

**SUBMITTAL TO THE RIVERSIDE COUNTY
IN-HOME SUPPORTIVE SERVICES PUBLIC AUTHORITY
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA**



FROM: Department of Public Social Services

SUBMITTAL DATE:
October 21, 2008

SUBJECT: Riverside County In-Home Supportive Services Advisory Committee
Fiscal Year 2007-2008 Annual Report

RECOMMENDED MOTION: That the Public Authority receive and file the attached Riverside County In-Home Supportive Services Advisory Committee 2007-2008 Annual Report.

Departmental Concurrence

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)

Susan Loew

Susan Loew, Director

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:	2007/2008

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
- Dep't Recomm.:
- Per Exec. Ofc.:

Prev. Agn. Ref.: 09/04/07, #7.1 **District:** All **Agenda Number:** **7.1**

TO: BOARD OF SUPERVISORS

DATE: October 21, 2008

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. 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:

- (1) In-Home Supportive Services Advisory Committee 2007-2008 Annual Report
- (2) Memo from Leo Harrison, Deputy Director to the IHSS Advisory Committee

SL:ns



Riverside County In Home Supportive Services

Advisory Committee 2007 – 2008 Annual Report

2007-2008 has been a period of beginnings and completions as we continue to move forward in our goals for the betterment of the IHSS community. The IHSS AC has been and continues to be, focused on building a solid foundation for networking and establishing a communication forum for stakeholders in the IHSS program. Through this forum we are able to collect input about what is working effectively in Riverside, and what could be improved. At this time we are consulting with: the Riverside IHSS Public Authority (PA); Riverside Department of Public Social Services (DPSS); the Riverside Council on Aging; the statewide California In-Home Supportive Services Consumer Alliance (CICA), the statewide California Association of Public Authorities (CAPA), and the statewide home care providers union United Domestic Workers (UDW), **as well as the Riverside County providers and consumers of IHSS**. We would like to broaden this network and particularly to develop our ability to contact the consumers and providers in our county who are often isolated and home-bound.

We have utilized input from all the above sources in this report to our Riverside County Board of Supervisors.

LEADERSHIP & COMMITTEE DEVELOPMENT

We are continuing to work on putting a structure in place that will serve this committee in years to come, and by which its members can encourage democracy and activism while effectively carrying out their mandate.

- Our Bylaws have been discussed and are under development. Our goals are to include processes and guidelines for the committee that will detail democratic functioning of ALL members and encourage participation and contribution while limiting contention. We have had input from AC members and are also utilizing our Parliamentarian.
- The AC is building on our education and development through working with the statewide organization for IHSS consumers - California In-Home Supportive Services Consumer Alliance (CICA). CICA has focused on the advancement of AC's statewide through networking, education and training. The Riverside AC has participated in this effort through members:
 - Attending the CICA annual Spring Conference/Training in San Jose CA
 - Participating on the monthly Statewide CICA teleconference
 - Promoting a southern California regional meeting for CICA
 - Reporting back to the committee and sharing information

Leadership and Committee Development cont.

- We held a one day training for all our members on Parliamentary procedures and agreed to have the Parliamentarian monitor some meetings to keep us on track.
- Attended Ethics training (all members) to comply with state requirements and update all committee members to acceptable and unacceptable practices.
- Attended Ralph Brown Act training to comply with county requirement.
- Provided consensus training through the Federal Mediation and Conciliation Services for those members who wished to develop their skills in teamwork and communication.
- Participated in the CAPA sponsored training on how to be proactive and how to approach legislators and elected public officials on issues important to the IHSS program.

COMMUNITY OUTREACH

- The AC attended and provided a speaker from the committee at the two Riverside Caregiver Recognition events held in the cities of Riverside and Rancho Mirage. One committee member privately provided caregiver recognition awards at these functions and our brochures were distributed at the Public Authority booth in English and Spanish.
- Attended the CA Foundation for Independent Living Council (CFILC), Disability Expo, C4A Olmstead Conferences
- Represented IHSS AC at the Senior Scam Stopper seminar in November 2007
- Represented IHSS AC at various UDW member meetings throughout the county.
- Contributed articles to the PA quarterly newsletter.
- Distributed IHSS AC brochure (English & Spanish) to various Senior Citizens centers and other organizations so that consumers and providers will become more aware of the IHSS AC, what we do, and how the public can participate.
- Coordinated with Public Authority to insert IHSS AC brochures in the quarterly newsletter to create awareness and existence of the IHSS program to consumers and providers.
- Participated in Labor Management meetings with the UDWA and Riverside IHSS PA, and dialogued on issues important to both consumers and providers. One outcome of this committee has been an expanded training service for Riverside Independent Providers.
- Tracked/monitored legislation and State budget issues affecting IHSS as well as the Governor's budget proposal and the Legislative Analyst's Office report on his proposal regarding IHSS.

IDENTIFICATION OF CHALLENGES AND PRIORITIES

Advisory Committee

1. **IHSS AC internal challenges** are improving, but full participation of all committee members and recruitment of new members is still problematic. We remain unrepresented in District 2 (consumer position unfilled) and some members have expressed they might be interested in retiring from the committee if qualified replacements could be found. As in 2006-2007, we do not have enough members to complete the 11 membership roster.
2. We are still not drawing as much public participation at our meetings as we'd like
3. The AC is having difficulties getting some of the statistical information it would like, regarding consumer's authorized hour reductions. We have been informed that the CMIPs system is not designed to easily produce these statistics.

IHSS Program

1. **Caregiver support** issues continue to be a priority to the AC, as reports from the IHSS community and our personal experience still indicate that provider exhaustion (burnout) is a primary issue in workforce stability. Although the IHSS AC worked together with the PA toward the development of a Provider Back-up system in 2007 to give consumers some security if providers got sick or needed time off, this has been problematic due to technical limitations of the statewide computer payroll system (CMIPS) and the need for affordable, competitive market choice in contract care providers.
2. **Workforce Stabilization.** The new IHSS provider contract wage increases represent an important step in workforce stabilization. The availability of training for all providers represents another step toward this goal. However, reduction of consumer hours through the IHSS Needs Assessment process is of concern to the committee (see below) in direct relationship to workforce stabilization.
3. **IHSS Payroll Administration.** The AC is hoping that with the advent of Direct Deposit, there will be an improvement in the payment process for providers and help resolve the issues with lost checks. The AC has anecdotal reports and direct personal experience with delays in processing provider sign ups or changes in hours. The AC will work with the IHSS program to help solve the challenges related to these issues.
4. **Consumer Assessment Process.** The AC is interested in obtaining statistical data about trends in consumer's assessments such as decreases in hours, or specific categories of services, to determine if there are trends. Again, we have anecdotal reports and personal experience of consumers having their hourly assessments substantially reduced and would like to get hard data determining the actual numbers and types of reductions taking place. The AC would also like to work closely with IHSS program management on improving the education and communication process for handling consumer complaints about the Needs Assessment.
5. **State Budget Pressures.** This year because of the state budget deficits, there are proposals that could potentially reduce funding for IHSS. These proposals could impact consumer hours and administrative funding for IHSS. This will clearly increase the difficulty in solving the above challenges.

GOALS AND RECOMMENDATIONS FOR 2008-09

1. The AC would like mandated training for our members (similar to with Labor-Management and other Committees) so the committee 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. In addition to procuring data from the County, the IHSS AC would like to circulate a questionnaire directed towards consumers and providers to ask about their experiences with the program. It is our goal to do that and report the result to this board.
4. The committee has reviewed the ADDUS contract and invited/recommended ADDUS management to attend AC meetings for comments and observation. We continue to have negative reports from ADDUS consumers and providers in Riverside. Through discussion with the UDW (union) it appears solutions stem back to state funding (Maximum Allowable Contract Rate – MACR's), and the resulting lack of competitive bidders for home care provider contracts. We are alerting the Board to this situation and recommending they support any coalition that takes action towards raising the MACR.
5. Consumer/Provider Outreach. We would like to plan and hold a conference or seminar training for both consumers and providers about understanding the IHSS program. We would like to invite DPSS and IHSS representatives to give presentations and answer questions, particularly regarding the annual Needs Assessment, and eligibility questions.
6. We respectfully recommend that the Supervisors of Riverside County take a visible stand against Medi-Cal and IHSS reductions proposed by our Governor this year.

In closing we would like to express appreciation for those persons and organizations that have excelled with their support of the IHSS program.

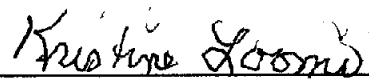
We would like to thank the Riverside Public Authority for doing a great job with the Caregiver Recognition Event, Training for providers (which they have held all over the county), administration of the provider's health benefits, and running the Registry for consumers and providers. We are proud of the services offered in all four of these areas.

We would particularly like to thank the County Supervisors for their support and vision in approving the new contract for Riverside IHSS Independent Providers. The wage increases granted will measurably increase workforce stability, and improve the lives of IHSS consumers who depend so heavily on the reliability of these workers.

Respectfully Submitted,



Gary Kelley, Chairman



Kristine Loomis, Vice Chairman

On behalf of the IHSS Advisory Committee for Riverside:

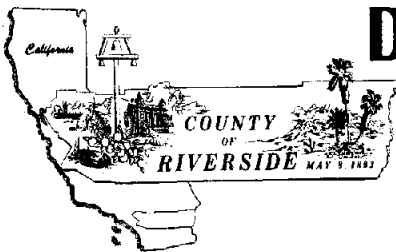
Gary Kelly, Council on Aging Delegate
Kristine Loomis, IHSS consumer, District #4
Rae Bell, DPSS Designee
Felice Connolly, IHSS Consumer, District #5
Jim Collins, Include Me Corp, Delegate
Mondene Dean, IHSS Provider, District #1
Julie Dixon, IHSS Consumer, District #5
Monica Dozier, IHSS Provider, District #1
Gregory McGargill, IHSS Consumer, District #3
Cireena Scheffield, IHSS Consumer, District #1

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Respectfully Submitted,



Department of Public Social Services

Administrative Office: 4060 County Circle Drive, Riverside, CA. 92503

(951) 358-3000 FAX: (951) 358-3036

Susan Loew, Director

TO: IHSS Advisory Committee

FROM: Leo Harrison, Deputy Director
Adult Services & In-Home Supportive Services
Department of Public Social Services

DATE: September 15, 2008

Riverside County Department of Public Social Services acknowledges and appreciates the accomplishments of the Advisory Committee (AC) during the 2007/2008 fiscal year. The Department is a member of the Committee and values the Committee's role in providing advice and information to all IHSS stakeholders. The IHSS program welcomes the involvement, feedback and suggestions made by the advisory committee and is in agreement with many of the issues mentioned in the Annual Report.

Many studies point to the need for a variety of supports for caregivers. Though the rewards are many, there are also challenges to the work that caregivers do. The Department will continue to explore options related to provider "back-up" and/or respite within the bounds of what IHSS regulations and systems will allow.

The Program agrees with the AC's conclusion that the current contract's wage structure has much to offer toward the goal of workforce stabilization. Along with pay, there are other supports to caregivers, such as training, which can help stabilize the workforce, and toward that goal, the Public Authority has recently expanded training to all providers.

In addition two major changes in payroll processing have improved accuracy and timeliness of provider payments. The Department implemented a timesheet scanning process, allowing this very high volume task to be handled much faster; implementation of direct deposit has also decreased problems and delays with check mailing. We believe there has been much improvement in this area and we continue to work on improvements to the process.

The IHSS program is aware of the AC's interest in the IHSS assessment process. We intend to continue our dialog with the AC on these issues and on ways to make this an understandable process for consumers. The assessment process can be a complex process and the IHSS program, both at the local and State levels, is interested in ensuring uniform application of the regulations.



INNOVATIONS IN AMERICAN GOVERNMENT AWARD WINNER - 1996

The Advisory Committee has mentioned the need for reports from the CMIPS system. The State is in the process of a CMIPS system re-design and we're looking forward to enhanced capabilities for reports, etc.; though we understand the system will not be operational until 2010 or later. Meanwhile we will continue to review and share IHSS data with the AC.

The AC report mentioned concerns about the proposed State budget for the coming fiscal year and the Department shares those concerns. If such cuts occur, it will have a significant impact on the program and we agree it may make it more difficult to address some of the issues and goals identified by the Advisory Committee. The provider wage proposal in the budget would have major impacts on provider availability and workforce stability.

We thank the IHSS AC for their involvement and input and look forward to another year of working together to serve our County's elder and disabled residents.