

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

215C



**FROM:** Department of Public Social Services

**SUBMITTAL DATE:**  
July 16, 2013

**SUBJECT:** Submission of the Riverside County In-Home Supportive Services Public Authority and Advisory Committee 2012 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 2012 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 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).

Departmental Concurrence

*Susan Loew*

Continued – Two Pages Total

Susan Loew, Director

<b>FINANCIAL DATA</b>	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

<b>SOURCE OF FUNDS:</b> N/A	<b>Positions To Be Deleted Per A-30</b>	<input type="checkbox"/>
	<b>Requires 4/5 Vote</b>	<input type="checkbox"/>

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

APPROVE

BY: *Debra Cournoyer*  
Debra Cournoyer

**County Executive Office Signature**

**MINUTES OF THE BOARD OF SUPERVISORS**

On motion of Supervisor Tavaglione, seconded by Supervisor Stone and duly carried by unanimous vote, IT WAS ORDERED that the above matter is received and filed as recommended.

Ayes: Jeffries, Tavaglione, Stone, Benoit and Ashley  
 Nays: None  
 Absent: None  
 Date: July 16, 2013  
 xc: DPSS

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

**Prev. Agn. Ref.:**

**District:** ALL

**Agenda Number:**

**2-9**

ATTACHMENTS FILED  
 WITH THE CLERK OF THE BOARD

Policy

Consent

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

**TO: BOARD OF SUPERVISORS**

**Date: July 16, 2013**

**Page: 2**

**RE: Submission of the Riverside County In-Home Supportive Services Public Authority and Advisory Committee 2012 Annual Report**

**BACKGROUND (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 2012, 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 report.

**FINANCIAL: N/A**

**ATTACHMENT:**

In-Home Supportive Services Public Authority and Advisory Committee 2012 Annual Report

SL:PR:clh

# Annual Report 2012



County of Riverside  
In-Home Supportive Services (IHSS)  
Public Authority  
&  
IHSS Advisory Committee

# Letter from the ASD Deputy Director

Greetings!

The Annual Reports you are about to read have been prepared by the In-Home Supportive Services (IHSS) Public Authority and the County of Riverside IHSS Advisory Committee. The IHSS Public Authority is an agency within the Adult Services Division of the County of Riverside's Department of Public Social Services. The IHSS Advisory Committee is a group of devoted volunteers that serve as IHSS program advocates representing the voices of the thousands of IHSS consumers and home care providers across our county.

As I wrote last year's introduction to the 2011 Annual Report the State was in consideration of a multitude of ways to reduce its budget gap. Substantial changes to the IHSS program and its financing were being considered and looked very likely. Throughout 2012 the voices of IHSS advocates were loud and lawmakers listened. Ultimately the programmatic changes that did occur were largely administrative in nature and had minimal impact on services delivered to consumers. Program enhancements to IHSS continue to be discussed as the State and Federal Government encourage greater alignment of IHSS services under the managed care service delivery model. Our County has been working very closely with our managed care partners, Inland Empire Health Plan and Molina Healthcare, to identify ways we can complement one another's work and better coordinate services in order to strengthen the delivery of care. I anticipate that 2013 will be a busy year as we continue these conversations and work toward full implementation of health care reform.

I am particularly pleased with the work the Public Authority has undertaken this past year as they revisited their business practices and reassessed how the agency was perceived by the public it serves. The results of this effort will play out in the year ahead and I am confident that the work of the Public Authority will be even more purposeful and have a greater customer-focus. I look forward to hearing your feedback!

Lastly, I want to acknowledge the time and effort put forth by the volunteers that serve on the IHSS Advisory Committee. The operation of this group was reengineered this past year and the results are amazing. Meetings are structured, informative, well attended and productive. We are benefiting from fresh thinking brought in by new members and we've grown under the guidance of several long-term members that left the Committee due to term-limits. Thank you very much for your partnership and dedication to the IHSS Program!

Be well and best wishes,

*Lisa Shiner*

Lisa Shiner, MSW, Deputy Director  
Adult Services Division



## 2012 – A Year in Review

The Public Authority (PA) had a busy 2012 serving the residents of Riverside County. All areas of the PA revisited their business practices during the year. Here are just a few:

### **Registry Team:**

- Registry team members now use a 12 business-day (or sooner) rule to guide the processing of new IHSS consumer referrals.
- A weekly disposition meeting was initiated to ensure all IHSS consumer referrals are completed in a timely manner.
- Registry staff revived the practice of conducting home visits and strive to meet with each newly matched home care provider and IHSS consumer within 45 days after the consumer has hired their provider, to ensure that these new relationships are meeting everyone's expectations.

### **Custodian of Records Team:**

- To support home care providers as they apply for loans, seek benefits, or comply with landlord requests, a 5 business-day (or sooner) time frame for completing verification of employment (VOE) requests was implemented.
- In response to decreasing budgets, work efficiencies were assessed in order to assume VOE work to support benefits determinations for home care providers applying for self-sufficiency programs.

### **Analysis and Reporting Team:**

- The health care benefits program is analyzed regularly to forecast the anticipated number of home care providers that will be offered the opportunity to enroll.
- Both the health care and dental care programs' premium payments are reconciled on a regularly basis, ensuring that public funds are used wisely and that refunds can be reabsorbed so that more home care providers have the opportunity to receive health care coverage.

### **Operations Support Team:**

- Understanding that PA customers prefer to speak directly with a staff person, staffing was reorganized to allow for incoming telephone calls to be answered live by a staff person during normal business hours.

# Description of the IHSS Public Authority Functions

## IHSS Public Authority's Mission Statement

An enhancement to the In-Home Supportive Services Program, the IHSS Public Authority exists to assist seniors and persons with disabilities to remain safely in their homes.

### Fulfilling Our Role and Service to the Community:

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

In 2012, 409 IHSS consumers were referred to the PA from IHSS District Offices across the county. When referrals are received, the PA Registry Team works diligently to match approved home care providers with consumers.

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

Maintaining a balance of ready-to-hire IHSS providers with IHSS consumers registered with the PA is a major thrust of the PA's function. The Public Authority maintained an active list of 807 (monthly average) DOJ screened and trained home care providers ready to accept a new employment assignment.

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

In 2012, PA staff assisted a monthly average of 968 IHSS consumers to better understand their role as an employer, which included: setting up and conducting an interview; selecting the right candidate; supervising and communicating with the home care provider; and if necessary, terminating employment with the home care provider.

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

The PA team offers no-cost training to home care providers and IHSS consumers. All classes are available in both English and Spanish. In 2012, there were 120 classes offered and 661 persons attended these classes.

# Description of the IHSS Public Authority Functions

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 benefits.

The Public Authority acts as the employer-of-record for IHSS home care providers. In this capacity during 2012:

- 4,777 verifications of employment were processed
- 84 Worker's Compensation claims were processed

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

In 2012, the IHSS DOJ Custodian of Records Unit researched and analyzed 7,099 DOJ provider records helping to ensure the safety of IHSS consumers by fact-checking the arrest and conviction records of persons engaged in the provision of home care services. These records include cases with "hits", "no hits" and subsequent arrest notifications, therefore a provider may have more than one DOJ provider record.

## IHSS Public Authority 2013 Operational Goals

### Registry:

- Ensure that 85% or more of new, first-time Registry matches are complete and back at district offices for processing within 12 business days of Public Authority's receipt of a request for match referral.
- Ensure 98% or more of new, first time matches receive a home visit from their Community Program Specialist within the first 45 days post-match.

### Custodian of Records:

- Ensure that 90% or more of IHSS provider inter-county transfers receive outreach to the originating County for criminal background clearance determinations within two (2) business days of notification by a district office or the Central Intake Center.
- Ensure that 95% of requests for IHSS provider verifications of employment are completed within five (5) business days.

### Health Benefits:

- Ensure that the total number of persons enrolled in health benefits remains at 96% or greater of the total enrollment cap when averaged across each quarter of the calendar year.

# 2012 IHSS Exceptional Home Care Providers

## IHSS Exceptional Home Care Providers of the Year - 2012

On November 6, 2012, the Board of Supervisors read the caregiver proclamation. Home care providers from each of the five supervisorial districts were nominated for the exceptional care provider of the year. Below is a list of each nominated provider, the District they represent and the nominating agency. Congratulations to the nominees!

<u>Provider:</u>	<u>District:</u>	<u>Nominated by:</u>
Eloisa Richardson	1	United Domestic Workers
Susan Brunner	2	County of Riverside Office on Aging
Maria Mosqueda	3	Addus Healthcare
Leticia Alvarado Patrón	4	IHSS Public Authority
Dannarie López	5	Department of Public Social Services



(From Left to Right) Ricardo Cisneros - UDW, Susan Brunner - District 2, Eloisa Richardson - District 1, Lisa Shiner, Deputy Director - DPSS, Maria Mosqueda - District 3, Dannarie Lopez - District 5, (unknown), Ronald Stewart, Executive Director - Public Authority, and Michele Wilham. Director - Office on Aging.



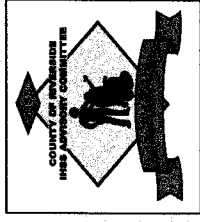
# Letter from the IHSS Advisory Committee Chair

## County of Riverside In-Home Supportive Services Advisory Committee

12125 Day Street, Suite S-101

Moreno Valley, CA 92557

Toll Free: (888) 470-4477 Ext: 227



Dear Stakeholders:

This year, I am honored to serve as Chair of the Riverside County In-Home Supportive Services Advisory Committee. As a member of this committee, it gives me a chance together along with the other members "to advise and educate" the agencies that govern the In-Home Supportive Services program and the public who use it. Most important, it provides me some respite from my every day care giving for my daughter.

In 2012, the In-Home Supportive Services Advisory Committee faced the same challenges we had in 2011 brought about by the drastic cut in the Advisory Committee budget. With the guiding hands of and support from the In-Home Supportive Services Public Authority Director, Dr. Ronald Stewart and the Department of Public Social Services Adult Services Division Deputy Director, Lisa Shiner, the Advisory Committee became more creative and productive. With the assistance of the Public Authority's Secretary, Dwight Benner's unrelenting efforts, the Advisory Committee was able to fill a vacancy in our membership and we have three promising member applicants.

The Advisory Committee amended their by-laws, which allowed us more flexibility in our recruiting goal for new members. Our goal for 2013 is to fill the remaining vacant positions.

The Riverside County In-Home Supportive Services Advisory Committee has accomplished much more in 2012. I believe that our Advisory Committee is on the way to becoming one of the best Advisory Committee's in California. On this note, we want to express our thanks and gratitude to the Riverside County Board of Supervisors who are attuned to the needs and importance of the In-Home Supportive Services program. The program allows families like mine to keep individuals with disabilities safely in their own homes.

I invite you to attend an In-Home Supportive Services Committee meeting in the near future. Share with us your experience and ideas on how to improve the In-Home Supportive Services Program.



Respectfully,  
*Felice Connolly*  
Chair, In-Home Supportive Services  
Advisory Committee

## In-Home Supportive Services Advisory Committee: Activities & Accomplishments

- Advisory Committee members continued to work with the California In-Home Supportive Services Alliance (CICA) for networking and educational purposes. The focus for CICA during the past year has been with the implementation of the Coordinated Care Initiative (CCI) that was included in the Governor's 2012/13 budget.
- Advisory Committee members were present at community events to educate the population regarding the In-Home Supportive Services (IHSS) program. A PowerPoint presentation was created by the committee to speak at local organizations. Felice Connolly, Chair utilized the PowerPoint presentation at the Harvest Valley Community Council held at Marion Ashley Community Center. The Following are endeavors that Felice Connolly, Chair was involved in during the past year:
  - Actively involved with the Exceptionally Excited Kids (EEK) non-profit organization for special needs children and young adults. Presently the focus is on building a gym.
  - Attended the "Family Caregiving Today" conference in Moreno Valley held in November and sponsored by the Riverside County Office on Aging.
- Monitored updates from California Disabilities Community Action Network (CDCAN) on issues that are relevant to the IHSS program.
- The IHSS Public Authority and Department of Public Social Services solicited recommendations for their new website design from the Advisory Committee.
- The Advisory Committee worked on a re-design of their brochure which will be easier to read and is more cost-effective for printing.
- During this fiscal year the Advisory Committee's revised by-laws were adopted through the Board of Supervisors. The most significant changes were: quarterly meetings, formation of an executive committee, and streamlined membership to evenly distribute representation from each Supervisorial District. The executive committee adopted a secretary member to monitor meeting minutes and inform members of information that is relevant to the Committee as a whole.

# In-Home Supportive Services Advisory Committee: Activities & Accomplishments

## Committee Structure

The In-Home Supportive Services Advisory Committee is comprised of 11 members. Members include representatives from the County of Riverside Department of Public Social Services, a representative who advocates for organizations serving people with disabilities, a representative from the Council on Aging, six past or present In-Home Supportive Services consumers, and two past or present In-Home Supportive Services providers. Currently meetings are held quarterly (September, December, March, and June). All meetings are open to the public and public participation is encouraged.

## Program Administration Input

Committee members have volunteered to participate and make recommendations regarding the transition of IHSS services to Coordinated Care Initiative (CCI). The Advisory Committee will be included in educating the organizations that will be implementing IHSS through CCI and helping coordinate services with the county in a way that will include input from those that utilize the IHSS program.

The Advisory Committee has shown interest in statewide bargaining for providers. The Committee would like local representation of current IHSS consumers and providers, when bargaining is moved to the state level.

During this annual report time frame discussion started regarding the creation of video/videos for education and instruction purposes for Advisory Committee members and the public. Advisory Committee members have volunteered to participate in the creation of such media. The goal is for the video/videos to be available on-line or distributed via DVD.

## In-Home Supportive Services Advisory Committee Budget

The Advisory Committee continues to operate with a budget of \$5,916 (annually). With the new by-laws in place and the change to quarterly meetings, the In-Home Supportive Services Advisory Committee utilizes their budget for transportation needs for committee members and a provider stipend for those consumer members who choose to have a provider present while they volunteer their time to the committee.

# 2012 In-Home Supportive Services Advisory Committee

**Felice Connolly, Chair**      **Kristine Loomis, Vice-Chair**      **Kimberly Schroff, Secretary**



District 5  
Provider  
Executive Committee  
Member



Geographically Remote  
Consumer  
Executive Committee  
Member



District 3  
Provider  
Executive Committee  
Member

**Lisa Shiner, Member**



Department of Public  
Social Services  
Designee

**Dwight Solis, Member**



District 4  
Consumer

**Jerry Corrales, Member**



Council on Aging  
Representative

**Jim Collins, Member**



Advocate for  
Organizations Serving  
People with Disabilities