

**SUBMITTAL TO THE BOARD OF SUPERVISORS
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA**

117



FROM: Department of Public Social Services

SUBMITTAL DATE:
July 31, 2007

SUBJECT: Riverside County In-Home Supportive Services Advisory Committee
Fiscal Year 2006-2007 Annual Report

RECOMMENDED MOTION: That the Board of Supervisors receive and file the attached Riverside County In-Home Supportive Services Advisory Committee 2006-2007 Annual Report.

BACKGROUND: In 1999, the California Legislature passed AB 1682, requiring that each County establish an In-Home Supportive Services Advisory Committee (IHSS AC). According to AB1682, the role of IHSS AC is to provide ongoing advice and recommendations regarding IHSS services to the Board of Supervisors, any administrative body in the County that is related to the delivery and administration of IHSS, the governing body and administrative agency of the IHSS Public Authority, nonprofit consortium, contractor, and public employees. Additionally, each County shall take into account the advice and recommendations of the IHSS AC, as established pursuant to Section 12301.3, prior to making policy and funding decisions about the program on an ongoing basis.

(CONTINUED – 2 Pages in total)

Dennis J. Boyle
Dennis J. Boyle, Interim Director

FORM APPROVED COUNTY COUNSEL
BY: *Larisa R-Mckenna* 8/15/07
LARISA R-MCKENNA
DATE: 8/15/07
Departmental Concurrence

FINANCIAL DATA	Current F.Y. Total Cost:	\$ N/A	In Current Year Budget:	N/A
	Current F.Y. Net County Cost:	\$ N/A	Budget Adjustment:	N/A
	Annual Net County Cost:	\$ N/A	For Fiscal Year:	2006/2007

SOURCE OF FUNDS: N/A	Positions To Be Deleted Per A-30 <input type="checkbox"/>
	Requires 4/5 Vote <input type="checkbox"/>

C.E.O. RECOMMENDATION: APPROVE
BY: *Debra Cournoyer*
Debra Cournoyer

County Executive Office Signature

Policy Policy
Consent Consent

Stamp: RECEIVED RIVERSIDE COUNTY
Stamp: 80:11MA ES:QUA T00S
Stamp: 80:11MA ES:QUA T00S

TO: BOARD OF SUPERVISORS

DATE: July 31, 2007

PAGE: 2

SUBJECT: Riverside County In-Home Supportive Services Advisory Committee
Fiscal Year 2006-2007 Annual Report

BACKGROUND: (cont'd)

Effective July, 2002, the Board of Supervisors approved County Ordinance 819 establishing the IHSS AC and in 2005 passed County Resolution 2005-148 requiring the AC to submit yearly reports to the County Board of Supervisors and the governing board for the Public Authority.

The Goals and Recommendations statements are goals/plans for the Advisory Committee itself and for the Public Authority and IHSS program for FY 2007/2008. They represent the committee's goal to improve training for its members as well as the committee's intent to work with the Public Authority and DPSS to explore the feasibility of several new projects such as expanding training for all providers and conducting outreach to consumers and providers. The committee will review and further develop these goals/recommendations to determine feasibility and implementation as appropriate.

The Director of DPSS therefore, requests the Board receive and file the attached report.

FINANCIAL IMPACT: N/A

ATTACHMENTS: In-Home Supportive Services Advisory Committee 2006-2007 Annual Report

DB:ns



Riverside County In Home Supportive Services

Advisory Committee 2006 – 2007 Annual Report

2006-2007 has been a challenging year for the Riverside IHSS Advisory Committee (IHSS AC). We have worked with internal differences, developed some solutions and goals, and are now moving forward towards better function as a committee. The following overview outlines our accomplishments during the last year:

LEADERSHIP & COMMITTEE DEVELOPMENT

- Formed and approved a Mission Statement
- Began writing and revision of Bylaws
- Recruited new IHSS Advisory Committee members (2 new members)
- Created a detailed report for “recommended use of IHSS AC funds” and submitted to CAPA as part of a statewide survey by CDSS (Refer to attachment)
- Continued working with the statewide organization for IHSS consumers; California In-Home Supportive Services Consumer Alliance (CICA) for networking and educational purposes.
 - Attended the CICA annual Spring Conference in San Jose CA
 - Participate on the monthly Statewide CICA teleconference
- Tracked/monitored legislation and State budget issues affecting IHSS
- Held 2 day Training / Workshop with Federal Mediation and Conciliation Service on Interest Based Problem Solving and Consensus
- Attended Ethics training (all members) to comply with state requirements and update all committee members to acceptable and unacceptable practices.
- Attended IHSS Social Worker Training – Phase III

COMMUNITY OUTREACH

- Collaborated with the Public Authority, Office on Aging, and UDWA on the National Caregivers celebration in November, 2006.
- Represented the IHSS AC at the open house celebration at the office of the Public Authority
- Attended the CA Foundation for Independent Living Council (CFILC), Disability Expo, C4A Olmstead Conferences (11/06 and 4/07)
- Contributed articles to the PA quarterly newsletter.
- Developed a brochure (layout and content) for distribution to the public so that consumers and providers will become more aware of the IHSS AC, what we do, and how the public can participate.

- Designed a logo for use in public outreach to make the IHSS AC a recognizable entity.
- Designed and procured business cards so IHSS AC members can present themselves at community and public functions.

IDENTIFICATION OF PROBLEMS / CHALLENGES

Advisory Committee

- IHSS AC internal challenges remain problematic. We are working on putting a structure in place to encourage full and organized participation of members.

IHSS Program

- ADDUS (contract) workers: We continue to have concerns about quality of service from contract providers. We are working diligently with the ADDUS managers who oversee those providers with regard to problem resolution. DPSS has implemented a new program and staff assigned to monitor the ADDUS contract. The goal is to facilitate a coordinated effort to assure consumers utilizing contract care receive the best possible service. DPSS will continue to report to the IHSS AC regarding the progress of this program.
- Independent Provider exhaustion/burnout remains a primary problem, causing instability in the work force.
- Independent Providers payroll/data: The IHSS AC has had notification of problems regarding longer processing times for both payments as well as changes in authorized hours. The IHSS AC is following up with these concerns and working toward possible solutions for problems of this nature. DPSS has already implemented a new timesheet scanning process which has greatly increased their ability to process payments for hours served. This new system has also increased the accuracy of data entry for payroll functions performed by DPSS.
- Independent Providers have shown an interest in getting more training (training is presently provided only to those workers on the registry).
- Concerns with case worker overload and assessment authorizations have been expressed.

GOALS AND RECOMMENDATIONS FOR 2007-08

1. Mandated training for the IHSS AC (similar to with Labor-Management and other Committees) so members can act effectively as a democratic, orderly, and focused team.
2. We are continuing to recommend, and have begun preliminary steps to propose a "Provider Back up Plan" for Riverside County IP workers, similar to those already in place for other California counties. The proposal is to request a registry (administered through the Public Authority) of trained providers who can step in for emergency or respite situations. This would be where consumers who are heavily dependent on their providers (determined by hours of Personal Care Services) have a situation where the worker is sick or exhausted and needs

- immediate temporary replacement, or where the worker abandons the consumer who then needs a temporary provider until a replacement is found.
3. The IHSS AC would like to circulate a questionnaire directed towards consumers and providers to ask about their experiences with the program – both good and bad – and to determine how wide spread problems actually are that have been raised by some individuals.
 4. The committee has reviewed the ADDUS contract and invited/recommended ADDUS management to attend AC meetings for comments and observation.
 5. The IHSS AC has alerted both the union regional director and DPSS director to have dialogue with ADDUS management over concerns expressed by consumers.
 6. IP Training. Currently training (CPR, etc) is only provided to IP workers who are on the Registry. The Registry requires workers to have completed background checks and attend a series of meetings for introduction to the IHSS program. Those requirements are often not consistent with the needs for family providers and represent both unnecessary administrative cost and additional burdens on family workers and those who already have jobs/consumers. The IHSS AC recommends expansion of training for Independent Providers to include some training for providers who already have employment and therefore have no need to be on the Registry.
 7. Consumer/Provider Outreach. We would like to plan and hold a conference or seminar training for both consumers and providers about advocating and understanding the IHSS program, as part of our Outreach Activities.

Despite problems of program growth and work force instability which remain challenging, the Riverside IHSS Advisory Committee is optimistic that Riverside County can have a decent and compassionate quality of care for their disadvantaged citizens. We are proud to be leading the nation with home care in California, and also proud of our County and its support of this program.

We would like to thank the County Supervisors for their thoughtful actions and strong leadership in support of IHSS for Riverside County.

Respectfully Submitted,

Felice Connolly, Chairperson
Jim Collins, Vice-Chair
Terri Alberts
Mondene Dean
Julie Dixon
Monica Dozier
Garry Kelley
Kristine Loomis
Gregory McGargill
Cireena Scheffield

Attachment: Riverside County IHSS Advisory Committee Suggestions to CDSS'
Request to CAPA Regarding Use of IHSS AC Funds

Riverside County IHSS Advisory Committee Suggestions To CDSS' Request to CAPA Regarding Use of AC Funds

Question: What activities do you think are eligible for use of Advisory Committee funds and why?

Response:

1. **Mileage reimbursement** for all AC members because some providers and consumers literally can not afford to buy gas to attend meetings since consumers are low-income by definition; providers are usually low income because care giving is a low paying job.
2. **Transportation for AC members in wheelchairs and members who do not drive long distances** because members who do not have accessible transportation and/or drivers would not be able to attend meetings and related activities without this service.
3. **Reimbursement for AC members' providers to help them attend meetings if they need a provider/attendant while out of the home** because IHSS providers are only paid while in the consumer's home or in some limited job circumstances. AC members who are consumers may require an assistant to attend meetings or related activities.
4. **Stipends** because these would cover other incidental **costs/expenses** of working for the AC and attending meetings. One such example would be where IHSS providers have to pay someone else look after their client because there is no second provider on IHSS payroll. Even when there is an alternate provider, providers are often **losing wages** while attending meetings. Some IHSS providers who have children must pay for childcare services when they leave home for AC functions. Additionally, stipends would address the "balance of power" at the table; i.e. AC members appointed from DPSS and others who are representatives from advocacy agencies (like office of the Aging) most likely do not forego their salaries on the day(s) they attend AC meetings or additional AC functions. Other persons participating in AC meetings such as a PA or DPSS secretary who takes minutes, PA staff who is there to give reports, etc, are certainly paid salary for their time at the meeting. This creates an imbalance where the **least prosperous members** (consumers and providers) are asked to donate the most personal resource without reimbursement. Even though salaries staff are not funded through AC budget, the above imbalance tends to undercut the power and effectiveness of committee members who are working without any compensation side-by-side with others who are actually being paid for their time.

5. **Education through orientation, training and conferences** because there are many complicated issues involved in serving on an AC – understanding the Brown Act, Robert Rules of Order, local County policies, budgets and fiscal issues, Form 700 and practical committee ethics, are the only beginning. Members need to know and understand what they can do to help consumers and providers on the IHSS program itself, and have a working knowledge of the program and its various modes so they can make realistic recommendations.

An orientation manual adapted to each county's regulations, ordinances and policies should be compiled and be made available when a new member is appointed to the AC. Most elected officials undergo a formal orientation and the same rule should apply to AC members.

6. **Computer equipment, including but not limited to:**

- Laptops and/or Desktop computes, Printers
- Digital tape recorders, tapes
- Basic software (Microsoft Windows, Office)
- In-home repair warranties
- Ink, paper
- Internet service
- Presentation equipment (hardware for projecting computer on screen for presentation)

because many consumers and providers on the IHSS are low income and cannot afford a computer. Internet research and email communications is thought of as essential in any modern working environment but particularly for this type of occupation. AC duties involve considerable research and some aspects of this research (like legislation passage) move and change month to month in a manner that would be very difficult if not impossible to keep on top without computer/internet availability. Computer equipment would remain the property of the AC and be assigned to qualifying members.

7. **Outreach through various media, including but not limited to:**

- Newsletters that are published in collaboration with IHSS PA and are mailed or e-mailed out to providers and consumer.
- Brochures and other print publications exclusive to the AC, for mailing or distribution at community events.
- Newspaper announcements (events, AC recruitment).
- Radio, Television spots (cable, community).
- Phone banking for outreach and data-gathering including surveys

because AC members need to get out in the community and have contact with people on the program in order to know what is working and what isn't. To accomplish this, they need to let IHSS consumers and providers know about the AC and what their job is. Then they need to collect information directly from the IHSS community about their concerns and priorities. Last but most importantly, the AC needs to incorporate that data

in their reports and recommendations. All the above activities require outreach through various media.

8. **Recompense of expenses for outreach through personal representation at community events** (transportation, food. Mileage, attendant care for consumers) because in the process of outreach, it is important that AC members attend community events where they can set up booths or simply speak and participate at these functions as representatives of the IHSS AC, and make contact with consumers and providers in person.

When the above suggestions are adopted for use of the AC funds, it will accomplish the following:

- Attending committee meetings and related activities should not cost members, who are consumers and providers, financial hardship.
- Committee members shall be more pro-active and will have the knowledge to effectively represent the consumers on the IHSS program and make recommendations as needed to improve the program.
- Committee members shall meet the needs to serve consumers and providers on IHSS.
- The AC can recruit members from a larger pool of applicants and be assured of fresh ideas and outlook of the IHSS program.

Submitted by:

The Riverside County IHSS Advisory Committee

Contact: Felice Connolly
Chair, RC IHSS Advisory Committee