

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



**FROM:** Department of Public Social Services on behalf of  
In-Home Supportive Services Public Authority

**SUBMITTAL DATE:**  
March 17, 2015

**SUBJECT:** Submission of the Riverside County In-Home Supportive Services Public Authority and Advisory Committee 2014 Annual Report [Districts-All] [\$0]

**RECOMMENDED MOTION:** That the Board of Directors receive and file the attached Riverside County In-Home Supportive Services Pubic Authority and Advisory Committee 2014 Annual report.

**BACKGROUND:**

**Summary**

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 In-Home Supportive Services (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 In-Home Supportive Services Public Authority (IHSS PA).

*Susan von Zabern*  
Susan von Zabern  
Director

FINANCIAL DATA	Current Fiscal Year:	Next Fiscal Year:	Total Cost:	Ongoing Cost:	POLICY/CONSENT (per Exec. Office)
COST	\$ N/A	\$ N/A	\$ N/A	\$ N/A	Consent <input checked="" type="checkbox"/> Policy <input type="checkbox"/>
NET COUNTY COST	\$ N/A	\$ N/A	\$ N/A	\$ N/A	
<b>SOURCE OF FUNDS:</b> Federal Funding: 0% State Funding: 0%; County Funding: 0%; Realignment Funding: 0%; Other Funding: 0%				Budget Adjustment: N/A	
				For Fiscal Year: 14-15	

**C.E.O. RECOMMENDATION:**

APPROVE

BY: *Jennifer L. Sargent*  
Jennifer L. Sargent

County Executive Office Signature

**MINUTES OF THE BOARD OF SUPERVISORS**

- A-30
- Positions Added
- 4/5 Vote
- Change Order

Prev. Agn. Ref.:

District: All

Agenda Number:

**7-1**

Departmental Concurrence

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

**FORM 11:** Submission of the Riverside County In-Home Supportive Services Public Authority and Advisory Committee 2014 Annual Report

**DATE:** March 17, 2015

**PAGE:** Page 2 of 2

**BACKGROUND:**

**Summary (continued)**

Effective July 2002, the Board of Supervisors approved County Ordinance 819 which requires the In-Home Supportive Services Public Authority (IHSS PA) to submit a yearly report to the County Board of Supervisors and the governing board for the IHSS PA. 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 2014, the IHSS PA and In-Home Supportive Services Advisory Committee (IHSS AC) have collaborated to develop and present a joint report.

The Director of DPSS, therefore, requests the Board receive and file the attached 2014 report.

**Impact on Residents and Businesses**

The IHSS PA and IHSS AC functions provide services to elderly and dependent adults in Riverside County.

**SUPPLEMENTAL:**

**Additional Fiscal Information**

N/A

SvZ:clh

# 2014

## ACCOMPLISHMENTS AT-A-GLANCE

Supported more than 20,000 paid IHSS care providers in varied capacities.

Doubled **reception** service capacity and answered an average of 6,000 calls per month, at a 95% answer rate.

Completed more than 600 home visits in 2014, and successfully matched more than 1,000 recipients with **Registry** home care providers.

Increased Registry provider pool capacity by 11%.

Completed **Quick Start** (24- to 48-hour home visitation response) requests for in-home care providers, with a 93% success rate.

Resolved an average of 15,000 calls per month at the **Time Sheet Service Center** with a 96% answer rate.

Implemented the **Safe Homes Option Program (SHOP)** registry for Adult Protective Services (APS).

JANUARY — DECEMBER  
RIVERSIDE COUNTY  
IN-HOME SUPPORTIVE SERVICES (IHSS)

# IHSS Public Authority ANNUAL REPORT



*Jewel Lee, MSW  
Executive Director*

**The purpose of the local In-home Supportive Services (IHSS) Public Authority (PA) is to offer resources that allow IHSS service recipients enhanced access to home care providers.**

This is accomplished by: 1) creating a pool of trained and eligible in-home care providers, and 2) acting as “employer of record” to assist with the care providers’ IHSS program enrollment and payment functions.

Starting in October 2013, the PA committed to building an infrastructure to support a “One-Stop” service model. Through automation and streamlined business processes, the PA is now positioned to deliver enhanced services, which includes:

- \* Quick Start (24- to 48-hour) home visitation response to requests for in-home care providers;
- \* Expedited IHSS provider enrollment and orientation;
- \* IHSS “call center” to provide responsive payment resolution; and

## 2015 Goals

**Between January and December 2015, the PA will focus on:**

- 1** Enhancing automated and technology-based services, such as web-based enrollment processing and mobile live-scanning/background check capability;
- 2** Increasing staff capacity to complete home visitation and caregiver matching for up to 10% of the IHSS recipient population who do not have an identified and/or available home care provider option;
- 3** Developing a more robust provider training and support system grounded in the philosophy of “Healthy Providers, Better Care;”
- 4** Offering extended service hours to dispatch available caregivers on an emergency and/or short-term capacity as needed.

## Enhanced Service Access

800 - 575 - 2588

IHSS TIME SHEET  
SERVICE CENTER

## Improved Health & Safety

800 - 915 - 1777

QUICK START

PROVIDER  
BACK-UP SYSTEM  
(BUS)

SAFE HOMES  
OPTION PROGRAM  
(SHOP)

## Business Friendliness

888 - 470 - 4477

EMPLOYMENT  
VERIFICATION

## Increased Employment

877 - 808 - 0325

REGISTRY

IHSS PROVIDER  
RECRUITMENT

IHSS  
ORIENTATIONS

# IHSS Public Authority ACCOMPLISHMENTS

## No-Wrong-Door Approach

**Of the 1,148 individuals who completed customer satisfaction surveys, 99% indicated that they were happy with the overall service they received at the Public Authority (PA).** The success of the PA's customer satisfaction campaign is grounded in the goal to reach service resolution at first attempt, regardless of the location of the customer or the IHSS case home office. To achieve this goal, PA staff relies heavily on:

- ◆ county technology (telephone, fax, scanning, secured e-mail accounts);
- ◆ efficient use of existing clerical staff to support the reception area; and
- ◆ expansion of the "walk-in request" capability through streamlined paper-work processing.

**In April 2014, the PA telephone service system was enhanced and upgraded by adding the Solidus tool.**

Solidus is a telephone management program that allows for tracking and monitoring of incoming customer calls and completion of service over the telephone. By providing productivity data, the tool ensures service accountability, allowing the PA to reorganize resources to respond more immediately to recipients, customers, businesses, and the general public.

Since implementation of Solidus, the PA's reception calls have increased steadily by an average of 14% each month; averaging almost 6,000 calls every month between December 2013 and December 2014. This average is 81% higher prior to the tool's implementation.

## Increased IHSS Employment

Reinstatement of the IHSS provider recruitment events in 2014 resulted in over 300 new enrolled and available home care providers for the county. Through clerical support efficiencies, these applicant providers' paperwork were processed within 48 hours of the recruitment event, allowing the PA to establish payroll requirements within 5 working days or less. Recruitment efforts in 2014 allowed the PA to increase Registry provider matches by 56%. Full-time employment rate also increased by 12%.

## IHSS Payment Portal (PayPort)

IHSS PayPort allows customer-centric public service that is faster, more accurate, and fiscally prudent through technology. The PayPort tool immediately delivers IHSS case payment data to internal county staff through the use of a searchable tool that is refreshed daily from state payment data sources. Additionally, PayPort allows the Public Authority the ability to extend reception and employment verification support to the public using the same staffing level.

**The implementation of IHSS Payment Portal automates an archaic income verification process that originally took 5 to 7 working days to manually research, transcribe, and deliver.**

IHSS PayPort now automates 30% of PA's IHSS income verification workload coming from Self-Sufficiency, DPSS Hearings, Recovery and Investigations unit, Homeless programs, etc.

As of October 15, 2014 more than 1,300 DPSS staff were given access to IHSS PayPort. Initial feedback from DPSS users have been positive, stating that the tool has allowed for more efficiency and productivity within their respective scope of work.

## Safe Homes Option Program (SHOP)

SHOP was launched on July 2014, offering placement resource options to Adult Services Division (ASD). Upon receipt of service requirements from ASD, the PA researched and screened over 300 licensed facilities and visited over 100 licensed homes/facilities to ensure "fit" in the SHOP Registry requirements.

The SHOP Registry continues to ensure that placement facilities are pre-screened with no current serious violations and that a recipient's limited payment option does not necessarily equate to substandard (and unsafe) quality of care.

Between July and December 2014, SHOP received an average of 15 referrals each month from Adult Protective Services social workers seeking alternative housing options for vulnerable adults.

Efficiency

Kindness

Creativity

### The IHSS PayPort...

...offers DPSS staff a process to research and confirm IHSS benefit payments directly, with the most updated information;

...streamlines work processes through a "self-serve tool" thereby reducing foot traffic in IHSS and PA district offices;

...reduces customer wait time by allowing DPSS staff to have immediate access to income information necessary for public benefits eligibility determination;

...helps to avoid financial disruption for families who need income information for public benefits application or re-evaluation, private loans, and other personal transactions.

## Care Provider Back-up System (BUS)

In January 2014, the PA registry started identifying a select group of in-home care providers who are available and have capability to respond to APS or IHSS requests during non-business hours, late evening response, or unplanned weekend hours. The PA BUS also provides a non-traditional resource alternative to Adult Protective Services (APS) staff when shelter or emergency placement is not immediately accessible. In August 2014, the PA BUS was tested for an APS emergency response case and proved effective as an after-hours support. The PA BUS "pilot" will continue in 2015 in order to refine processes related with: screening available providers, refining staff communication after hours, and completion of expedited payment of BUS providers.

# 2014

This report describes the focus and dedication of the IHSS Advisory Committee (AC) to ensure that the voices of service recipients, care givers, older adults and individuals with a disability stay in the forefront of significant program changes.

## The IHSS Advisory Committee (AC) is comprised of 11 members who represent:

Six residents of the county who are current or former recipients of IHSS;

Two residents of the county who are current or former providers of IHSS;

One member of the county Office on Aging advisory group;

One county resident representing organizations in the county that advocate for people with disabilities;

The Director of the Department of Public Social Services (DPSS) or designee.

## BUDGET

In 2014-15, the IHSS Advisory Committee (AC) had a budget of \$5,917. To date, a little less than half (46%, or \$2,708) of this budgeted amount was spent on: training, dues, transportation, and mileage.

## In-Home Supportive Services (IHSS) Advisory Committee Annual Report

### Below are the ongoing activities completed by the Advisory Committee in 2014

- ◆ Ongoing feedback and testing of new service enhancements introduced by the Public Authority, including: Department staff training, Internet Provider Application (iPA) portal, and time sheet service center customer response.
- ◆ Ongoing participation in the California IHSS Consumer Alliance (CICA) for networking and educational purposes. The focus for CICA during the past year has been the implementation of the new IHSS provider payments for overtime, travel time, and new time sheet design.
- ◆ Ongoing participation in community functions and meetings geared at increasing awareness about: resources for older adults and individuals with a disability; community service goals of the IHSS Advisory Committee; and the impact of IHSS legislative and program changes.
- ◆ Ongoing review of "All-County Letters" and other state policy to ensure that the unique perspectives of providers and recipients affected by mandated changes are considered.
- ◆ Ongoing training on IHSS program changes and its impact on service beneficiaries.

## 2014 IHSS Advisory Committee

### Current/Former IHSS Recipient

Dwight Solis, Chairman (District 4)

Donald Brock, Member (District 5)

### Current/Former IHSS Provider

Ben Jauregui, Member (District 2)

Kimberly Schroff, Secretary (District 3)

### Member of Office on Aging Advisory

Ann Kasper, Member

### Advocate for People with Disabilities

Paul Van Doren, Vice Chairman

### DPSS Designee

Lisa Shiner, Adult Services Division Assistant Director

IHSS ADVISORY COMMITTEE  
**2014 Goals and Accomplishments**

**In addition to community education and events participation, members of the Advisory Committee (AC) committed to accomplishing three critical projects.**

*Through these projects, the committee sought to enhance (1) committee membership outreach, (2) community education, and (3) program participation. These projects include:*

- ◆ *completion of the AC informational video;*
- ◆ *design and dissemination of the AC “call-to-action” posters; and*
- ◆ *design and implementation of the disability awareness and “sensitivity” training targeted for department social workers and support staff.*

### **1 Informational Video**

In 2013, the IHSS Advisory Committee began its efforts to produce a recruitment video highlighting the group’s critical mission: technical assistance, assessment of any IHSS program change impact, and serving as a public advocate for both IHSS recipients and providers. Through this video, the Advisory members hope to educate and motivate the public to be part of a joint effort by both county and customers to deliver quality of care.

### **2 Membership Recruitment Posters**

In tandem with the Advisory Committee informational video, the AC recruitment posters were completed in September 2014. These posters were disseminated and displayed at various public and private organizations throughout the county, including all Adult Services Division offices.

### **3 Customer Care & Sensitivity Training**

*In 2014, the IHSS Advisory Committee members held many meetings with the department’s Training Division to design a customer service curriculum focusing on people with disabilities. Recipients of this training program include all staff levels of Adult Services and Public Authority.*



Training is now being delivered in a “panel presentation” format, composed of up to a total of eight IHSS recipients and providers. The panel approach allows department staff, IHSS recipients, and in-home care providers to have a guided discussion on varying viewpoints. The goals of the panel are:

- ◆ to offer insight on the very complex issues involving the care of people who are aging or with disabilities;
- ◆ to provide perspective on the benefits and limitations afforded by the IHSS as an entitlement program; and
- ◆ to gain an understanding of the very special roles that DPSS staff play to help facilitate a better quality of life for recipients of in-home supportive services.

