



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

Collaborative Caregiver Support Team (CCST)

A New Approach to Increase IHSS in Permanent Supportive Housing



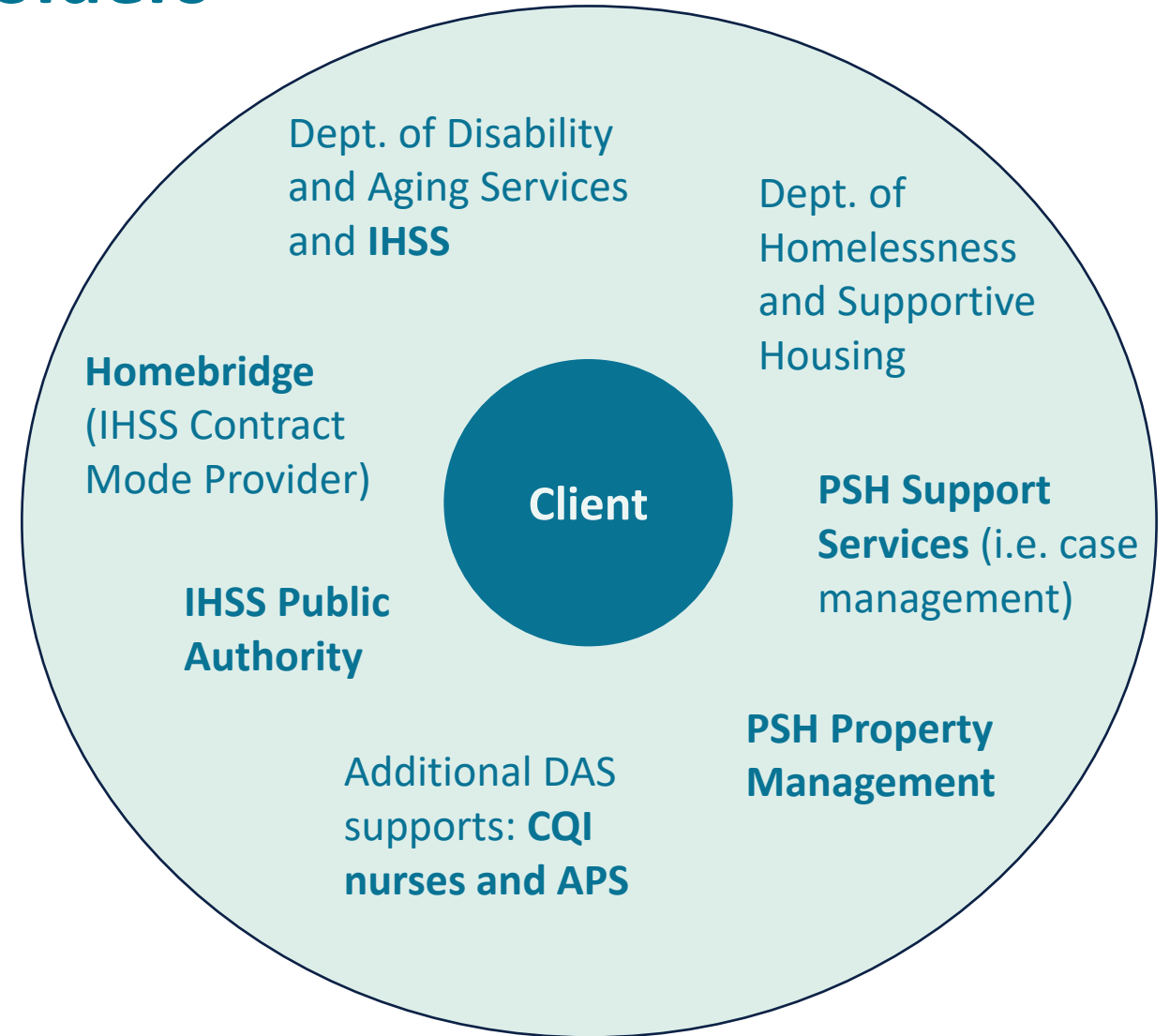
Agenda

- Program overview and stakeholders • Q&A
- Aims
- Background
- IHSS benefits and services
- Primary strategies
- Phases: pilot and expansions
- Where we are today
- Lessons learned



Program Overview & Stakeholders

CCST is a program that brings together various stakeholders to identify Permanent Supportive Housing (PSH) residents in need of homecare support, and collaboratively assists them in applying for and retaining In-Home Supportive Services (IHSS).



CCST aims to:

- ↑ Resident Housing Stability
- ↑ Resident Wellbeing
- ↑ Staff Morale
- ↓ Property Damage/Costs



Background

- Based on pandemic response Shelter-in-Place (SIP) hotel system
 - Designed to help people stay healthy and safe living indoors
 - Saw impact this model had, and wanted to build off strong foundation and relationships forged across that system
- San Francisco prioritized moving SIP residents into housing
 - Responsibility to support thousands of individuals who were moved from SIP into PSH
 - Knew these folks often had complex behavioral health, medical, and functional needs that require reliable in-home care
- IHSS applications from those in PSH were denied at 2x the rate as those across IHSS
 - Not due to lack of eligibility
 - Shows folks need help making it through the application process



IHSS Benefits and Services

- Household chores
- Meal preparation
- Routine laundry
- Shopping and errands
- Non-medical personal care, such as bathing, grooming, and feeding
- Accompaniment to and from health-related appointments

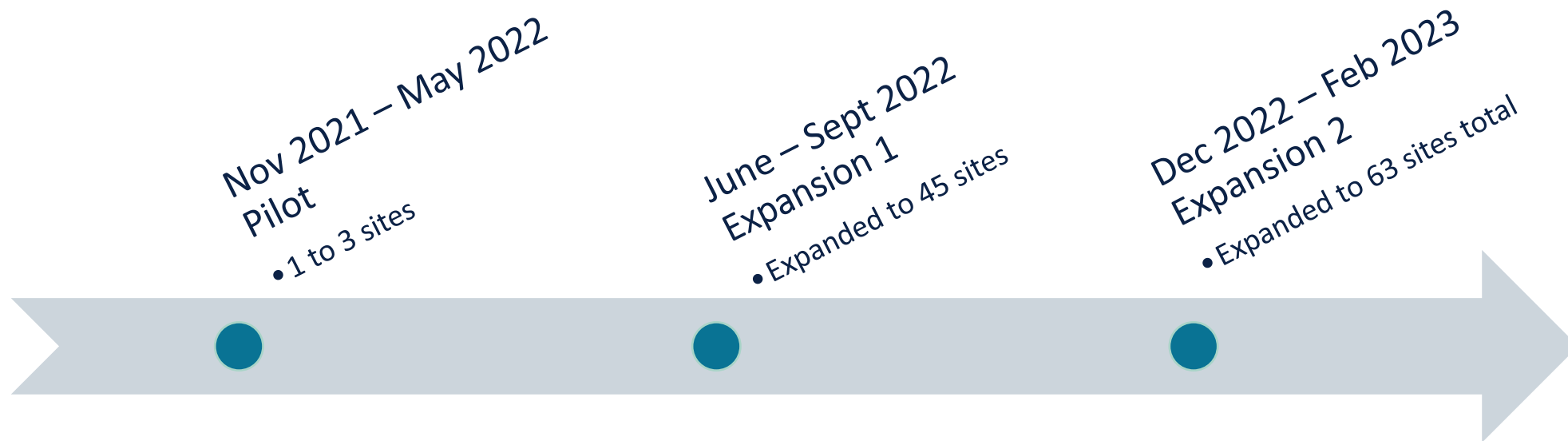
Under special circumstances:

- Protective supervision
- Heavy cleaning
- Paramedical services



Phases: Pilot and Expansion

- Pilot began with one site in November 2021, expanding to three by April 2022
- Expanded from there, as we hired unit of dedicated IHSS Social Workers



CCST increased self-reported wellbeing

We conducted pre/post surveys of participants to understand how they felt about their physical and mental health. While a very small number completed the survey post-intervention (seven clients), the results suggest significant improvements across multiple dimensions.

- **Clients felt more satisfied with the condition of their living space.** Prior to IHSS support, nearly all respondents indicated they were not satisfied with the conditions of their unit. Afterwards, the majority expressed they were satisfied.
- **Clients were more likely to feel safe living independently at home** after enrolling in IHSS with the support of CCST.
- Clients were more likely to be **satisfied with their overall wellbeing.**
- **CCST did not appear to affect client perceptions of their own “ability to get what I need”** (such as medications, food, and to-and-from medical appointments).



Staff reported feelings of increased positivity and efficiency

Staff across stakeholder groups reported:

- **Staff were more likely to feel that IHSS has a positive impact on client lives** after CCST was implemented compared to pre-implementation. Nearly 78% of staff strongly agreed that IHSS had a positive impact under CCST, compared to 54% pre-pilot.
- Similarly, staff were more likely to express agreement that **communication between IHSS and PSH providers worked well after CCST was implemented.**



What we have learned

- Level of collaboration and referral rates vary by site; highly staff and culture dependent.
 - Where it works well, it is highly valued
 - We have some sites where engagement is low
- We surveyed stakeholders and found:
 - On-site providers want to be updated on their clients' referral status
 - There can be delays between referral and service delivery
 - Disparate experiences for mono-lingual non-English speaking clients in CCST because language needs are too low for designated language social worker
 - Staffing turnover is challenge, and need for regular trainings
 - IHSS social workers wanted some policies more clearly defined

1064/66 Mission Street



- Brand new developed permanent supportive housing property providing true wrap-around services with behavioral health and medical services.
- First permanent supportive housing site to have a dedicated CCST/IHSS/HomeBridge space.





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Thank you.

