

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

402C



FROM: Department of Public Social Services

SUBMITTAL DATE:
April 17, 2012

SUBJECT: Riverside County In-Home Supportive Services Public Authority and Advisory Committee Fiscal Year 2011 Annual Report

RECOMMENDED MOTION: That the Board of Supervisors receive and file the attached Riverside County In-Home Supportive Services Public Authority and Advisory Committee 2011 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). The role of the 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 and the governing body and administrative agency of the IHSS Public Authority (IHSS PA).

Departmental Concurrence

Susan Loew

Continued –Two Pages Total

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:	N/A

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

Prev. Agn. Ref.:

District:
All

Agenda Number:

7.1

ATTACHMENTS FILED
WITH THE CLERK OF THE BOARD

TO: BOARD OF SUPERVISORS

DATE: April 17, 2012

SUBJECT: Riverside County In-Home Supportive Services Public Authority and Advisory Committee Fiscal Year 2011 Annual Report

BACKGROUND (Continued):

Effective July 2002, the Board of Supervisors approved County Ordinance 819 which requires the Public Authority to submit a yearly report to the County Board of Supervisors and the governing board for the Public Authority. Specifically, this report is to detail IHSS PA functions, evaluate its performance over the past year and outline goals and objectives for the coming year. For 2011, the IHSS PA and IHSS AC have collaborated to develop and present a joint report.

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

FINANCIAL: N/A

ATTACHMENT:

In-Home Supportive Services Public Authority and Advisory Committee 2011 Annual Report

SL:PR:clh

**County of Riverside
In-Home Supportive Services
Public Authority and Advisory Committee**

Annual Report 2011



IHSS Public Authority's Mission Statement

As an enhancement to the In-Home Supportive Services (IHSS) program, the IHSS Public Authority strives to assist seniors and persons with disabilities to remain safely in their homes.

Table of Contents

Letter from the ASD Deputy Director	3
Description of the IHSS Public Authority Functions	4
IHSS Public Authority 2012 Operational Intent	7
2012 IHSS Public Authority Staff Directory	8
IHSS Advisory Committee Annual Report	9
Letter from the IHSS Advisory Committee Chair	10
IHSS Advisory Committee Activities, Accomplishments and Challenges	11

IHSS Public Authority's Purpose

The IHSS Public Authority maintains a registry (database) of screened and trained home care providers for hire who are referred to IHSS consumers.

As the employer-of-record for IHSS home care providers, the Public Authority also engages in collective bargaining for wages, benefits, and other conditions of employment.

Letter from the ASD Deputy Director

Greetings!

Thank you for taking the time to read this joint 2011 Annual Report for the In-Home Supportive Services (IHSS) Public Authority (PA) and the County of Riverside's IHSS Advisory Committee. The IHSS Public Authority is an agency within the Adult Services Division of the County of Riverside Department of Public Social Services (DPSS).

As you will read, 2011 was a busy year for the IHSS Public Authority and change was upon us. Mid-year, Anna Martinez resigned from the role of Executive Director and left for a promotional opportunity within DPSS. Bob Hughes, the PA's Operations Manager, agreed to serve as the Interim Executive Director. Best wishes to Anna and a big thank you to Bob for his willingness to assume additional responsibilities during the transition!

During the past year I had the distinct pleasure to serve as the vice-chair to the IHSS Advisory Committee. I continue to be moved by the dedication and commitment these volunteer partners exhibit on behalf of our consumers and home care providers of In-Home Supportive Services.

Our most significant challenge has been associated with monitoring and responding to a variety of proposals at the state level regarding the financial and programmatic futures of IHSS and the Public Authority. These proposals are being offered as potential solutions to assist with the State's projected budget gap and to streamline care coordination. As we did this year, we will continue to monitor these evolving conversations and do our best to keep you, our stakeholders, in the loop as the futures of these two critical programs become clearer.

As we meet the challenges and opportunities that 2012 will no doubt bring us, I invite you to join in on the conversation. I value your voice as does our IHSS Public Authority staff, the Advisory Committee and all others who are interested in ensuring that we have a strong, stable safety net for our neighbors who are seniors or persons with disabilities who choose to remain safely in their homes with the support of the Public Authority.

Be well and best wishes,

Lisa Shiner

Lisa Shiner, MSW, Deputy Director
Adult Services Division



Description of the IHSS Public Authority Functions

What is the role of the IHSS Public Authority?

- 1. To operate a registry of screened and available home care providers.**
- 2. To provide screened and available home care provider candidates to IHSS consumers to be interviewed for hire.**
- 3. To train IHSS consumers on their role as an employer and to assist with the provider interviewing process as needed.**
- 4. To offer skill building education and training to IHSS consumers and home care providers.**
- 5. To serve as the employer-of-record on behalf of IHSS home care providers for collective bargaining purposes, Worker's Compensation claims, verifications of employment, and administration of health care and dental benefits.**
- 6. To serve as the Department of Justice (DOJ) Custodian of Records for IHSS home care providers.**

The In-Home Supportive Services (IHSS) Public Authority (PA) is located in Moreno Valley, California. The PA's service area covers over a 7,303 square mile area with a general population of over 2.1 million residents¹.

Public Authority Background:

In 1999, advocacy efforts on behalf of seniors and persons with disabilities resulted in the passage of State Assembly Bill 1682. This Bill created a new entity, the IHSS PA, to serve in each county as an enhancement to the IHSS program.

The mandate of the Public Authority (PA) is to maintain a registry of screened and trained home care providers and match them with IHSS consumers as expeditiously as possible. The PA also serves as the employer-of-record, enabling home care providers to organize and engage in collective bargaining.

Fulfilling Our Role and Service to the Community:

1. To operate a registry of screened and available home care providers:

In-Home Supportive Services consumers are referred to the PA from IHSS district offices in Banning, Blythe, Cathedral City, Corona, Hemet, Jurupa, Lake Elsinore, Moreno Valley, and Riverside. When referrals are received, the PA team works diligently to match approved home care providers with consumers.

In nearly all instances, these matches are the start of a mutually rewarding experience for all involved. From time to time professional dilemmas arise between home care providers and consumers. When this occurs PA staff swiftly intercede to mediate these issues and support both parties.



¹ Source: Riverside County Transportation and Land Management Agency - Riverside County Center for Demographic Research (Riverside County Projections 2010).

Description of the IHSS Public Authority Functions

2. To provide screened and available home care providers to IHSS consumers to be interviewed for hire.

In 2011, staff from the IHSS district offices made 562 new IHSS consumer referrals to the Public Authority (PA). To facilitate the process of matching home care providers with IHSS consumers, the PA recruits and screens potential home care providers seeking work in the field of home care. Maintaining a balance of ready-to-hire IHSS consumers with ready-to-work home care providers is a major thrust of the PA's function. It is the PA's intent to complete a match as quickly as possible. In the past year, the PA facilitated 643 matches between IHSS consumers and home care providers.

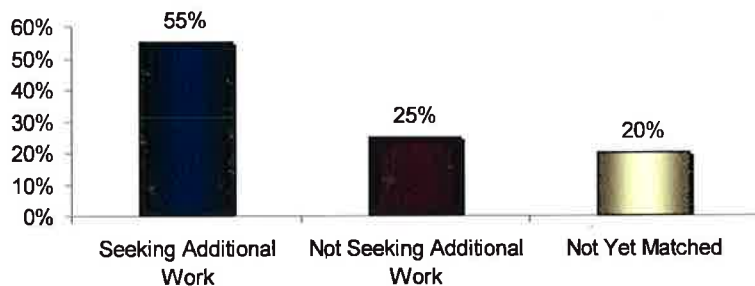
Public Authority Home Care Providers Are Well Screened

During 2011, the PA received 412 applications from interested home care provider candidates.

After an interview, criminal background screen, and a drug and alcohol screen -- three out of every five candidates were added to the "ready-to-hire" registry.

In 2011, there was a monthly average of 876 IHSS consumers enrolled with the PA for services. The Public Authority maintained an active list of 865 (monthly average) DOJ screened and trained home care providers ready to accept a new employment assignment.

**Home Care Provider Employment Status
2011 Monthly Average**



Of the 865 home care providers registered with the PA in 2011:

- 479 are matched and seeking additional consumers
- 214 are matched and NOT seeking additional consumers
- 172 are not yet matched and are seeking consumers

Shared Values Create Tight Bonds!

Home Care Provider Testimonial

Ms. B, a Public Authority home care provider stated, ***"I am very pleased with my consumer. We have developed a strong bond that stems from respect and complimentary personalities."*** She remarked that ***"my consumer is easy to work for because we understand our roles and the tasks that have been authorized by the IHSS social worker."*** She added that she and her consumer have a good relationship that is supplemented by shared spiritual and moral values.

Description of the IHSS Public Authority Functions

3. To train IHSS consumers on their role as an employer and to assist with the home care provider interviewing process as needed.

In 2011, PA staff assisted 1,023 IHSS consumers in better understanding their role as a supervisor, which included: setting up and conducting an interview; selecting the right candidate; supervising and communicating with the home care provider; and if necessary, terminating the home care provider.

4. To offer skill-building education & training to IHSS consumers and home care providers.

The PA team provides no-cost training to home care providers and IHSS consumers. Trainings offered by the Public Authority include: American Red Cross Certified First Aid and Cardio Pulmonary Resuscitation (CPR), Personal Care, Medication Management, Nutrition Overview, Fall Prevention, Understanding Diabetes and IHSS 101 Orientation. All classes are available in both English and Spanish.

5. To serve as the employer-of-record for IHSS home care providers for collective bargaining purposes, for Worker's Compensation claims, verification of employment and for administration of health care and dental benefits.

The Public Authority acts as the employer-of-record for IHSS home care providers. In this capacity and during 2011:

- 4,752 verifications-of-employment were processed,
- 54 Worker's Compensation claims were processed, and
- 44 subpoenas for release of personnel and payroll records were processed.

6. To serve as the Department of Justice (DOJ) Custodian of Records for IHSS home care providers.

In 2011, the IHSS DOJ Custodian of Records Unit received and analyzed:

- 4,286 incoming DOJ records,
- 848 subsequent arrest notifications were received, and
- 521 were determined to include a dis-allowable conviction and/or incarceration.

The Public Authority's Training Statistics for 2011:

- 918 home care providers attended classes
- 123 classes were offered
- 157 home care providers are now First Aid and CPR certified

Making the Right Match! - Consumer Testimonial

Ms. M., a Public Authority (PA) consumer, had this to say about her home care provider: ***"My home care provider is a wonderful person who is caring and concerned about my well-being!"***

"Outstanding" was the word the consumer used to summarize her experience with the PA.

IHSS Public Authority 2012 Operational Intents

1. To **assess** customer (internal within the county and external to the Public Authority) feedback regarding the services of the Public Authority.
2. To **provide** support to our IHSS home care providers through training, mentoring, and in-home coaching.
3. To **build** stronger referral processes between IHSS district offices, regional managers, supervisors, social workers, and the Public Authority.
4. To **assist** the IHSS Advisory Committee with recruitment of new members.
5. To publicly **promote** the availability of Public Authority services and resources.
6. To **provide** access to health care and dental plan enrollment for as many IHSS home care providers as budgeted resources will allow.
7. To **partner** with the United Domestic Workers union in support of IHSS home care providers' successful employment.
8. To **expand** the base of community partners in each of the County of Riverside's five supervisorial districts in support of seniors and persons with disabilities.
9. To **investigate** new programs or initiatives in support of IHSS consumers.

Relationships that Work!

Consumer Testimonial

During a follow-up conversation with IHSS Public Authority consumer, Ms. O. shared "**my relationship with my home care provider has flourished and is a very positive experience.**"

Ms. O. labeled her provider as "**magnificent**" and remarked that "**she is like a member of the family and can always be depended upon.**"



Hard Work Yields Rewarding Results!

Home Care Provider Testimonial

Ms. K., a Public Authority home care provider, expressed her gratitude by saying "**Thanks to the PA's effort I was matched with a consumer in short order.**" She also noted that "**taking care of my IHSS consumer is hard work but it makes me very happy to know that I am meeting her needs.**"

2012 IHSS Public Authority Staff Directory

<u>Executive Staff:</u>	<u>Title:</u>	<u>Staff to the PA Since:</u>
Ronald A. Stewart, Ph.D	Executive Director	2012
Robert Hughes	Administrative Services Manager I	2009
Dwight H. Benner	Secretary II	2008

<u>Administrative Staff:</u>	<u>Title:</u>	<u>Staff to the PA Since:</u>
Elia Chavez	Social Services Assistant	2003
Freda Hurst	Office Assistant III	2003
Martha Williams-Garcia	Community Program Specialist II	2003
Alma Esquivel	Social Services Assistant	2004
Elizabeth Dyches	Office Support Supervisor	2004
Leti Fierro-Garcia	Sr. Administrative Analyst	2004
Belina Lopez	Sr. Human Resources Clerk	2005
Roger Swalm	Community Program Specialist II	2005
Rose Valdes	Community Program Specialist II	2005
Sandra Ochoa	Office Assistant III	2005
Barbara Simpson-Lara	Administrative Services Analyst II	2006
Cynthia Urrutia	Social Services Assistant	2006
Hector Miranda	Community Program Specialist II	2006
Roxana Duarte	Social Services Assistant	2007
Samantha Tracey	Office Assistant III	2007
Erika Martinez	Community Program Specialist II	2008
Syling Lee	Office Assistant III	2008
Jennifer de la Ossa-Ramirez	Sr. Administrative Analyst	2010
Felix Minjarez	Sr. Community Program Specialist	2011

County of Riverside IHSS Public Authority

12125 Day St., Suite S-101, Moreno Valley, CA 92557

1 (888) 470-4477

www.rivcoihsspa.org

IHSSPublicAuthority@riversidedpss.org

In-Home Supportive Services Advisory Committee

Annual Report 2011



IHSS Advisory Committee's Mission Statement

In the course of educating, empowering, and advocating for the IHSS community, it is the Advisory Committee's responsibility to seek input from those participating in the IHSS program, incorporate their voices in reports to all stakeholders, and recommend ongoing improvements to the IHSS program

Letter from the IHSS Advisory Committee Chair

County of Riverside In-Home Supportive Services



Advisory Committee

12125 Day Street, Suite S-101

Moreno Valley, CA 92557

Toll Free: (888) 470-4477

Dear Stakeholders:

Our 2011 journey with the County of Riverside In-Home Supportive Services Advisory Committee was a difficult one due to budget constraints and membership vacancies. Nevertheless, we adjusted our sails to deliver on our mission to assist IHSS consumers to live with authority safely in their own homes.

On the following pages please find the IHSS Advisory Committee's Annual Report that highlights our activities, accomplishments, and challenges during 2011. I trust that it will provide our stakeholders with information relevant to what the IHSS Advisory Committee has been involved in the past year.

I invite you to call me or attend an IHSS Advisory Committee meeting in the future. Join us in this noble task of serving seniors and persons with disabilities and together we will build stronger communities.

As we close out this year we have several vacancies for members. Recruitment of members to the Committee is a top priority this coming year so that we can function more effectively on behalf of the IHSS program. If you are interested in joining the IHSS Advisory Committee, please contact Dwight H. Benner, secretary to the IHSS Advisory Committee at (888) 470-4477 ext. 227.

I am privileged and blessed for the opportunity to serve as this year's Chair. I also wish to convey my sincere gratitude to my fellow members, the Public Authority staff and members of the public who have participated in our meetings. Thank you.

Respectfully,

Jerry Corrales

Jerry Corrales, Chair

In-Home Supportive Services Advisory Committee



IHSS Advisory Committee Activities, Accomplishments and Challenges



Communications & Outreach

Effective communication is crucial in the delivery of IHSS services to recipients who are essentially “home bound” due to the nature of their situation. It is very important that they are informed about changes to program rules and how those changes impact them. The IHSS Advisory Committee (AC) wants to hear their stories and have their input “from the field” to know how various aspects of the program is working. While articles to the PA Newsletter have been an effective way to communicate with consumers and providers in the past, its frequency has been reduced and the AC can no longer contribute financially towards its publication. We have to be creative and find ways to address this challenge in the coming year.

The IHSS Advisory Committee was instrumental in assisting with implementation of the IHSS survey project during 2011. The survey was sent randomly to recipients of the IHSS program to gather feedback regarding their customer service experience with the program. The IHSS Advisory Committee recommends that the survey be continued in future years as this is a powerful tool to assess the IHSS community, gather their feedback and answer questions that they may have.

Recruitment of new members to the IHSS Advisory Committee was a priority in 2011. The Committee worked diligently on a Power Point presentation that highlights the IHSS program, Public Authority, and the Committee’s role. This slide show will be used at community forums by committee members as a powerful tool to assist with outreach presentations.

Committee Structure

The IHSS Advisory Committee is comprised of 11 members. Members include a representative from the County of Riverside Department of Public Social Services, representatives from the senior & disabled communities and representatives drawn from current and past providers and recipients. Due to the State’s drastic budget cut in Advisory Committee funding, the Committee agreed to meet less frequently, communicate more frequently by e-mail, and seated an Executive Committee to streamline our decision-making process and advocacy. Currently, the Committee meets quarterly and the Executive Committee meets as necessary between full Committee meetings.

Program Administration Input

The IHSS Advisory Committee partnered with staff to document IHSS consumer’s “Unmet Need Hours” (those hours worked by family members, independent providers or other outside resources, which are not paid through the IHSS program). The Committee made recommendations to the Department of Public Social Services IHSS to make ‘Unmet Need Hours’ documentation a priority due to the direct impact to recipients and how the documentation will directly impact how cuts are applied to individual recipients IHSS hours.

The IHSS Advisory Committee continues to work towards the establishment of a “Provider Back-Up Plan” so that consumers in the high risk category are protected in the event their provider becomes unavailable or needs time off.

IHSS Advisory Committee Activities, Accomplishments and Challenges

Other Membership Involvement/Activities

- Continued working with the California In-Home Supportive Services Consumer Alliance (CICA) for networking and educational purposes. Members participated in monthly CICA teleconferences.
- Continued monitoring updates from California Disability Community Action Network (CDCAN) on issues of importance to the IHSS program.
- Worked to distribute marketing materials & brochures in local community settings.
- Participated in local civic organizations.
- Participated in Senator Bill Emmerson's Senior Health Fair.

IHSS Advisory Committee Budget

This year was our toughest year budget-wise. The IHSS Advisory Committee annual budget was cut by the state on July 1, 2011 from \$52,965 to \$5,916. The Committee is committed to their service in support of the IHSS program and will be resourceful with the limited budget available next year.

We are blessed to have the opportunity to serve as voices and as advocates for recipients and providers of IHSS in Riverside County.

Current IHSS Advisory Committee Members


Felice Connolly
District 5



Jerry Corrales
Council on Aging
Chair



Jim Collins
Advocate
for Disabled



Kimberly Schroff
District 3



Kristine Loomis
District 4



Lisa Shiner
DPSS
Vice-Chair



