

San Francisco IHSS Continuum of Choice and Support

INDEPENDENT PROVIDER MODE

CONTRACT MODE

DAAS/IPAC While the Dept. of Aging and Adult Services and the Independent Provider Assistance Center serve all IHSS consumers and providers, they directly serve those with a pre-designated IP without third-party support.	IHSS Public Authority Public Authority (PA) services are designed for consumers that want autonomy and independence in managing home care and do not have a pre-designated family and/or friend to provide care. Depending on consumer needs, PA services are provided with the following support:		Homebridge Contract mode is designed for consumers who cannot independently direct their IHSS services and/or are at significant risk for fraud, abuse or neglect. Depending on a consumer's risk level, Homebridge assigns consumers to one of three levels of support. Clients must meet one or more of the service level criteria:		
Pre-designated IP Trusted friend or family provider	IP Registry Consumer directed care from PA Registry	IP Plus Additional support from PA Mentorship Services	Supported Services Basic service coordination and caregiver management	Intensive Services Full service coordination, and caregiver management	Critical Services Full service coordination, care management and caregiver management
<ul style="list-style-type: none"> Has identified provider available and able to meet service needs. Has safe home environment. 	<ul style="list-style-type: none"> Requires minimal to no assistance with hiring, scheduling, timekeeping, managing share of cost, and/or effectively communicating with IPs. Has safe and accessible home environment. 	<ul style="list-style-type: none"> Requires some coaching and assistance with hiring, scheduling, timekeeping, managing share of cost, and/or effectively communicating with IPs. Demonstrates willingness and ability to learn to manage IPs independently. Has safe and accessible home environment. 	<ul style="list-style-type: none"> Requires intervention and support to accept and thrive in services and has only domestic and/or simple personal care needs that pose limited to no risk of housing instability and/or health and safety concerns 	<ul style="list-style-type: none"> Requires significant intervention and support to accept and thrive in services and/or remain stably housed Requires paramedical and/or complex personal care training that does <i>not</i> address imminent health and/or safety concerns Requires heavy cleaning and/or significant intervention and support in maintaining a safe and habitable home environment 	<ul style="list-style-type: none"> Requires assistance with basic needs that if not met pose imminent, possibly life-threatening level of risk Requires paramedical and/or complex personal care training that addresses imminent health and/or safety concerns Requires high degree of coordination due to being discharged from Laguna Honda or other Skilled Nursing Facility Requires protective supervision Requires high degree of coordination due to medical acuity.

Mixed Mode

Some consumers are assigned hours in both Contract Mode and Independent Provider mode.