

The In-Home Care Gap Solution – Outreach & Replication Project (the Project) falls within the San Francisco In-Home Supportive Services Public Authority's (Public Authority/PA) Independent Provider Plus (IP Plus) program, which adds a new level to the in-home supportive care continuum by addressing the gap between independent consumer-directed and case worker managed care by providing a mentored independent care solution that supports low-income San Francisco seniors and people with disabilities (Consumers) who want to direct their in-home care on their own, but need assistance learning how to. The Project is designed to broaden the scope and scale of the IP Plus program by reaching out to and partnering with transitional care and supportive housing facilities and hospitals to ensure that Consumers who can and want to continue to live independently are given the option and support they need; we will also reach out to "lost" Consumers who have fallen through the cracks because they don't understand how to navigate the system. We know this program results in higher care Provider retention, which, in turn, results in better, sustained care and reduced visits to hospitals and/or transitional care facilities and is a cost savings to the City and Consumers alike; achieving this phase in the program's growth will position it for replication in the San Francisco Bay Area, where there is already interest, and across California.

The PA's Independent Provider Plus (IP Plus) mode increases the number of seniors who can live independently and supports sustained wellbeing and full participation in the community by matching Consumers with a navigator (Mentor), who helps them articulate personal and caregiving goals that lead to achieving their desired (elevated) quality of life, and supports them through the care Provider choice process.

In collaboration with community partners, the Public Authority has developed a Tiered Continuum of Care that enumerates and clarifies the differences between levels of care, establishing and integrating the IP Plus mode. This creates an intermediate mode of support into which Consumers can be directly placed by the Department of Aging & Adult Services/In-Home Supportive Services (DAAS/IHSS), instead of being shifted after placement from either Independent Provider mode (IPM) – complete responsibility for managing their own care - or being deprived of participating in their own care in Managed Care Mode (MCM) - case-worker managed, with no voice in their care - when they are capable with assistance. IP Plus has also proved successful helping Consumers transition from recuperative care facilities to home, helping to keep them from being institutionalized in nursing homes unnecessarily.

The IP Plus high-touch mentoring process helps Consumers have a clear understanding of their care needs and how to work with their Providers, which increases the likelihood that Consumer-Provider relationships are stable and long-lasting and that Consumer needs are reliably and expertly met, allowing them to live full, independent, engaged lives - thriving in their own homes instead of declining in an institution. Mentors are former Consumers or people with personal experience with the In Home Supportive Services system who help Consumers integrate into IP Plus over the first three months of engagement. We then continue to follow up with Consumers over the course of their engagement, ensuring they are meeting their personal goals.