

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

434
A



FROM: Department of Public Social Services

SUBMITTAL DATE:
July 12, 2011

SUBJECT: Riverside County In-Home Supportive Services Public Authority and Advisory Committee
Fiscal Year 2009-2010 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 2009-2010 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.

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

MINUTES OF THE BOARD OF SUPERVISORS

On motion of Supervisor Buster, seconded by Supervisor Benoit and duly carried, IT WAS ORDERED that the above matter is approved as recommended.

Ayes: Buster, Stone, Benoit and Ashley
Nays: None
Absent: Tavaglione
Date: July 26, 2011
xc: DPSS

Kecia Harper-Ihem
Clerk of the Board
By: *Kecia Harper-Ihem*
Deputy

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

Prev. Agn. Ref.: District: Agenda Number:

All

ATTACHMENTS FILED
WITH THE CLERK OF THE BOARD

2.14



TO: BOARD OF SUPERVISORS

DATE: July 12, 2011

SUBJECT: Riverside County In-Home Supportive Services Public Authority and Advisory Committee Fiscal Year 2009-2010 Annual Report

BACKGROUND (Continued):

Effective July 2002, the Board of Supervisors approved County Ordinance 819 which requires the In-Home Supportive Services Public Authority to submit yearly reports to the County Board of Supervisors. Ordinance 819 also charges the Advisory Committee to engage in research activities and submit recommendations to the Board of Supervisors.

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 2009-2010 Annual Report

SL:PR:clh



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

2009/2010 Annual Report



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Letter from the Executive Director

I am pleased to provide the first joint Annual Report for the Riverside County In-Home Supportive Services (IHSS) Public Authority and the IHSS Advisory Committee. Established in 2003, the IHSS Public Authority serves as an enhancement to the IHSS program administered by the Department of Public Social Services (DPSS), Adult Services Division, which currently serves 17,435 IHSS recipients in Riverside County. Together, and in association with the IHSS Advisory Committee, we strive to help elderly and dependent adults remain safely in the comfort of their homes rather than in institutional care. This report will showcase the goals and objectives achieved through this valuable partnership.



The IHSS Public Authority is mandated by AB 1682 to maintain a registry to link IHSS recipients with qualified home care providers, to make training available for both providers and IHSS recipients, and to act as employer of record for all IHSS providers. Through the IHSS Public Authority, health benefits are now available to all eligible providers. As employer of record, the IHSS Public Authority has actively participated in collective bargaining efforts with United Domestic Workers of America (UDWA), the local IHSS providers' union, which resulted in higher wages and health benefits that now include a plan offering medical and dental coverage.

We have grown immensely over the past seven years. Our registry of home care providers currently serves 825 IHSS recipients and has completed more than 4,205 recipient/provider matches. In addition, we have trained over 2,771 registry providers and IHSS recipients in a variety of topics, including CPR/First Aid, Disaster Preparedness, and Effective Communication Skills. Our training program is available to all IHSS providers and recipients in Riverside County. As we begin a new year, I look forward to the continuous growth of our vital program and the implementation of positive changes that will enhance our ability to continue to effectively meet the needs of our IHSS recipients and providers while preserving program integrity.

To that end, the 2009-10 California State Budget Act enacted major reforms to the IHSS program which went into effect in November 2009. Reforms included new requirements for all current and new IHSS providers, such as criminal background checks through the California Department of Justice (DOJ). In Riverside County, the IHSS Public Authority partnered with the IHSS Program in the implementation of new provider enrollment requirements and conducted extensive outreach efforts, including mass orientation sessions to ensure providers completed the new enrollment process prior to the deadline set by the State. Riverside County currently has approximately 15,104 active IHSS providers. From November 1, 2009 to December 31, 2010, approximately 14,106 IHSS providers completed the enrollment process in Riverside County, a significant accomplishment given the high volume of work involved and short timeframes for implementation.

Thanks to the diligent and collaborative efforts of many, including current and former Public Authority staff, management, our DPSS-IHSS partners and the IHSS Advisory Committee, the Riverside County IHSS Public Authority has built a strong foundation upon which we consistently deliver high quality services to our IHSS recipients and providers. Our gratitude is also extended to the Riverside County Board of Supervisors and DPSS Administration because this success would not have been possible without their continuing trust and support of our mission to make it possible for our IHSS recipients to "live with authority".

A handwritten signature in black ink, appearing to read "Anna L. Martinez". The signature is fluid and cursive.

Anna L. Martinez,
Executive Director
IHSS Public Authority

Our Mission Statement

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

The IHSS Public Authority maintains a Registry of screened and trained providers for hire who are referred to IHSS recipients. As the employer of record for all IHSS providers, the Public Authority also engages in collective bargaining for wages, benefits and other conditions of employment.

The Public Authority is dedicated to helping IHSS recipients achieve an optimum level of independence and the opportunity to *Live with Authority*.

Milestones

In July of 1999, the California State Legislature enacted AB 1682, requiring all counties to establish a Public Authority (PA) or similar entity by January 2003. In June 2002, the County of Riverside Board of Supervisors established the IHSS Public Authority to aid and assist elderly and/or disabled IHSS recipients needing care. The Riverside County IHSS Public Authority began operations in January 2003, under the management and direction of the Department of Public Social Services (DPSS) Adult Services Division, with the hiring of the Executive Director.

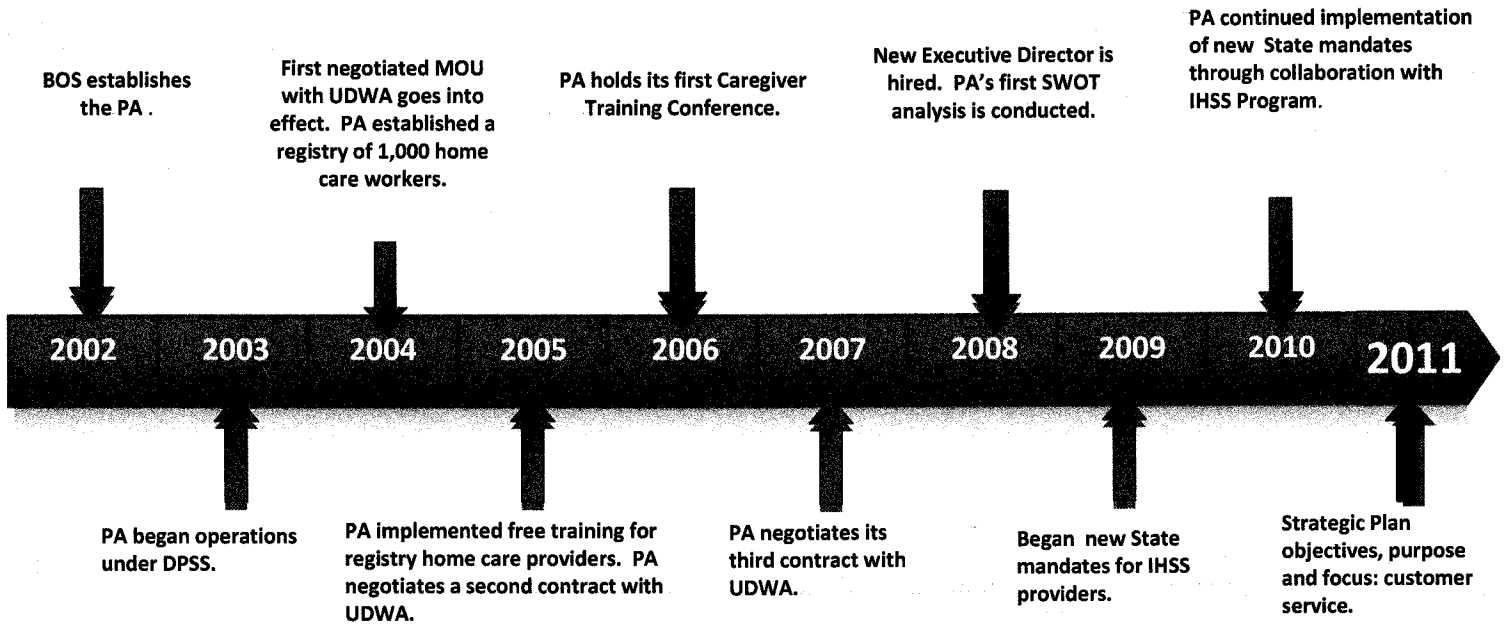
In 2003, IHSS provider wages were \$7.11 per hour without health benefits. Since then, in its capacity as employer-of-record, the Public Authority has negotiated three contracts with the United Domestic Workers of America (UDWA) thereby increasing the provider hourly wage to \$9.75 in December of 2007, and to \$10.25 in July 2008. The hourly rate would have further increased to \$10.75 in July of 2009 and \$11.50 in July of 2010 as part of the Memorandum of Understanding (MOU) with UDWA. However, in fiscal year 2008-09, the State budget included a reduction in the State participation in IHSS provider wages, which was challenged in the courts. As a result, a court injunction was issued in June of 2009 that ordered the wages remain at the previously approved level in FY 2008-09, which was \$10.25 per hour.

Budget trailer bill language included in AB 1612 of FY 10/11, temporarily reinstated the state financial participation in provider wages until July 1, 2012. With the Board of Supervisors' approval, the department has submitted a rate change request to the California Department of Social Services (CDSS) for approval to increase provider wages to \$11.50 per hour, the level stipulated in the MOU agreement between Riverside County IHSS Public Authority and UDWA. With CDSS approval, the rate change will be implemented prospectively in the State payroll system for all home care providers covered by the MOU.

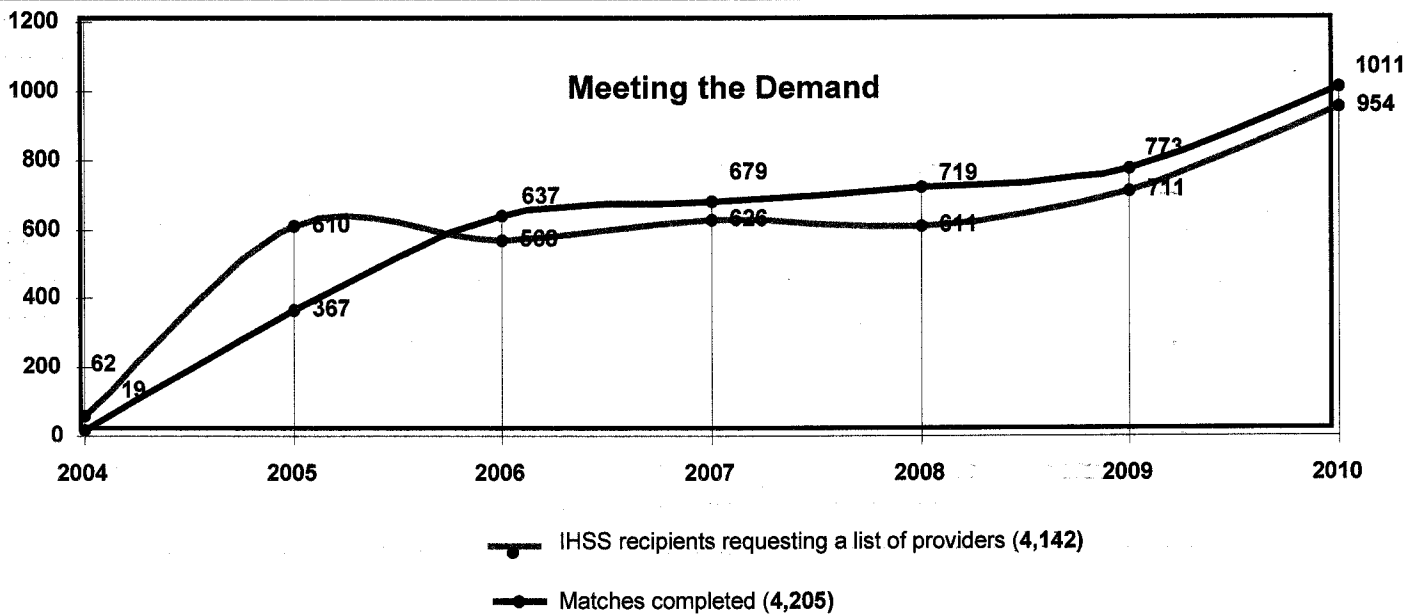
The negotiated MOU with UDWA also included health benefits for eligible IHSS providers. As of today, a total of 1,975 providers who worked at least 80 hours per month for three consecutive months were eligible to health benefits from Exclusive Care, the county health plan and dental coverage through UCCI. Many providers now have medical coverage for the first time. Currently the share of cost paid by providers for health coverage, is \$48.21 per month.

In 2004, the Public Authority began publishing, *Living With Authority*, a newsletter that reaches over 20,000 IHSS recipient and provider households. The newsletter brings a wide range of information regarding IHSS services and community resources. The newsletter is published two times per year. The newsletter is funded partially by the IHSS Advisory Committee.

Public Authority's Milestones



The Public Authority staff is dedicated to operating a growing registry of 773 independent providers who are background checked and available for hire by IHSS recipients. The Registry has been up and running since summer of 2004 and has assisted over 4,142 IHSS recipients, processed applications for 5,587 providers to be considered for the Registry and has successfully matched 4,205 qualified providers with recipients. The table below demonstrates the number of IHSS recipients requesting a list of providers and the number of provider/recipients matches completed by year*.



* The number of provider/recipients matches completed includes multiple matches per year per client. The number of matches completed is higher than the number of IHSS recipients requesting a provider because some IHSS recipients requested more than one provider to perform their IHSS authorized tasks.

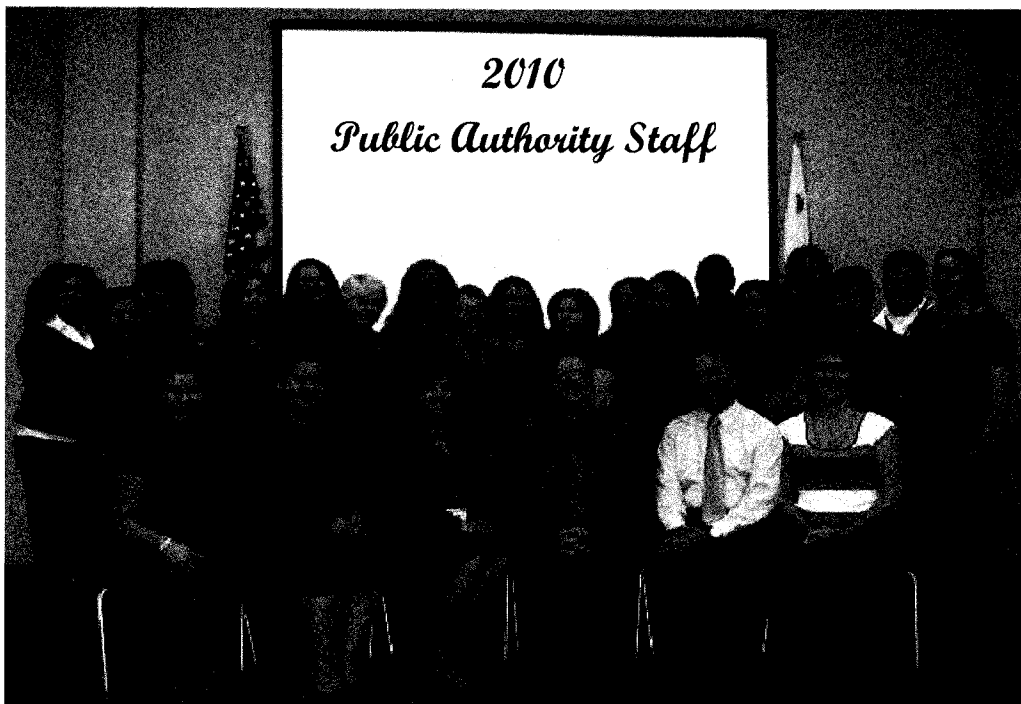
Milestones (continued)

In 2005 the Public Authority Registry implemented free trainings for home care providers. Such trainings included First Aid/CPR, personal care, nutrition, effective communication skills and working with people with disabilities. Also in 2005, the Public Authority moved to its new home in Moreno Valley. This enabled the PA to be centrally located and to accommodate its growing staff.

In November 2006, the PA held its first Caregiver Training Conference as part of the National Family Caregiver Month. With the partnership of Exclusive Care, the IHSS Advisory Committee, UDWA, Office on Aging, Inland Caregiver Resource Center, the Braille Institute and Addus Health Care, six caregivers (one from each of the five supervisorial districts and one from the Office on Aging) were recognized at the Board of Supervisors' chambers. Each caregiver received a proclamation in recognition of their hard work. These celebrations continued in 2007 and 2008. In 2009 and 2010 due to budget cuts, the Public Authority was unable to host a conference for the caregivers but nominations were still submitted and five caregivers were recognized by the Board of Supervisors for the enormous contributions made in the lives of IHSS recipients and for demonstrating those personal qualities and skills that enhance the quality of life of IHSS recipients, thereby helping them remain safely in their own homes.

The Public Authority's current Executive Director was hired in July 2008. Shortly thereafter, the Public Authority's first Strengths, Weaknesses, Opportunities and Threats (SWOT) analysis was conducted. The results of the SWOT analysis were used to establish strategic priorities for the Public Authority. Pages 10-11 describe in more detail the results of this analysis and the development of the strategic plan.

In FY 2009-10, the Public Authority collaborated with the IHSS program to implement new State mandates for approximately 15,000 IHSS providers in Riverside County. This resulted in successful implementation, improved service and stronger partnerships between the Public Authority and IHSS program staff.



First row (from left to right): Leti Fierro-Garcia, Elizabeth Dyches, Anna Martinez, Robert (Bob) Hughes, Dwight Benner and Jennifer De La Ossa Ramirez. **Second row**: Erika Martinez, Susan Ortega, Barbara Walker, Martha Williams-Garcia, Alma Esquivel, Cynthia Urrutia, Roxana Duarte, Freda Hurst, Elia Chavez and Samantha Tracey. **Third row**: Rita Diaz, Rose Valdes, Barbara Simpson-Lara, Belina Lopez, Clarissa Valencia, Sandra Ochoa, Syling Lee, Roger Swalm, and Hector Miranda.

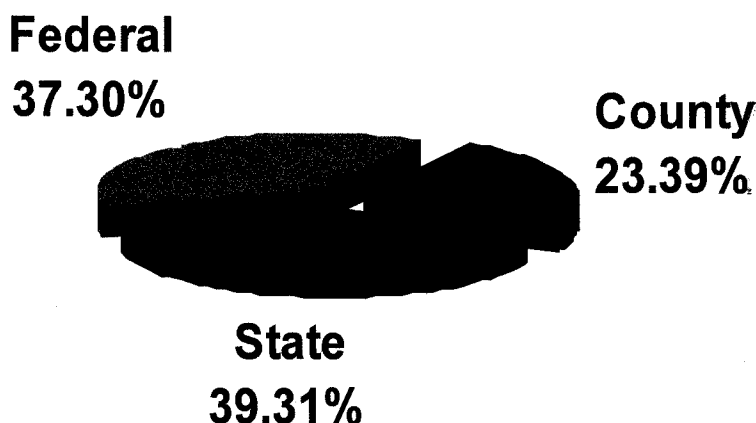
Financial Report

Program Revenue and Costs for Fiscal Year 2009-10

The Fiscal Year 2009-10 budget anticipated a 10.66% increase in service hours as a result of program growth. The budget also included funding for provider health benefits. The budget did not include additional positions than budgeted in FY 2008-09. The total proposed budget was estimated to be \$ 3,505,118, which was a decrease of \$273,878 compared to the 2008-09 budget.

With the Board's approval, the 2009-10 budget was submitted to the California Department of Social Services (CDSS) for approval. CDSS converted this budget into an hourly rate based on the number of service hours that would be rendered by independent providers to IHSS clients. It was estimated that the hourly rate for administrative costs would be \$.21 per hour of service provided, which is \$.04 less per hour than the budgeted amount for the 2008-09 fiscal year due to the anticipated increase in service hours for 2009-10 fiscal year. The funding ratios for the 2009-10 budget were as follows:

Funding Ratio



During this past fiscal year, providers delivered approximately 16.9 million service hours to Riverside County IHSS recipients. In terms of wages, taxes and benefits, the total dollars spent to provide home care services to IHSS recipients amounted to more than \$197.8 million dollars. Most of those funds, 94.4% were used to pay wages and employer payroll taxes for home care providers. An additional 5.6% was used to pay for providers' health benefits.

The Board of Supervisors approves the Public Authority's budget to fulfill this mandate. The Board has full authority to set the agency's budget within the confines of the funding provided by Riverside County, the State of California and United States Government.

Public Authority Expenses

The actual expenses for FY 2009-10 were \$2.4 million dollars. Of that amount, 69.7% was used for staff's salaries and benefits and 30.3% was used for overhead and operation expenses such as materials for trainings for providers, printing of newsletters, drug and alcohol screening and background checks for registry providers, registry and health benefits software maintenance, facilities and equipment.

IHSS Advisory Committee 2010 Annual Report

The IHSS Advisory Committee

The committee consists of a cross-section of IHSS recipients and providers representing each of the five Supervisorial Districts of Riverside County. The wealth of knowledge and experience the committee members bring to meetings provides great help in reinforcing the Public Authority's and the IHSS Program's effectiveness to assist the elderly and people with disabilities to remain safely in their homes. The committee also includes an elder delegate from an Advocacy Agency for people with disabilities and a delegate from the Office on Aging.

Mission Statement

The mission of the committee is to assist IHSS recipients in living with authority safely in their own homes. The IHSS Advisory Committee shall serve as a liaison for communication between the Board of Supervisors, the Public Authority, the Department of Public Social Services, and the IHSS recipients/consumers and their providers (home care providers) in the Riverside County IHSS program. In the course of educating, empowering and advocating for the IHSS community, it is the Committee's responsibility to seek out input from those participating in IHSS, incorporate their voices in reports to all stakeholders, and recommend ongoing improvements to the IHSS program.

2009-2010 IHSS Advisory Committee Members



Greg Mc Gargill, Chair
District 3



Jim Collins, Vice Chair
Elder Advocate/Disabled Advocacy Agency
District 4



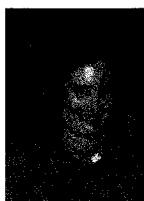
Felice Connolly, Member
District 5



Jerry Corrales, Council on Aging Delegate



Julie Dixon, Member
District 5



Kristine Loomis, Member
District 4



Kimberly Schroff, Member
District 3



Lisa Shiner, Deputy Director
Adult Services Division
Department of Public Social Services
Designee

The committee currently has four vacancies: Two IHSS consumer vacancies in Supervisorial District 1, one consumer vacancy in District 2 and one consumer vacancy in District 5.

Information for IHSS Recipients and Home Care Providers

With this year's State budget woes and the new changes affecting all IHSS home care providers, the Committee has been supportive of the Public Authority's and IHSS Program's efforts to implement the new requirements. The most recent report from IHSS/Public Authority reflects their success in ensuring that most if not all providers will have had their Live Scan/criminal background checks completed before the December 2010 deadline. Key to this effort was an effective information campaign through a series of information sessions throughout the county. In a limited capacity, members of the Committee distributed brochures in their respective districts. Also, frequent updates were provided at Advisory Committee meetings which are open to the public.

Emergency Contingency Plan

A recommendation to establish a "Provider Back up Plan" for all Riverside County IHSS recipients remains but has been delayed due to the new IHSS program changes. The proposal stipulates that a list of trained providers be available to be called upon in emergency or respite situations. The Committee may need to revisit this idea when the new IHSS requirements and guidelines are in place.

Stipend for Advisory Committee Members

It is deemed essential that Committee members get reimbursed for their expenses while performing their duties and committee work. At issue is how providers who are also members of the Committee can be compensated when they attend meetings or do work on behalf of the Committee. This needs further discussion for better allocation of resources and for consideration in the new budget for FY 2010-11.

Publicity

This past summer, the Committee considered various media channels to promote the services of IHSS. It was narrowed down to an educational flyer highlighting the importance of IHSS services vis-a vis the proposed budget cuts and the bad image created by the few who abused the program. Although it was never used, the flyer can be utilized as a supplement to the IHSS/Advisory Committee brochure for distribution to the public.

Other Activities/Involvement

Some of the activities in which the Advisory Committee is involved include:

- ◆ The California In-Home Supportive Services Consumer Alliance (CICA) for networking and educational purposes through monthly participation in a statewide CICA teleconference.
- ◆ Monitoring updates from the California Disability Community Action Network (CDCAN) to stay informed on important issues related to the IHSS program.
- ◆ Participating on the Labor Management Committee which addresses various challenges in the system and help improve communication between providers, UDWA, IHSS and the Public Authority.
- ◆ Participation in the statewide stakeholder teleconference on IHSS recipient finger printing held in March 2010.
- ◆ Involvement in various faith-based activities and socio-civic organizations in their respective communities.

The Committee's goal is to continue to work with the Public Authority and the IHSS program to help providers and IHSS recipients get involved in shaping the future of the IHSS program. By adhering to our mission, we can effectively educate, empower and advocate for the IHSS community.

Respectfully submitted,
Jim Collins,
FY 2010/2011 Chairman
IHSS Advisory Committee

Goals, Challenges and Accomplishments

SWOT Analysis

In 2008 the Public Authority (PA) began planning for the FY 2009-10 strategic plan by introducing staff to the concept of SWOT analysis: Strengths, Weaknesses, Opportunities and Threats. The results of this project were analyzed and the following three key concepts surfaced: Assessment of services, enhanced training programs and a marketing plan for the Public Authority. Each of these concepts was further broken down into target goals for FY 2009-10.

Assessment of Services	Enhanced Training Programs	Marketing Plan
Goal 1.1 Identify Customer Needs	Goal 2.1 Identify Free/Low Cost trainings for IHSS recipients, providers and staff	Goal 3.1 Define Who We Are
Goal 1.2 Improve Quality of Services	Goal 2.2 Make Training Opportunities accessible to our customers	Goal 3.2 Create a Tag Line
Goal 1.3 Create a Solution Oriented Culture	Goal 2.3 Motivate stakeholders to participate in identified trainings	Goal 3.3 Enhance Collaboration with Partner

In 2010, the Strategic Plan was updated due to fiscal constraints, mandatory furloughs, changes in DPSS administration, and continuous implementation of new State mandates for both IHSS and PA registry providers. The following is a summary of our goals, challenges and accomplishments in 2010:

Goals for 2010

- ◆ Improve collaboration and communication with our partners and stakeholders including: IHSS district offices and IHSS program administration staff, IHSS recipients and providers, United Domestic Workers of America (UDWA) and various community agencies servicing similar clientele.
- ◆ Improve internal processes and efficiency to better serve our clients and maximize our efforts.

1st Quarter Challenges/Accomplishments

- ◆ A Memorandum of Understanding (MOU) with IHSS (retroactive to November of 2009) was drafted. This MOU identified the responsibilities of the PA in assisting IHSS with State mandates imposed on IHSS providers. New roles for the PA included becoming the Department of Justice (DOJ) custodian of records and organizing and conducting information sessions for over 10,000 providers. As the new custodian of records for IHSS, the PA reviewed over 200 records daily.
- ◆ Reviewed Emergency Response and Disaster Preparedness plan.
- ◆ The providers' dental plan (UCCI) contract was negotiated at a lower cost.
- ◆ Registry recruitments for new providers and trainings for IHSS recipients and providers were postponed until July 2010 so that PA staff could conduct mass orientation sessions for IHSS providers.

2nd Quarter Challenges/Accomplishments

- ◆ PA support staff continued assisting IHSS district offices due to shortages in IHSS support staff.
- ◆ The PA received a 20% budget cut. Further cost savings measures were implemented such as not filling vacant positions.
- ◆ The IHSS/PA MOU was submitted to the Board of Supervisors for approval.
- ◆ The new health benefits cap for IHSS provider was reduced to 1,738. A decrease of approximately 600 slots.

3rd Quarter Challenges/Accomplishments

- ◆ The PA registry resumed recruiting new providers and also resumed offering free trainings for IHSS recipients and providers throughout Riverside County. The trainings offered included First Aid/CPR and trainings focusing on effective communication skills.
- ◆ The IHSS MOU was extended for another year.
- ◆ The PA's management staff continued participation in the Labor Management Committee.
- ◆ The Adult Services Division Deputy Director retired. This created new leadership changes in DPSS Administration.
- ◆ A Human Resources Clerk was hired to take the duty of DOJ Custodian of Records for IHSS.

4th Quarter Challenges/Accomplishments

- ◆ In an effort to focus on enhancing internal processes, over 1,200 cases of IHSS recipients utilizing registry services were audited. Additional policies and procedures and registry staff trainings were implemented to improve customer service.
- ◆ The health benefits unit began utilizing QuickBooks, a software program that improved the tracking of health benefits billing and premium collection.
- ◆ All registry IHSS providers completed the new DOJ and State requirements.

2010 Closing:

The PA registry received 617 new IHSS recipient referrals from IHSS social workers and community members. Four case managers shared an on-going caseload of 827 IHSS recipients utilizing registry services. For this year, the total number of IHSS recipient/provider matches was 743. Registry staff processed 205 home care provider applications for home care providers residing in the desert and Hemet/San Jacinto area. Of this number, only 154 providers met the registry's recruiting criteria, passed a DOJ background check and completed a drug and alcohol test (only 1% of these providers did not pass the test).

The Operations Unit received over 27,986 in-coming calls from customers. Over 10,000 of these calls were from providers who needed to be scheduled for an information session to comply with the new State mandates by December 2010. Operation staff also handled 3,686 walk-ins. As a result of the 4/10 work schedule, many customers took advantage of the extended hours of operation: Monday through Thursday from 7:30 a.m. to 5:30 p.m. Since the PA is centrally located in Moreno Valley, a Live Scan vendor was scheduled in our office on various days and times for IHSS providers to comply with the DOJ background check requirement. The support staff also handled 52 Worker's Compensation claims from IHSS providers; processed 5,099 IHSS provider verification of employment requests and 92 subpoenas. These requests were made by various agencies such as: Child Support Services, Housing Authority, the Employment Development Department and banking institutions. The Health Benefits program reached the cap of 2,197 enrolled providers and collected \$10,487 in past due premiums from IHSS providers.

2011 Strategic Plan Objectives, Purpose and Focus: Customer Service

As we begin a new year, we look ahead to what we will accomplish in 2011. At the PA, we are updating our Strategic Plan to assure it is in alignment with the overarching goals of the Adult Services Division and the agency (Department of Public Social Services). We are looking forward to another productive year in which our primary focus will continue to be customer service with an emphasis on the following:

- ◆ **Access** - how we deliver services and accessibility to our services; process improvement
- ◆ **Engagement** - how we engage clients, community, and agency partners; improve communication; increase outreach and training opportunities
- ◆ **Public Relations** - how the public views the PA and the Adult Services Division; strengthen partnerships, and market the services we provide



IHSS Public Authority Staff

From 2003 to 2010, the Public Authority grew from 4 to 25 filled positions. The Public Authority's administrative, operations and registry staff is responsible for operating the registry, handling health benefits, worker's compensation, verification of employment, and training both IHSS recipients and providers. Additionally, the Public Authority monitors state and local policy affecting IHSS and collaborates with other organizations to improve IHSS for recipients and providers in Riverside County. The current PA staff members are listed below:

ADMINISTRATIVE STAFF:

- Anna L. Martinez Executive Director
- Barbara Simpson-Lara Administrative Services Analyst
- Dwight Benner Secretary
- Elizabeth Dyches Office Support Supervisor
- Jennifer De La Ossa-Ramirez Sr. Administrative Analyst
- Leti Fierro-Garcia Sr. Administrative Analyst
- Robert (Bob) Hughes Administrative Services Manager (operations)

REGISTRY STAFF:

- Alma Esquivel Social Services Assistant (training unit)
- Cynthia Urrutia Social Services Assistant (metro area)
- Elia Chavez Social Services Assistant (mid county)
- Erika Martinez Community Program Specialist (training unit)
- Hector Miranda Community Program Specialist (desert area)
- Martha Williams-Garcia Community Program Specialist (western county)
- Rita Diaz Social Services Assistant (desert area)
- Roger Swalm Community Program Specialist (metro area)
- Rose Valdes Community Program Specialist (mid county)
- Roxana Duarte Social Services Assistant (western county)

SUPPORT STAFF:

- Barbara Walker Office Assistant (worker's compensation)
- Belina Lopez Senior HR Clerk (health benefits/DOJ)
- Freda Hurst Office Assistant (verification of employment)
- Mary Rauschenburg Office Assistant (supplies/facility liaison)
- Samantha Tracey Office Assistant (registry support)
- Sandra Ochoa Office Assistant (reception)
- Susan Ortega HR Clerk (DOJ custodian of records)
- Syling Lee Office Assistant (health benefits)

County of Riverside IHSS Public Authority
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