



London Breed, Mayor

Department of Human Services
 Department of Disability and Aging Services
 Office of Early Care and Education

Trent Rhorer, Executive Director

MEMORANDUM

TO: DISABILITY AND AGING SERVICES COMMISSION

THROUGH: SHIREEN MCSPADDEN, EXECUTIVE DIRECTOR

FROM: JILL NIELSEN, DEPUTY DIRECTOR
 ESPERANZA ZAPIEN, ACTING DIRECTOR OF CONTRACTS

DATE: JUNE 3, 2020

SUBJECT: NEW GRANT: **HOMEBRIDGE** (NON-PROFIT) FOR PROVIDER SKILL DEVELOPMENT TRAINING AND SUPPORTS TO IHSS INDEPENDENT PROVIDERS

GRANT TERM: 7/1/20 - 6/30/25

JS for EZ

TOTAL AMOUNT:	<u>New</u>	<u>Contingency</u>	<u>Total</u>		
	\$3,750,000	\$375,000	\$4,125,000		
ANNUAL AMOUNT:	<u>FY 20/21</u>	<u>FY 21/22</u>	<u>FY 22/23</u>	<u>FY 23/24</u>	<u>FY 24/25</u>
	\$750,000	\$750,000	\$750,000	\$750,000	\$750,000
FUNDING:	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
	\$445,301	\$1,424,119	\$1,880,580	\$375,000	\$4,125,000
PERCENTAGE:	12%	38%	50%		100%

The Department of Disability and Aging Services (DAS) requests authorization to enter into a new grant agreement with Homebridge for Provider Skill Development Training and Supports for the term of July 1, 2020 through June 30, 2025 for an amount of \$3,750,000 plus a 10% contingency for a total not to exceed amount of \$4,125,000. The purpose of this grant is to provide ongoing basic and advanced skill development training to IHSS Independent Providers.

Background

The In-Home Supportive Services (IHSS) Program is a Federal/State/County funded, county administered program that provides assistance to eligible people with disabilities who are unable to fully provide for their own personal care and/or carry out household activities without assistance. The intent of the program is to assist people with disabilities to reside in community settings. Recipients of IHSS services may reside in their own homes, SRO hotels, public housing, or shelters. The IHSS program is designed pursuant to the California Department of Social Services (CDSS) MPP Section 30-700, as an alternative to out-of-home care and/or institutional placement.

The Provider Skill Development Training and Supports Program provides accessible and high quality training and support to Independent Providers (IPs) who deliver care to IHSS recipients. The current program delivers a robust set of home care trainings and supports that are intended to assist IPs to provide safe and competent care to IHSS recipients. The program provides standardized skill development, soft skill training, and psychoeducational supports to IHSS IPs, On-Call Providers, as well as IHSS Registry Providers.

Services to be Provided

Services include ongoing basic and advanced skill development training designed specifically for IHSS providers. Basic Provider Training consists of courses aiming to help students master key areas of domestic and personal care. Advanced Provider Trainings are more intensive topical courses that are intended to promote safe, efficient, and compassionate domestic and personal care services.

As part of the training delivery process, the Grantee shall assess the skill level of each home care provider after the completion of training coursework. . The Grantee shall maintain records of all home care providers' skill assessments and the specific training provided to meet minimum standards of competency. The estimated hours of classroom trainings are 3,016 annually.

Contract monitoring activities will include submission of an annual training plan, monthly, quarterly and annual reports, as well as regular meetings with County staff to monitor contract performance.

Grantee is meeting or exceeding all contract objectives for FY 19-20, including conducting trainings with over 7% of the 22,000 IHSS Independent Providers. This is largely due to increased presence at Independent Provider Orientations and increases in trainings for Electronic Visit Verification. Additionally, 97% of attendees of the Homebridge Training program were satisfied with training courses.

Selection

This Grantee was selected through Request for Proposals (RFP) #852 issued in November 2019.

Funding

This grant utilizes a combination of Federal, State and County funds.

ATTACHMENTS

Appendix A – Services to be Provided
Appendix B – Program Budget

**Appendix A– Services to be Provided
Homebridge
Provider Skill Development Training and Supports**

July 1, 2020 – June 30, 2025

I. Purpose of Grant

The purpose of this grant is to provide ongoing basic and advanced hard and soft skill development training to IHSS Independent Providers. Skill development is training that has a direct relationship to job competencies required of an Independent Provider that will enable them to provide safe, efficient and appropriate domestic and personal care services. Grantee shall assess the skill level of each Independent Provider in relation to the domestic and personal care services they will be required to perform and shall provide training that relates to job competencies. The Grantee shall maintain records of all Independent Provider’s skill assessments and specific training provided to meet minimum standards of competency.

The primary service goal for Provider Skill Development Training and Supports is to strengthen the home care workforce in San Francisco through the provision of standardized skill development training and supports to Independent Providers of IHSS, as well as IHSS Registry Providers.

II. Definitions

City	City and County of San Francisco
DAS	Department of Disability and Aging Services of San Francisco
HSA	Human Services Agency of the City and County of San Francisco
Medi-Cal	Medi-Cal provides free or low-cost health insurance for eligible individuals that comes with a range of health benefits and services, including IHSS.
IHSS	In-Home Supportive Services
Independent Provider (IP)	The eligible and approved individual who delivers the IHSS tasks authorized by the referring DAS Social Worker to the recipient.
OSHA	Refers to California Occupational Safety and Health Administrations
Recipient	Persons determined eligible by DAS for IHSS. To be eligible, recipients must be living in their own homes within the boundaries of the City and must meet one of the following conditions: <ul style="list-style-type: none"> a. Be sixty-five years or older or a person with a disability b. Currently receive Full-Scope Medi-Cal c. Receive approval from a Licensed Health Care Professional to receive IHSS through IHSS Health Certification Form

	SOC 873, per Welfare and Institutions Code section 12309.1
Public Authority	The agency that helps recipients find providers, investigate the background of providers and serves as the employer of record for collective bargaining. The SF IHSS Public Authority also provides On-Call back-up provider services for IHSS recipients.

III. Target Population

The Grantee shall provide Skill Development and Training to:

- a. San Francisco IHSS IPs;
- b. San Francisco IHSS Public Authority Registry IPs; and
- c. IHSS Contracted On-Call Providers

IV. Description of Services

A. Grantee shall be responsible for the following goals and requirements for the term of this contract:

- 1. Strengthen the IP workforce in San Francisco through the provision of standardized skill development training and supports to IHSS IPs, IHSS Registry IPs and On-Call Providers; and
- 2. Be responsive to the psycho-educational and support needs of IHSS IPs who experience burnout, abuse and/or other barriers that impact their ability to deliver quality and safe services to recipients; and
- 3. Collaborate with the IHSS On-Call Program Contractor to ensure On-Call providers maintain the skills necessary to rapidly respond to IHSS recipients with emergency personal care needs; and
- 4. Collaborate with the IHSS Public Authority to ensure IHSS recipients receive quality care from new Registry IPs that are trained and confident in providing IHSS services; and
- 5. Implement robust outreach to current IHSS IPs to ensure knowledge of and attendance/utilization of trainings and supports; and
- 6. Provide incentives such as stipends, respite care or other benefits to IPs to reduce barriers and increase attendance to trainings and supportive programing; and
- 7. Grantee shall ensure training is easily accessible to IPs. For example providing trainings in various neighborhoods, on weekends, in the evening and/or on-line.

B. Grantee shall provide the following services for the term of this contract:

1. Grantee must provide ongoing basic and advanced skill development training to IHSS IPs. Skill development is training that has a direct relationship to job competencies required of an IP that will enable them to provide safe, efficient and appropriate domestic and personal care services.
 - a) Basic Provider Training consists of courses aiming to help students master key areas of domestic and personal care. Topics to be included must contain at least the following: emergency preparedness, infection and exposure control, food and medication interaction, food safety and sanitation, home safety, OSHA requirements, rights and responsibilities, CPR and First Aid, personal care and home care standards and Electronic Timesheets, Overtime, and Payment processes.
 - b) Advanced Provider Training consists of courses that focus on specific areas providers may need to learn more about such as fall prevention, using durable medical equipment, mental illness and substance abuse in recipients, self-care and nutrition.
 - c) The Grantee shall maintain records of all IPs' competency tests and /or skill assessments, and specific training provided to meet minimum standards of competency.
2. Participate in County IP orientations and training initiatives regarding new IHSS rules or resources.
3. Grantee shall assess the skill level of each IP in relation to the domestic and personal care services they will be required to perform and shall provide training that relates to job competencies.
4. Grantee shall provide psycho-educational and/or other supportive functions, such as referrals to community services, to IHSS IPs who are experiencing burnout, abuse or other barriers to providing quality services to recipients.
5. Grantee will provide group and/or 1 on 1 refreshers and competency tests to IHSS Public Authority's On-Call providers.
6. Grantee will provide basic training for all new IHSS Public Authority Registry IPs.

7. Grantee will survey and/or perform evaluation activities for the purposes of understanding the training and support needs of IPs, as well as current satisfaction with training and support options provided.
8. Grantee will utilize the results of evaluations and surveys to develop curriculum and programming that address IPs needs.

In all respects the grantee shall comply with Federal, State and City reporting requirements.

V. Service Objectives

On an annual basis, the Contractor will meet the following Service Objective:

1. Grantee will provide basic training to 100% of IHSS Registry IPs.
2. Grantee will provide training to at least 5% of IPs by counting completed enrollments in the following courses: Orientation trainings where Homebridge trainers are present in person or remotely via video conferencing, Basic Training for IPs (not including Registry trainings), Specialized Trainings for both non-registry affiliated IPs and registry IPs, and psycho-educational or other supportive services for registry- and non-registry affiliated IPs.
3. Grantee will provide skills refreshers and competency checks to 100% of On-Call Providers.
4. Grantee will develop and/or refresh at least two training modules and/or psycho-educational activities.
5. Grantee will conduct a survey or evaluation to determine satisfaction with IP training and support offerings.

VI. Outcome Objectives

On an annual basis, the Contractor will meet the following Outcome Objectives:

1. 95% of students completing an anonymous evaluation form at the conclusion of IP basic training, specialized training and/or physco-educational or other supportive services indicate they "agree" or "strongly agree" that the training and/or support they received helped them to take better care of their recipients on an evaluation form.
2. Grantee will conduct a survey or evaluation to determine satisfaction with IP training and support offerings. 75% of respondents will state that the trainings and support offered were of interest and were accessible.

VII. Reporting and Other Requirements

A. Annual Reporting Requirements:

1. A Skill Development Training & Support Plan including curriculum, schedules, staff qualifications, outreach/recruitment plans, evaluation activities and projected and actual attendance of training sessions and support activities.
2. A Skill Development Training & Support Annual Report that describes training provided and results of student evaluations of trainings received as well as post training skill assessment records.
3. An IP Satisfaction Survey report, including at least the measurements stated in the Outcome Objectives.
4. Grantee shall develop and deliver an annual summary report of SOGI data collected in the year as required by state and local law. The due date for submitting the annual summary report is July 10th.

B. Quarterly Reporting Requirements:

IHSS Provider Skills Development Training quarterly report to include the following:

1. Subjects covered/Activities conducted
2. Total hours/number of training/supports provided
3. Total Unduplicated Number of IHSS IPs, On-Call Workers and IHSS Registry IPs who received training and/or participate in a psycho-educational support activity.

Grantee will provide Ad Hoc reports as required by the Department. All required reports must be loaded into HSA's Contracts Administration, Reporting, and Billing Online (CARBON) system.

For assistance with reporting requirements or submission of reports, contact:

David.Kashani@sfgov.org
Senior Administrative Analyst
Office of Contract Management
or

Krista.gaeta@sfgov.org
Program Director
IHSS Program Director

C. Quality Assurance Requirements

- a. Grantee will develop and implement student evaluations for all Skill Development Training courses. The results of these evaluations will be compiled and included in the annual Skill Development Training Report.
- b. Grantee must develop and implement a recruitment program that clearly defines short and long term goals in recruiting Independent

Providers and IHSS Public Authority Registry Providers to its skill development training courses.

VIII. Monitoring Activities

- A. Program Monitoring: Program monitoring will include review of specific program standards or requirements as outlined above; back-up documentation for reporting progress towards meeting service and outcome objectives; internal policies and procedures; personnel files for homecare providers; training standards and requirements; and records maintenance.

- 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.

Program: IHSS Provider Skill Development
 (Same as Line 9 on HSA #1)

Operating Expense Detail

Expenditure Category	TERM	TERM	TERM	TERM	TERM	TERM	TERM	TOTAL
	7/1/20-6/30/21	7/1/21-6/30/22	7/1/22-6/30/23	7/1/23-6/30/24	7/1/24-6/30/25	Term: FY20-25		
Premises	\$43,194	\$43,194	\$43,194	\$43,194	\$43,194	\$215,971		\$215,971
Utilities	\$7,230	\$7,230	\$7,230	\$7,230	\$7,230	\$36,150		\$36,150
Supplies & Postage	\$3,423	\$3,423	\$3,423	\$3,423	\$3,423	\$17,117		\$17,117
Maintenance	\$675	\$675	\$675	\$675	\$675	\$3,375		\$3,375
Insurance	\$6,164	\$6,164	\$6,164	\$6,164	\$6,164	\$30,819		\$30,819
Printing	\$1,800	\$1,800	\$1,800	\$1,800	\$1,800	\$8,999		\$8,999
Payroll	\$4,032	\$4,032	\$4,032	\$4,032	\$4,032	\$20,160		\$20,160
Technology	\$8,369	\$8,369	\$8,369	\$8,369	\$8,369	\$41,846		\$41,846
Training	\$900	\$900	\$900	\$900	\$900	\$4,500		\$4,500
Direct Expenses								
IP Stipends	\$150,000	\$150,000	\$150,000	\$150,000	\$150,000	\$750,000		\$750,000
Consultants - Curriculum Development	\$10,000	\$10,000	\$10,000	\$10,000	\$10,000	\$50,000		\$50,000
Training Consultants	\$61,257	\$61,257	\$61,257	\$61,257	\$61,257	\$306,285		\$306,285
Printing/Quarterly Catalogue Expense	\$30,000	\$30,000	\$30,000	\$30,000	\$30,000	\$150,000		\$150,000
Training Equipment & Supplies	\$12,000	\$12,000	\$12,000	\$12,000	\$12,000	\$60,000		\$60,000
TOTAL OPERATING EXPENSE	\$339,044	\$339,044	\$339,044	\$339,044	\$339,044	\$1,695,220		\$1,695,220

Salaries & Benefits Detail - Program Staff

POSITION TITLE	Agency Totals		For HSA Program		For DAS Program		For DAS Program		For DAS Program		Term: FY20-25 TOTAL
	Annual Full Time Salary for FTE	Total FTE	% FTE	Adjusted FTE	Budgeted Salary	Budgeted Salary	Budgeted Salary	Budgeted Salary	Budgeted Salary	Budgeted Salary	
Training Manager	\$67,419	1.00	100%	1.00	\$67,419	\$67,419	\$67,419	\$67,419	\$67,419	\$67,419	\$337,095
Training Specialist	\$64,478	1.00	100%	1.00	\$64,478	\$64,478	\$64,478	\$64,478	\$64,478	\$64,478	\$322,390
Training Specialist	\$61,899	1.00	100%	1.00	\$61,899	\$61,899	\$61,899	\$61,899	\$61,899	\$61,899	\$309,495
Training Specialist	\$60,608	1.00	50%	0.50	\$30,304	\$30,304	\$30,304	\$30,304	\$30,304	\$30,304	\$151,520
Director of Talent Development	\$143,003	1.00	20%	20%	\$28,601	\$28,601	\$28,601	\$28,601	\$28,601	\$28,601	\$143,005
OT Allowable	\$7,581				\$7,581	\$7,581	\$7,581	\$7,581	\$7,581	\$7,581	\$37,905
TOTALS	\$254,404	5.00	3.70	3.70	\$260,282	\$260,282	\$260,282	\$260,282	\$260,282	\$260,282	\$1,301,410
FRINGE BENEFIT RATE	31.7%				31.7%	31.7%	31.7%	31.7%	31.7%	31.7%	
EMPLOYEE FRINGE BENEFITS	\$80,631				\$82,493	\$82,493	\$82,493	\$82,493	\$82,493	\$82,493	\$412,465
TOTAL SALARIES & BENEFITS	\$335,035				\$342,775	\$342,775	\$342,775	\$342,775	\$342,775	\$342,775	\$1,713,875
HSA #2											

Notes:

