services. Consumers may also self-refer to the Registry.
- (5) Within two business days of receipt of a Registry referral, Grantee shall call and attempt to assist the Consumer in finding an IP by conducting a brief screening to ascertain the Consumer's needs and preferences in order to provide a list of IPs for possible hire.

- (6) Grantee shall email or mail Consumers with a list of at least 5 Registry IPs, whose skills match the Consumer's service and language needs as closely as possible, immediately following the phone screening.
- (7) Grantee will identify Consumers who need help in the hiring process and refer them to the Mentorship Program.
- (8) Grantee shall refer Registry Consumers who are unable to hire an IHSS IP and who may need IHSS Contract Mode services to the appropriate IHSS Social Worker.
- (9) Grantee shall conduct (2) follow ups with Registry Consumers within 15 and 30 business days after sending out a list to determine how things are going and if the consumer has hired from the list. Follow-up shall be documented.

#### **D. Grantee Responsibilities**

- (1) Grantee shall analyze demographics of IHSS consumer and Registry IP populations at least quarterly. If Registry IP demographics do not match those of Registry Consumers, the Registry will demonstrate efforts to recruit a more culturally and linguistically representative Registry group.
- (2) Grantee shall check in with Registry IPs on a monthly basis to verify their continued interest and eligibility for the program.
- (3) Grantee will intervene with Registry IPs who have a documented pattern of not calling back or showing up for interviews with Registry Consumers by providing training, coaching and possible termination from Registry.
- (4) Grantee will track numbers of users of Registry services on a daily, weekly, and monthly basis.
- (5) Grantee will ensure the Registry database contains at least 5 active and available Providers who match Consumer needs/preferences for each list requested by a Registry user. Recruitment will be made through outreach and presentations as necessary to maintain Registry size and diversity.

- (6) Grantee shall develop policy guidelines for referring Consumers and IPs to the Union and/or the Independent Provider Assistance Center (IPAC) for questions regarding union contract or contact info, timesheets, or payroll. Grantee shall ensure Registry staff are knowledgeable about IPAC services, and there is a clear protocol for referring questions/issues to the Union or IPAC.
- (7) Grantee shall require that potential Registry IPs applying to be active on the Registry have met all legal requirements to become an IHSS IP, including having passed a Department of Justice criminal background check, as well as verifying that they are active in Case Management Information and Payroll System (CMIPS).
- (8) Grantee shall require that all IPs joining the Registry attend a Registry orientation, either virtually or in-person.
- (9) Grantee shall maintain policies and procedures relating to the conduct of both IHSS Registry Consumers and Registry IPs. The Grantee shall implement a protocol by which IPs and Consumers who do not follow established rules and guidelines including but not limited to: assault, threats of violence, harassment, repeated timesheet fraud, theft, and other major violations may no longer utilize Registry services. Grantee and DAS staff will inform each other of conduct problems of Consumers and IPs and collaboratively address issues. Documentation of violations and determinations will be maintained through this process and retained for monitoring.
- (10) Grantee shall notify the assigned DAS Social Worker by email the same day a Registry list has been sent to a consumer, and shall retain documentation for monitoring.

Grantee will maintain records for reporting purposes of the following: Outcomes for registry Consumers seeking to connect with an IP, IHSS Social Worker notifications (both initial and follow-up), as well as Consumers decisions about termination of services for Consumers or Providers with violations mentioned in article D-9.

### **III. IHSS Provider Benefits Administration Service**

#### **A. Definitions**

COBRA                      Consolidated Omnibus Reconciliation Act of 1985

Vendors	Entities contracted with IHSS-PA for Health and Dental Benefits
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**B. Target Population**

The target population consists of IHSS IPs enrolled with IHSS and who meet eligibility requirements to enroll in the health and dental benefits provided by the Grantee as defined by the Collective Bargaining Agreement between SEIU 2015 and the Grantee.

**C. Description of Services**

Grantee shall provide the following services during the term of this grant:

- (1) Regular analysis and maintenance of IP eligibility for health and dental benefits;
- (2) Dissemination of IP enrollment information and applications;
- (3) Information and referral services for IP health and dental coverage questions;
- (4) Assistance to IPs during open enrollment to add and/or change coverage;
- (5) Enrollment of IPs into benefits upon receipt of health and dental applications;
- (6) Termination of benefits for IPs who become ineligible; and
- (7) Collaboration with vendors to update eligibility list and notify all potential COBRA beneficiaries of available benefits within 30 days.

**D. Grantee Responsibilities**

- (1) Grantee shall receive and review all enrollment applications to determine eligibility for health and dental insurance coverage. (If the application is submitted before the 12<sup>th</sup> of each month, coverage will start on the 1<sup>st</sup> of the following month.)
- (2) Grantee shall notify vendor of IPs of enrollment status. Vendor will mail out the welcome application packets to eligible IPs.
- (3) Grantee shall follow procedures to ensure that all qualified IPs have proper health and dental insurance coverage.

- (4) Grantee shall notify IPs when they are at risk of losing health and dental benefits due to work reduced hours.
- (5) Grantee shall respond promptly to IP inquiries regarding health and dental insurance coverage.
- (6) Grantee shall assist IPs with resolving discrepancies of coverage.
- (7) Grantee shall ensure that all records pertaining to health and dental insurance are safely stored.
- (8) Grantee shall collect and analyze benefit participation/utilization data for monthly, quarterly and annual reports to DAS.

**IV. Independent Provider Enrollment Service**

**A. Definitions**

ACL All County Letter

CDSS California Department of Social Services

CORI Criminal offender record information

IPAC Independent Provider Assistance Center

PEAU Provider Enrollment Appeals Unit

Tier 1 W & I Code Section 12305.81 – which prohibits any individual who in the last 10 years has been convicted of, or incarcerated following a conviction for, a crime involving fraud against a government health care or supportive services program, or a violation of subdivision (a) of section 273a of the Penal Code (PC) (abuse of a child under circumstances/conditions likely to produce great bodily harm or death), or Section 368 of the PC (abuse of an elder or dependent adult), or similar violations in another jurisdiction. (apply to felony and misdemeanor offenses.)

Exclusionary crimes including: W&IC section 12305.87 and include the following:

– A violent or serious felony, as specified in PC section 667.5(c), and PC section 1192.7(c);

Tier 2

– A felony offense for which a person is required to register as a sex offender, pursuant to PC section 290(c); and

– A felony offense for which a person is required to register as a sex offender, pursuant to PC section 290(c); and

– A felony offense for fraud against a public social services program, as defined in W&IC section 10980(c)(2) and (g)(2).

Tier 1  
Notification  
Forms

SOC 852 Notice to Applicant Provider of Provider Ineligibility Due to Tier 1 Crimes(SOC 852)

SOC 855 A Notice to Recipient of Provider Ineligibility Due to Tier 1 Crimes (SOC 855A)

SOC 856 To Request An Appeal (SOC 856)

SOC 858 A Notice to Provider of Provider Ineligibility—Tier 1 Crimes Ineligibility—Subsequent Conviction (SOC 858A)

SOC 859 A Notice to Recipient of Provider Ineligibility—Tier 1 Crimes Ineligibility—Subsequent Conviction (SOC 859A)

Tier 2  
Notification  
Forms

SOC 852 A Notice to Applicant Provider of Provider Ineligibility Due to Tier 2 Crimes(SOC 852A)

SOC 855 B Notice to Recipient of Provider Ineligibility Due to Tier 2 Crimes (SOC 855B)

SOC 856 To Request An Appeal (SOC 856)

SOC 857 Notice to Recipient of Provider Eligibility County/PA/NPC Acknowledgement of Receipt of Waiver (SOC 857)

SOC 858 B Notice to Provider of Provider Ineligibility—Tier 2 Crime Ineligibility—Subsequent Conviction (SOC 858B)

SOC 859 B Notice to Recipient of Provider Ineligibility—Tier 2 Crimes Ineligibility—Subsequent Conviction (SOC 859B)

SOC 862 IHSS Recipient Request for Provider Waiver form (SOC 862)

SOC 863 IHSS Applicant Provider Request for General Exception form (SOC 863)

SOC 881 IHSS Provider Request to Remain Active in CMIPS

## **B. Target Population**

The target population consists of individuals who apply to become IPs in the San Francisco IHSS program. Applicants who clear all State requirements to become IPs are then enrolled to provide IHSS home care services.

## **C. Description of Services**

The Grantee shall:

- (1) Provide low-cost fingerprinting services to IP population at Grantee's office during specified business hours;
- (2) Receive Criminal Offender Record Information (CORI) for all applicants to ensure that State eligibility requirements are met for their enrollment as IPs;
- (3) Respond to all applicant requests regarding criminal background check status;
- (4) Update CMIPS of all eligible and ineligible IPs;
- (5) Process all Provider appeals of criminal background check results; and
- (6) Communicate with IPs who have not worked for 12 months regarding continued eligibility.

## **D. Grantee Responsibilities**

- (1) LiveScan services
  - A. Maintain certification to perform LiveScan services.
  - B. Maintain LiveScan equipment and trained staff to provide fingerprinting services.
  - C. Accept payments and provide receipts for services rendered.
  - D. Provide LiveScan services during consistent and published times at Grantee's office.
- (2) Provider CORI information
  - A. Grantee shall analyze CORI from the DOJ for Tier 1 or Tier 2 Convictions.
  - B. Grantee shall determine individual eligibility for IHSS service provision.
  - C. Grantee shall enter individual eligibility information into CMIPS.
    - a. Grantee shall develop procedures to ensure that IPs who have gone through the fingerprinting process have an accurate record in CMIPS such as SSN, name and address.



- D. Grantee shall notify consumer and prospective IPs of eligibility determination using appropriate State notification forms.
  - E. Per ACL 10-05, Grantee shall:
    - i. Destroy criminal history record information immediately following determination of applicants who have cleared.
    - ii. Retain the criminal history record information of applicants who are disqualified based on a criminal record for a period of one year, for purposes of any legal appeal the provider may file.
- (3) Applicant requests
- A. Grantee shall develop and implement procedures to respond to fingerprint status inquiries in a timely fashion.
- (4) Appeals
- A. Grantee shall develop and implement procedures to receive applicant appeals and respond to questions regarding appeals.
  - B. Grantee shall forward all appeals to the state Provider Enrollment Appeals Unit (PEAU).
  - C. Grantee shall share CORI information with the PEAU, applicant, and consumer according to State IHSS regulations.
- (5) Inactive Providers
- A. Grantee shall send form SOC 881 via mail to IPs who have not submitted timesheets in 12 months.
  - B. Grantee will deactivate IPs who do not request to remain active in CMIPS.

**V. IHSS Mentorship Program**

**A. Definitions**

IHSS Eligible	An individual who is currently: (1) an IHSS consumer; or (2) a Medi-Cal recipient and has applied for In Home Supportive Services through the San Francisco Department of Disability and Aging Services.
IP	Independent Provider of IHSS
Mentee	A recipient of the Consumer Mentoring Service.
Mentor	A Public Authority employee familiar with IHSS and/or other Medi-Cal services from either previous work experience or personal experience as a Consumer or Provider.
SNF	Skilled Nursing Facilities such as Laguna Honda Hospital

## **B. Target Population**

- (1) IHSS-eligible Consumers in the process of discharging from institutional-living settings to community living in San Francisco; or
- (2) Current Consumers who are in need of short-term support to remain living independently in the community; and
- (3) Current Consumers who need help hiring and managing an IP.

The target population will herein be referred to as Mentee.

## **C. Description of Services**

### **Grantee shall:**

- (1) Outreach and Referral
  - A. Grantee will develop an outreach plan to inform Skilled Nursing Facilities (SNFs), IHSS Consumers, DAS Social Workers, and other community partners how individuals can access the IHSS Consumer Mentoring Services.
  - B. Grantee will conduct sufficient outreach to achieve an annual unduplicated population of 100 Mentees.
- (2) Receipt of Mentee referrals
  - A. Grantee will receive referrals from PA Registry Staff, IHSS Social Workers, and SNFs for target population.
  - B. Grantee will engage with potential Mentee within 3 business days of receiving the referral.
- (3) Mentee Assessment
  - A. Grantee will conduct a Mentorship Intake to understand the Mentee's goals within IHSS. After assessment, Mentee will be matched with a Mentor to provide training and assistance with hiring, getting care started, and retaining an IP.
- (4) Consumer Training
  - A. Grantee will provide training and coaching on how to be a successful employer of an IP.
- (5) Skilled Nursing Facility Discharge Mentoring
  - A. Grantee will assist IHSS-eligible Consumers in the process of discharging from SNFs with hiring and training IPs or working with Contract Mode Home Care Providers.

- B. Grantee will provide coaching on how to be a successful employer of an IP or a successful user of IHSS Contract Mode.

#### **D. Grantee Responsibilities**

- (1) Skilled Nursing Facility Discharge mentoring
  - A. Grantee will provide Mentors to work with Mentees leaving SNFs on topics that will include, but not be limited to:
    - a. Accessing community-based resources;
    - b. Hiring, managing, and retaining IPs;
    - c. Accessing and using public transportation;
    - d. Review and discuss authorized service needs.
- (2) Grantee will assist Mentee and IP with planning homecare after discharge.
  - A. Assist to coordinate start date for IP's employment; and
  - B. Assist in developing IP's regular schedule.
- (3) Grantee will contact Mentee one (1) month and three (3) months after discharge from the facility to assess the Mentee's satisfaction with the mentorship services and to determine the level of stability in living in the community. Additional earlier follow up may also be conducted, if necessary. All follow up activities will be documented in consumer records.
- (4) Mentee Records
  - A. Grantee will create records for all Mentees accessing Mentorship Services. Mentee Records will include:
    - i. Mentorship Intake
      - a. Assessment of Mentee hiring needs
      - b. Notes on interviewing and hiring process
      - c. Outcome of hiring attempts
    - ii. Mentee training records
      - a. List of training modules provided
      - b. Documentation of IP hiring process training
      - c. Documentation of community needs training
      - d. Documentation of post discharge training
    - iii. All staff contact with and about Mentee will be documented in case notes. This includes in-person visits, phone calls and collateral contacts with other agencies etc.

- (5) Mentor Recruitment and Qualification
  - A. Grantee will recruit and maintain an adequate number of Mentors to meet the annual Service Objectives.
  - B. Mentors will complete Mentorship training prior to providing services.
- (6) Mentor Training
  - A. Grantee will develop a training curriculum specific to the needs of new IHSS Mentors.
  - B. Grantee will provide all new Mentors with training.
  - C. Grantee will maintain records of Mentor training attendance.

## **VI. One Stop Resource Center**

### **A. Target Population**

- (1) Consumers of IHSS in need of additional help and guidance with hiring and retaining IPs.
- (2) IPs of IHSS in need of additional support and training around working with IHSS Consumers, self-care, and professional home care strategies and techniques.
- (3) Community Support Staff in search of additional information and resources related to IHSS.

### **B. Description of Services**

#### **Grantee shall:**

- (1) Provide free trainings and workshops to IHSS Consumers on topics such as “Finding an IP”, “Getting Started with an IP” and “Communications Strategies”.
- (2) Provide a resource center that is accessible to target population digitally, telephonically and on-site during regular business hours.
- (3) Design, implement and evaluate safety and protective supplies distribution pilot as required in the current IP Collective Bargaining Agreement between SEIU 2015 and Grantee.

### **C. Grantee Responsibilities**

- (1) Grantee will ensure that trainings and workshops contain relevant and up-to-date information for Consumers and IPs.
- (2) Grantee will conduct outreach and marketing to ensure IHSS Consumers and IPs are aware of trainings and workshops.
- (3) Grantee will ensure resources in One Stop Center are relevant to IHSS Consumers and IPs and are up-to-date. Staff in the One

Stop Resource Center, will be knowledgeable about IHSS and available resources and will make referrals and linkages to needed community services.

- (4) Grantee will develop and implement policies and procedures to ensure equitable distribution of safety and protective supplies to IPs.

## **VII. Union Shop Steward Payment For Union Activities**

### **A. Target Population**

Maximum of eleven (11) IP Union Stewards annually identified by SEIU 2015 of performing activities falling within the scope of representation of IHSS IPs.

These Union Stewards will receive stipends and will not be considered employees of the Grantee, nor will the Grantee be responsible for the Union Stewards' performance of stipended activities.

### **B. Description of Services**

#### **Grantee shall:**

- (1) SEIU 2015 will recruit, train and monitor eleven (11) Union Stewards to perform Union related activities such as:
  - A. negotiations;
  - B. maintaining a Union visibility at the Public Authority Office that does not unreasonably interfere with office activities;
  - C. having a role in new provider orientations to inform applicants about the Union;
  - D. representing IPs who have grievances or problems;
  - E. posting information on the bulletin board provided for the Union; and
  - F. assisting IPs with navigating the IHSS program.
- (2) Monthly SEIU 2015 will track and submit to Grantee up to eight (8) hours performed by the identified Union Stewards in a mutually agreeable format and time.
- (3) Grantee will provide individual stipend checks to Union Stewards upon receipt of approved hours within a mutually agreeable time.

### **C. Grantee Responsibilities**

- (1) Develop and implement a process with SEIU 2015 to identify, track and pay stipends to up to eleven (11) Union Stewards for up to 8 hours of authorized Union activity per month.

- (2) Ensure that each identified Union Steward receives and signs proper independent contractor forms and documentation.
- (3) Distribute checks to individual IP Union Stewards who have been identified and verified to have performed authorized hours by SEIU 2015.
- (4) Keep accurate and compliant records of stipend program.

## **VIII. San Francisco IHSS Public Authority Governing Body**

The IHSS Public Authority Governing Body is established in Chapter 70 of San Francisco's Administrative Code and functions as a board with responsibility for providing high level direction to the IHSS Public Authority. The members of the Governing Body are appointed by the Board of Supervisors and must reside in San Francisco. Additionally, members must have familiarity with, or knowledge of personal assistance services; the capacity to understand their role to aid and assist the IHSS Public Authority in the administration of its duties; and the ability to participate in regularly scheduled meetings. The grantee is responsible for supporting and coordinating the activities of the Governing Body.

### **A. Target Population**

- (1) IHSS Consumers over the age of 55 years, authorized to represent organizations that advocate for aging adults.
- (2) IHSS Consumers between the ages of 18 and 60 years, authorized to represent organizations that advocate for younger people with disabilities.
- (3) IHSS Providers who provides personal assistance services to an IHSS consumer.
- (4) Members of the DAS, DPH, HSA, MOD Commissions

### **B. Description of Services**

#### **Grantee shall:**

- (1) Recruit and appoint members of the Governing Body to fill the 13 membership seats designated by the Board of Supervisors.
- (2) Adhere to the enacted Governing Body Bylaws.
- (3) Facilitate six (6) Governing Body Meetings throughout the year.
- (4) Facilitate quarterly Finance Committee meetings to review fiscal budgets and planning.

### **C. Grantee Responsibilities**

- (1) Appoint and conduct annual performance evaluations of the Public Authority Executive Director.

- (2) Review and approve annual program and operating budgets.
- (3) Review and approve annual fiscal audit.
- (4) Report on Commission action items that affect the IHSS community.

## **IX. Service Objectives**

### **A. Worker Registry**

- (1) Grantee will provide Registry lists to at least 1,000 unduplicated Consumers annually.
- (2) Grantee will maintain a 1:5 ratio of diverse IPs on the Registry at any given point in time. (of Registry Consumers to IPs on list)

### **B. IHSS Provider Benefits Administration**

- (1) 100% of eligible IPs will receive health, dental, and/or COBRA enrollment packets within 30 days of when the Grantee receives CMIPS data.

### **C. Independent Provider Enrollment Service/Fingerprinting**

- (1) 100% of all Criminal Offender Record Information will be processed by the Grantee within 5 working days of receipt.
- (2) Grantee will complete at least 500 LiveScans annually.

### **D. IHSS Consumer Mentorship Program**

- (1) Grantee will serve at least 100 unduplicated Mentees annually. Served means engagement with Mentorship Services and completion of Mentorship Intake.
- (2) Grantee will assist at least 20 unduplicated Mentees in discharging from long-term care institutions to independent living annually.

## **X. Outcome Objectives**

### **A. Worker Registry**

- (1) 75% of Consumers using Registry services will have an active Provider (as verified in CMIPS II) within 60 days of receiving their first list.
- (2) In a written survey approved by HSA and conducted by the Grantee, a minimum of 85% of the Consumers will indicate:
  - A. General satisfaction with the Registry services provided (4 or 5 on a five point scale.) Consumers state they feel safe in the care of the Providers (4 or 5 on a five point scale.)

**B. IHSS Provider Benefits Administration**

- (1) 100% of qualified IPs submitting enrollment packets will be subsequently enrolled into appropriate plans.

**C. Independent Provider Enrollment Service/Fingerprinting**

- (1) 100% of criminal background checks will be appropriately and stringently processed to ensure consumer safety.

**D. IHSS Consumer Mentoring Service**

- (1) 75% of Mentees will have an active IP within 90 days of engagement in Mentorship Services.
- (2) 90% of Mentees who started Mentorship services while residing in a SNF will report that their Mentor helped them transition from SNF care to IHSS services.
- (3) 90% of Mentees report general satisfaction with the Mentorship services (4 or 5 on a five point scale).

**XI. Reporting Requirements**

- A. Grantee will provide a quarterly report of activities, referencing the tasks as described in Description of Services and Service Objectives. Reports are due 15 days after the close of the reporting period. Service Objectives will be entered into the Contracts Administration, Billing and Reporting Online (CARBON) system.
- B. Grantee will provide an annual report summarizing the grant activities, referencing the tasks as described in Description of Services, Service Objectives, and Outcome Objectives. This report will also include accomplishments and challenges encountered by the Grantee. This report is due 15 days after the completion of the program year and will be entered into CARBON.
- C. Grantee will send the following data points on a monthly and quarterly basis to the County by the 15<sup>th</sup> of the following month:
  - (1) Worker Registry:
    - A. Consumers: number of referrals, number/percentage of Consumers engaged in services, number of lists sent to Consumers, Average # of lists sent to Consumers, and number/percentage of Consumers number/percentage of



Consumers who were referred in the past 60 days and had 1+ provider linked.

- B. Providers: Number of Registry provider applications received, number of registry Providers on boarded, number of “active” registry Providers, Providers, number of Registry Providers not actively seeking work (employed with 1+ Consumers) and average length between application to acceptance on Registry.

(2) Health and Dental Benefits:

- A. Number of eligible Providers, number of enrollment packets sent, percentage of packets sent to eligible Providers, number of submitted packets, number of enrollments, percentage of enrollments of Providers that submitted packets, number of terminations, number of disenrollments, and percentage of eligible Providers enrolled in benefits.

(3) LiveScan and Criminal Background Checks:

- A. Number of records processed, number of tier 1 & 2, number of LiveScans completed, percentage of records processed within 5 days.

(4) Mentorship:

- A. Number of referrals from SNFs, number of referrals from DAS/Registry, number of referrals from community partners, number of self-referrals, number of hospital discharges, number of Mentorship Intakes completed, number of Mentees paired with a Mentor.

(5) One-Stop Resource Center:

- A. Number of One-Stop Resource Center workshop and training attendees number of trainees that found the training or workshop helpful, number of trainings and workshops offered, number of users (drop-in and telephone) of the One Stop Center, and number of Consumers and Providers who received resource assistance (in-person or virtually)
- B. Number of personal protective equipment (PPE) distributed, and number of Provider identification badges produced.
- C. Number of recruitment events and attendees

(6) IHSS Public Authority Governing Body

- A. Coordinate and staff 6 public meetings a year.
  - B. Ensure all Governing Body membership seats are filled and that appointed representatives meet the criteria that is detailed in Chapter 70 of the Administrative Code.
- D. Grantee will enter the following services measures on a monthly basis into the CARBON system:
- (1) Worker Registry: Number of unduplicated Consumers to whom Registry lists was provided.
  - (2) IHSS Provider Benefits Administration: Number of qualified IPs submitting enrollment packets who are subsequently enrolled into appropriate plans.
  - (3) Independent Provider Enrollment Service: Number of Criminal Offender Records processed by the Grantee during reporting month.
  - (4) IHSS Consumer Mentoring Service: Number of unduplicated Mentees served during reporting month.
  - (5) Governing Body: Number of meetings staffed and coordinated
- E. Grantee shall develop and deliver ad hoc reports as requested by HSA.
- F. The reports are to be submitted electronically to the following staff:

Annyse Acevedo  
Senior Administrative Analyst  
[Annyse.Acevedo@sfgov.org](mailto:Annyse.Acevedo@sfgov.org)

Krista Blyth-Gaeta  
IHSS Program Director  
[krista.blyth-gaeta@sfgov.org](mailto:krista.blyth-gaeta@sfgov.org)

Alternatively, reports can be mailed to both staff at the following address:

Department of Human Services  
PO Box 7988  
San Francisco, CA 94120

## **XII. Monitoring Activities**

- A. Program Monitoring: Program monitoring will include review of client eligibility, back-up documentation for reporting progress towards meeting service and outcome objectives, and compliance with minimum program requirements.
  
- B. Fiscal Compliance and Contract Monitoring: Fiscal monitoring will include review of the Grantee's organizational budget, the general ledger, quarterly balance sheet, cost allocation procedures and plan, State and Federal tax forms, audited financial statement, fiscal policy manual, supporting documentation for selected invoices, cash receipts and disbursement journals. The compliance monitoring will include review of Personnel Manual, Emergency Operations Plan, Compliance with the Americans with Disabilities Act, subcontracts, and MOUs, and the current board roster and selected board minutes for compliance with the Sunshine Ordinance.