

*Archstone Foundation and
The Aging & Public Health Section of
The American Public Health Association*

present the

2022 Award for Excellence in Program Innovation



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American Public
Health Association
Working for a Healthier World

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2022 AWARD WINNER

Institute on Aging

Support at Home



SAN FRANCISCO
HUMAN SERVICES AGENCY



ORGANIZATION

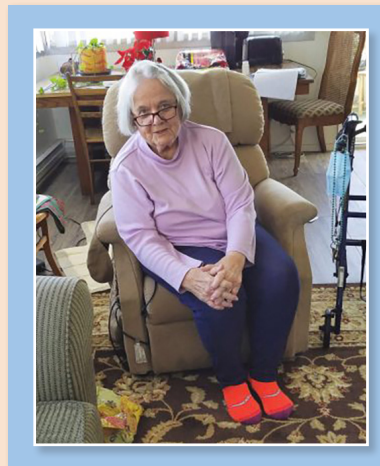
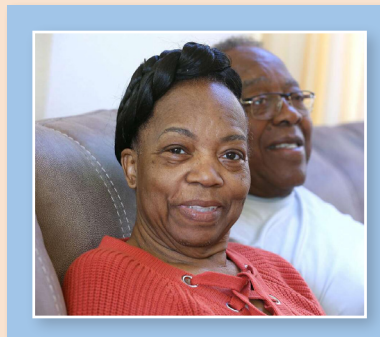
Institute on Aging is a leading advocate for older adults and those who care for them, offering a broad spectrum of services and support to help older adults maintain their independence. Services include home care and case management services, elder abuse prevention programs, a suicide prevention call line, adult day care centers, a PACE program, and referral services.

PROGRAM

The Support at Home (SAH) program supports independent living through a home care voucher program for low- and middle-income adults. The goal of the SAH is to enhance the quality-of-life for eligible adults by empowering them to remain in their homes and communities with access to needed care and support services. This program assists San Francisco's older adults and adults with disabilities who are ineligible for other subsidized home care programs, such as Medi-Cal In-Home Supportive Services with no Share of Cost, due to income, resource limits, or other program requirements. Eligible adults are typically described as the "upper poor," earning up to 100% of the area median income. The program has a limit of up to \$40,000 in liquid assets, excluding one house and one car. Applicants must demonstrate a need for assistance with two or more activities of daily life (ADLs) and/or more complex tasks instrumental activities of daily life (IADLs).

The Support at Home pilot program started at IOA in 2017 with a 2-year contract including annual evaluations by

the University of California San Francisco (UCSF). The pilot was then granted an additional year with evaluations before transitioning into a permanent program.

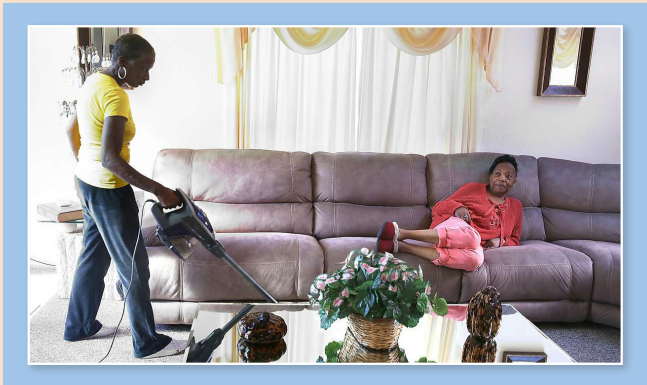


The pilot program enrollment patterns and voucher spending resulted in creating a functional assessment tool to standardize the functional need category of each individual and the voucher amount received. Each client is given a functional need category (low, medium, high), and the total number of care hours corresponds with the level of service need. Clients are also assigned a level of financial need to standardize the copayment contribution amount. All referrals to SAH come through IOA Connect, where highly knowledgeable staff Client Service Specialists determine initial program eligibility.

To determine eligibility, individuals and their advocates are required to complete the application process, a two-part assessment, and the client orientation within 4-6 weeks of initial contact. The client experience begins with a comprehensive in-home intake. A SAH Assessment Specialist assists clients in developing a service plan based on the information gathered in the initial assessment. Once the home

care voucher services commence, the client still maintains the option to change provider mode between a Home Care Agency or an Independent Provider.

This program is managed under IOA's San Francisco Community Living Division, and the SAH Director oversees four department staff members. The SAH Director, in conjunction with IOA's Technology Services Department, manages and implements SAH documentation management through



electronic health record system to securely track referrals, applications, demographics, assessments, service authorizations, client outcomes, and reasons for discharges.

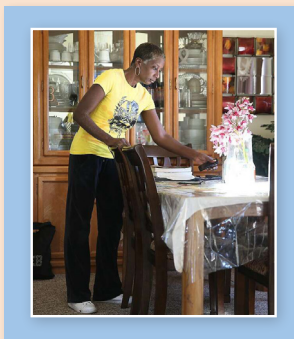
OUTCOMES

In an evaluation conducted by UCSF, they found that the Support at Home program resulted in lower risk of residential changes, lower risk of hospitalization and ER visits, lower self-reported depressive symptoms, higher self-reported quality of life, higher satisfaction for family caregivers, and lower net costs for the city. In FY21, 149 clients were enrolled with homecare vouchers.

The program has made significant efforts to ensure inclusivity and racial/ethnic diversity, especially within San Francisco's Black/African American communities. Nearly 57% of clients enrolled in homecare vouchers identified as persons of color. Of the currently enrolled clients, 12% are adults with disabilities under age 60, 18% are in their 60's, 32% are in their 70's, 37% are in their 80's, 8% are in their 90's, and 1% are centenarians.

PARTNERSHIPS

With funding from the San Francisco Department of Disability and Aging Services, Support at Home is the first in the nation to provide this type of financial support to low- and middle-income adults with disabilities and older adults. The program offers financial relief and access to eligible home care needs, from domestic care to non-medical personal care and accompaniment to and from medical appointments. Providing nearly 250,000 hours of subsidized home care since 2017, the Support at Home program has made a substantial impact on the well-being of enrollees as well as family members, independent care providers, and agency caregivers. IOA collaborates with the San Francisco Mayor's Office on Disability (MOD) and the San Francisco Office of Aging and Disability Services as part of IOA's outreach efforts and to facilitate an annual client satisfaction survey. The Support at Home program



is exclusively funded by the San Francisco Department of Disability and Aging Services (DAS). The program receives ongoing support and guidance from San Francisco Senior and Disability Action (SDA), an organization that mobilizes and educates seniors and people with disabilities to fight for individual rights and social justice, and members of their SAH Advisory Committee.

OUTREACH AND DISSEMINATION

Potential clients for this program were reached through the hiring of an outreach coordinator to proactively identify a variety of ways to reach the intended population in San Francisco. Outreach presentations to various groups, including case managers, community-based organizations and their staff, and health care professionals were reached. Many referrals were from local journalists, who interviewed staff, potential participants, and other advocates.

Support at Home Assessment Specialists utilized professional telephone interpreters, in-person translators, and materials in multiple languages. Current staff are fluent in Cantonese, Mandarin, and Russian. Implementing more accessible formats and materials has proven to reduce confusion and eliminate barriers to ongoing care. For example, the program has had great success by adding a glossary of terms at the beginning of all documents, including simple graphics, checklists, and timelines, and creating a 15-minute cartoon video version, available with speed adjustment and closed captions in multiple languages.

COVID-19 IMPACT

Amidst the pandemic, IOA's Community Living Services division provided community-based care to our highest-risk clients. Underserved populations, such as seniors and low-income people, are among the most vulnerable groups to social isolation. Support at Home program implemented safety protocols to enable client's safe access to care and support. IOA developed a Personal Protective Protocols (PPP) Committee to continually re-assess protocols in real-time. The PPP Committee continues to meet weekly to review health notices from every county IOA serves, along with the latest state and federal guidelines.



To learn more, please contact:

Lisa "L or Elle" Olsen (she/her)
Support at Home Supervisor
Institute on Aging

lolsen@ioaging.org
(415) 919-7778

www.ioaging.org

DEDICATION

The Award for Excellence in Program Innovation was established by an endowment from Archstone Foundation, to the Aging & Public Health Section of the American Public Health Association, to recognize best practice models in caring for older adults. National programs that innovatively link academic theory with applied practice in the field of public health and aging are considered annually for this award. In the 20th century, public health led efforts to reduce the harms of communicable diseases produced fantastic gains in life expectancy. In the 21st century, as the aging of the population brings new challenges to the fore, such as cognitive impairment, multiple chronic illness, and functional impairment, we believe that public health again has an essential role to play. It is our hope that these model programs will be replicated and will continue to be evaluated in an effort to enhance services for older people throughout the United States.

To Karon Phillips, PhD, Supervisor of the Archstone Foundation Award Selection Committee, and the other members of the Selection Advisory Committee, we extend our deep appreciation for their efforts in reviewing the nominations and selecting the outstanding program to receive this year's award.

To the winner of the 2022 Archstone Foundation Award for Excellence in Program Innovation, all the nominees, and to all who participated in the award process as applicants or reviewers, we offer our best wishes for continued success in their commitment to develop service models in the field of aging and public health.



Christopher A. Langston, PhD
President & Chief Executive Officer
Archstone Foundation



Annie Lu Nguyen, PhD, MPH, CPH
Chair, Aging & Public Health Section
American Public Health Association

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