

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

305 A



FROM: Department of Public Social Services

SUBMITTAL DATE:
March 23, 2016

SUBJECT: Submission of the Riverside County In-Home Supportive Services Public Authority and Advisory Committee 2015 Annual Report [Districts – All] [\$0]

RECOMMENDED MOTION: That the Board of Supervisors:

1. Receive and file the attached Riverside County In-Home Supportive Services Public Authority and Advisory Committee 2015 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	
SOURCE OF FUNDS: Federal Funding: 0% State Funding: 0%; County Funding: 0%; Realignment Funding: 0%; Other Funding: 0%				Budget Adjustment: No	
				For Fiscal Year: 15-16	

C.E.O. RECOMMENDATION:

APPROVE

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

County Executive Office Signature

MINUTES OF THE BOARD OF SUPERVISORS

Departmental Concurrence

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

Prev. Agn. Ref.: 4/14/15, 2.1

District: All

Agenda Number:

2-6

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

FORM 11: Submission of the Riverside County In-Home Supportive Services Public Authority and Advisory Committee 2015 Annual Report [Districts – All] [\$0]

DATE: March 23, 2016

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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. The IHSS PA and In-Home Supportive Services Advisory Committee (IHSS AC) have collaborated to develop and present a joint report for 2015.

- The IHSS Contract Care option in Riverside County expired on June 30, 2015 as mandated by the Coordinated Care Initiative (CCI) SB 1008 and SB 1036. By December 2015, all previous contract care mode recipients were confirmed to have sufficient in-home care to ensure safety and well-being. In addition, over 300 Addus Inc. employees were transitioned into the state payroll system, allowing them to earn \$11.50 per hour to continue to serve IHSS (former) contract care mode clients.
- The Time Sheet Service Center (TSSC) continued to provide quality and efficient resolution to time sheet and payment concerns. In 2015, TSSC received an average of 33,186 calls per month with a 92% successful answer rate (an increase of 122% from calendar year 2014). With the county-wide implementation of the Voice-Over Internet Protocol (VOIP) in October 2015, TSSC call volume increased by 300%.
- With the hiring of additional Social Workers at Public Authority, efforts to establish long-term caregiving relationship continued to be a priority. A total of 979 recipients home visits were conducted with a caregiver match success rate of 89% (total, 868).
- Implementation of mobile live scan technology in 2015 now allows PA to offer fingerprint rolling services across the county free of charge beginning February 2016.

The Director of DPSS, therefore, requested the Board receive and file the attached 2015 report.

Impact on Residents and Businesses

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

Attachments

In-Home Supportive Services Public Authority and Advisory Committee 2015 Annual Report

SvZ:jd

JANUARY—DECEMBER 2015

RIVERSIDE COUNTY
IN-HOME SUPPORTIVE SERVICES (IHSS)

PUBLIC AUTHORITY ANNUAL REPORT

2015 Customer Satisfaction Survey

99% of those who received IHSS-PA services were generally satisfied.

100% indicated that IHSS-PA staff were professional.

99% indicated they would recommend IHSS-PA services to family members and friends.



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

creating a pool of trained and eligible in-home care providers, and acting as “employer of record” to assist with program enrollment and payment functions. Starting in October 2013, the PA committed to offering countywide support through a “One-Stop” service model. Through automation and streamlined business processes, the PA delivers new service enhancements listed below.

- ◇ The PA social workers and supervisors now complete **Quick Starts** and follow-up to make sure that more complex caregiving situations receive a home visitation response within 24 to 48 hours.
- ◇ The PA now has three different hotlines to 1) provide immediate payment resolution, 2) dispatch caregivers upon request, and 3) offer assistance on overtime and travel paperwork.
- ◇ The **Provider Back-Up System (BUS)** is now able to respond to countywide requests for caregivers during weekends and after-hours.
- ◇ All paperwork processes are now expedited to ensure more immediate enrollment and payment of caregivers.

2016 Goals

Between January and December 2016, the PA will focus on the following goals:

1. The PA will streamline and complete all state-mandated IHSS care provider orientation and enrollment activities, and increase customer access through mobile live-scan rolling (fingerprinting) services.
2. The PA will provide centralized support and monitoring of IHSS provider overtime, travel, and related violations as mandated by the **Fair Labor Standards Act (SB 855 and SB 873)**.
3. The PA will increase capacity of all hotlines (time sheet services, IHSS Provider Dispatch, Overtime/FLSA Customer Support) through increased staffing and technology to accommodate continued increase in call volumes.
4. The IHSS Provider Support, Training, and Retention program will offer enhanced skills training and caregiver support to improve program retention and customer satisfaction.

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STAR 2016 Preview...

In-Home Supportive

Services (IHSS) is a state program that promotes independence and self-determination for seniors and disabled individuals to live safely in their own homes.

Individuals who are skilled in providing care and personal assistance are essential to the success of the program.

The **PASTAR** Program offers IHSS providers access to a support network that focuses on caregiver well-being and skill-enhancement geared at ensuring IHSS provider success.

Well-supported in-home care providers result in enhanced quality of service and longer caregiving relationships.

2015 ACCOMPLISHMENTS At-A-Glance

Improved Health & Safety

Increased Employment

The PA Registry pool of in-home care providers was increased by 83% from December 2014.

The PA social workers completed 979 home visits in 2015 and successfully matched more than 2,200 recipients with Registry in-home care providers.

The PA social workers, with support from staff of the Dispatch Hotline, combined efforts to complete expedited caregiver matches within 5 days with a 93% success rate.

*Healthy Providers
Better Care*



**IHSS
PROVIDER
SUPPORT
TRAINING
AND
RETENTION
PROGRAM**

Business Friendliness

The PA Reception received an average of 8,360 calls per month, with a 94% successful answer rate. Reception capacity was also expanded to support 100% increase in "same-day walk-in" and check-stub requests.

The Training & Recruitment Unit and the PA Reception combined capacity to accommodate a 39% increase in call volume (when compared to 2014).

The Time Sheet Service Center resolved an average of 33,186 calls per month, with a 92% successful answer rate. This average reflects a 122% volume increase from 2014 due to the Voice-Over Internet Protocol (VOIP) enhancement.

HOTLINES

(800) 915-1777

Registry Quick Starts
Provider Back-Up

877-808-0325

FLSA Support
Provider Recruitment,
Training & Retention

(800) 575-2588

Time Sheet Services
Special Payments

(888) 470-4477

Employee Records
Worker's Compensation
Employment Verification



2015 ACCOMPLISHMENTS, continued

Time Sheet Service Center (TSSC)

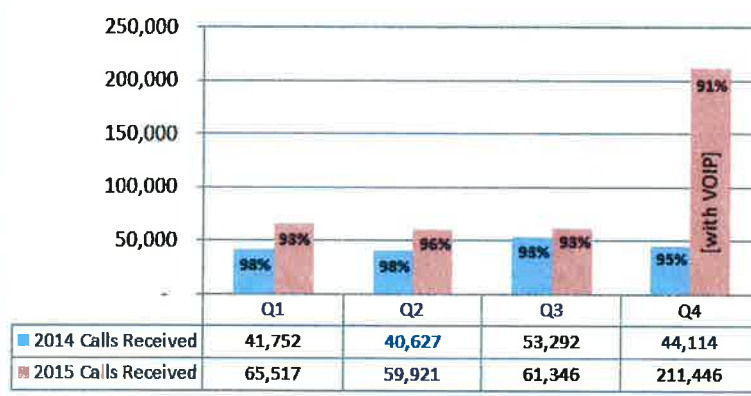
TSSC received an average of 33,186 calls per month in 2015.

The **Time Sheet Service Center (TSSC)** hotline was implemented in April 2013 to better serve our customers through “live” customer interface. The goal of TSSC is to provide customers with immediate resolution to any payment concerns.

By December 2015, TSSC averaged 33,186 (received) calls per month. This reflects an increase of 122% when compared 2014 calendar year (which averaged approximately 14,982 calls per month).

The PA successfully answered and resolved 92% of IHSS payment calls through combined efforts of all hotline resources and temporary assistance employees.

TSSC Total Calls Received and Percent Answered per Service Quarter in 2014-2015



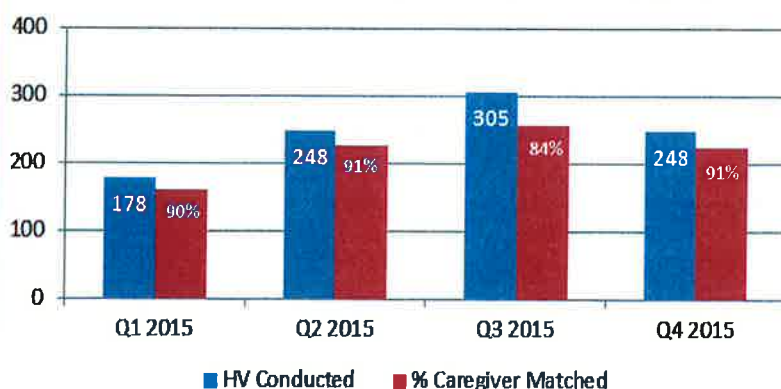
The county-wide implementation of the Voice-Over Internet Protocol (VOIP) in October 2015 significantly expanded telephone access for IHSS customers. This enhancement resulted in a 300% increase in hotline call volume during the last quarter.

Home Visits and Caregiver Matching

Registry requests increased by 108% in 2015.

The PA Registry team provides services to approximately 10% of the IHSS recipient population who do not have an identified and/or available in-home care provider. In 2015, the PA increased staff capacity to complete home visitations and caregiver matches.

Total Home Visits Completed per Service Quarter in 2015 and Percent Matched with Caregiver



Through this staffing increase, PA social workers were able to complete 979 client home visits in 2015.

Additionally, the PA successfully matched more than 2,200 recipients with Registry in-home care providers through various means including: Registry listing, home visitation, and immediate dispatch.

By December 2015, the PA had a total of 1,737 clients who needed continued monitoring to find quality in-home caregivers. This caseload represents a **108% increase** from the previous year.

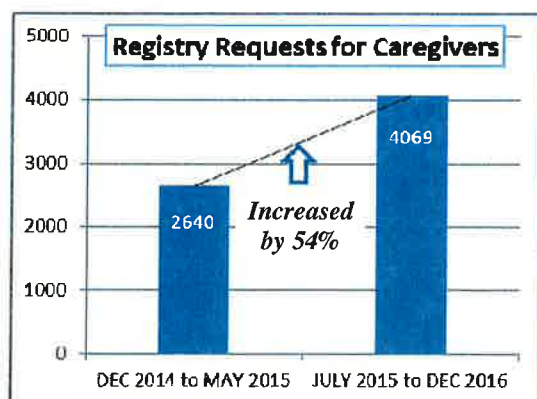
2015 Customer Satisfaction Feedback

"Yes, I would recommend PA to family and friends...The staff was very pleasant and fun."
(Jan-Mar 2015)

"The program in IHSS is well-organized and the staff is very helpful in providing information." (Apr-Jun 2015)

"I loved the inspirational video... it was so inspiring. All staff were very professional and courteous." (Jul-Sept. 2015)

"I appreciate this program that helps us. [It] has the heart to spend the time to help those who are in need, especially the elders." (Oct-Dec 2015)



Registry requests for in-home caregivers increased by 54% upon termination of the contract care option in June 2015.

2015 ACCOMPLISHMENTS

No-Wrong-Door Service

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 in 2015, PA staff relied heavily on county technology (telephone, fax, scanning, secured e-mail accounts). Additionally, staff cross-training enhanced efficiency of existing clerical staff to support the reception area. By doing so, the PA was able to expand and double "walk-in request" capability.

IHSS Contract Care Transition Support

Approximately 700 IHSS recipients and 300 contract care employees transitioned to the IHSS service payroll in 2015.

Due to legislative changes, the IHSS Contract Care (CC) option in Riverside County expired on June 30, 2015. In preparation for this change, the Public Authority partnered with key stakeholders to ensure that the transition of the contract option did not significantly impact the continuity and quality of care delivered to IHSS recipients.

Between February and June 2015, PA social workers, supervisors and support staff completed multiple home visitations and telephone outreach to all individuals across the county affected by this change. PA staff offered support and options regarding caregiving employment through face-to-face, telephone, community events, and written communication.

Upon termination of the contract care option in June (until December 2015), PA continued to outreach to IHSS recipients and facilitated caregiving matches immediately upon request by IHSS recipients to ensure safety and stability. By December 2015, all previous CC mode consumers were confirmed to have sufficient in-home care.

2015 In-Home Supportive Services (IHSS) Advisory Committee Annual Report

This report describes the focus and dedication of the IHSS Advisory Committee (AC) to ensure that the voices of service recipients, caregivers, 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:

- ◇ 6 residents of the county who are current or former recipients of IHSS;
- ◇ 2 residents of the county who are current or former providers of IHSS;
- ◇ 1 member of the county Office on Aging Advisory Council;
- ◇ 1 county resident representing organizations in the county that advocate for people with disabilities; and
- ◇ the Director of the Department of Public Social Services (DPSS) or designee.

IHSS Advisory Committee

Current/Former IHSS Recipient

Richard Olguin, Member
Dwight Solis, Member
Donald Brock, Vice Chairman
Kristine Loomis, Member

Current/Former IHSS Provider

Ben Jauregui, Chairman

Member of Office on Aging Advisory Council

Ann Kasper, Secretary

Advocate for People with Disabilities

Paul Van Doren, Vice Chairman

DPSS Designee

Lisa Shiner, DPSS Adult Services Assistant Director

Below are the ongoing activities completed by the Advisory Committee in 2015.

- ◆ Participation in community functions and meetings geared at increasing awareness about resources for older adults and individuals with a disability.
- ◆ Review of IHSS state policies and regulations to ensure that the unique perspectives of caregivers and recipients affected by mandated changes are considered.
- ◆ Training on specific IHSS program changes and its impact on service beneficiaries.
- ◆ Participation in state-level workgroups to ensure that the perspectives of seniors and adults with disabilities are considered when implementing new requirements around: caregiver payments, recipient services, and program forms and time sheet design.
- ◆ Recruitment of Advisory Committee members to ensure a steady participation by recipients, providers, and community members during the course of the year.
- ◆ Dissemination of accurate IHSS program information and sharing of innovative approaches about Riverside County programs.

BUDGET

In 2015-16, the IHSS Advisory Committee (AC) had a budget of \$5,917. To date, a little less than half (41%, or \$2,438.97) of this budgeted amount was spent on: training, dues, brochures, transportation, and mileage.

Advisory Committee Annual Report, Continued

November is National Caregiver Appreciation Month

In Riverside County there are more than 24,000 IHSS homecare providers delivering essential services to over 27,000 seniors and people with disabilities. These services are critical to allow IHSS recipients to live safely in their own homes with independence and dignity.

November is National Family Caregivers Month, and since 2005 the State of California has proclaimed the second week of November as **In-Home Supportive Services (IHSS) Homecare Provider Recognition Week**.



The 2015 Caregiver Appreciation event was held on November 20th at the Moreno Valley Recreation Center with sponsorship from the United Domestic Workers Union, and partnership from DPSS Adult Services Division, IHSS Public Authority Advisory Committee, and Office on Aging. Focusing on caregiver "self-care" and resource support, the event was a notable success with over 300 attendees.



OUTREACH EFFORTS & COMMUNITY EVENTS ATTENDED

Walk for Autism
Riverside 92509
April 19, 2015

Spring Regional Special Olympic Games
Murrieta 92354
May 26, 2015

Riverside County Elder Abuse Symposium
Moreno Valley 92553
June 24, 2015

Inland Empire Disabilities Collaborative (IEDC) Resources Expo
Riverside, CA 92501
August 8, 2015

IHSS Caregiver Appreciation Event
Moreno Valley, CA 92590
November 20, 2015

CONGRATULATIONS

Paul Van Doren!
2014 Telisman Memorial Award



On January 13, 2015 the Board of Supervisors recognized **Paul Van Doren**, for his outstanding community service and support of the elderly, adults with disabilities, and caregivers in his community. Michele Haddock, Office of Aging Director and Jerry Corrales, Advisory Council on Aging Parliamentarians participated in the presentation.