

IHSS Public Authority

Eileen Norman, Executive Director

SF IHSS Public Authority

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Our Programs and Services

- **Provider Registry & Referral Services** – Connects IHSS consumers with pre-screened home care providers through a centralized registry, helping older adults and people with disabilities find qualified caregivers who meet their needs.
- **Back-Up and Emergency Care Programs** – Operates an On-Call/Back-Up Provider Program that offers temporary caregiver support when a consumer's regular provider is unavailable, helping prevent disruptions in essential care.

Our Programs and Services (2)

- **Workforce Support & Benefits** – Serves as the employer of record for the IHSS independent provider workforce, administers health and dental benefits, conducts background checks, and supports provider recruitment and retention.
- **Education, Advocacy & Community Programs** – Provides training, outreach, peer mentoring, and advocacy services that support consumers and providers while promoting independent living and community participation for seniors and people with disabilities.

Top Issues and Recommendations

- Continue to invest in San Francisco's IHSS / Care Provider community.
 - Increase wages and benefits
- Support the Back-Up Provider Services
 - State has threatened cuts to BUPPS Programs.
- Increase accessible permanent housing options with housing-first model for PWDs and older adults to provide stable place for home care.

Thank you!

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