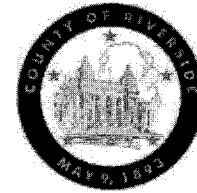


**SUBMITTAL TO THE BOARD OF SUPERVISORS  
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA**



**ITEM**  
3.16  
(ID # 3573)

**MEETING DATE:**

Tuesday, April 18, 2017

**FROM :** PUBLIC SOCIAL SERVICES:

**SUBJECT:** PUBLIC SOCIAL SERVICES: Submission of the Riverside County In-Home Supportive Services Public Authority and Advisory Committee 2016 Annual Report [Districts - All] [\$0]

**RECOMMENDED MOTION:** That the Board of Supervisors:  
Receive and file the attached Riverside County In-Home Supportive Services Public Authority and Advisory Committee 2016 Annual Report.

**ACTION:** Consent

  
Susan Von Zabern, Director of Public Social Services 3/30/2017

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**MINUTES OF THE BOARD OF SUPERVISORS**

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

**Ayes:** Jeffries, Tavaglione, Washington and Ashley  
**Nays:** None  
**Absent:** None  
**Date:** April 18, 2017  
**xc:** DPSS/IHSS

Kecia Harper-Ihem  
Clerk of the Board

By:   
Deputy

(Companion Item 7.2)

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

<b>FINANCIAL DATA</b>	<b>Current Fiscal Year:</b>	<b>Next Fiscal Year:</b>	<b>Total Cost:</b>	<b>Ongoing Cost</b>
<b>COST</b>	\$ N/A	\$ N/A	\$ N/A	\$ N/A
<b>NET COUNTY COST</b>	\$ N/A	\$ N/A	\$ N/A	\$ N/A
<b>SOURCE OF FUNDS:</b>			<b>Budget Adjustment:</b>	No
			<b>For Fiscal Year:</b>	16/17

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

**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) to the Board of Supervisors, any administrative body in the County 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).

In July 2002, the Board of Supervisors approved County Ordinance 819, which requires the In-Home Supportive Services Public Authority (IHSS PA) to submit an annual report to the County Board of Supervisors and the governing board for the IHSS PA. Specifically, this report details IHSS PA functions, evaluates its performance over the past year and outlines goals and objectives for the coming year.

The IHSS PA and In-Home Supportive Services Advisory Committee (IHSS AC) collaborated to develop and present a joint report for 2016. In summary:

- On February 1, 2016, the requirements for the In-Home Supportive Services (IHSS) Fair Labor Standards Act (FLSA) overtime, travel time and wait time became effective, in accordance with the provisions of Senate Bills (SB) 855 and 873. The IHSS PA reached out, educated and processed required forms for approximately 25,000 IHSS applicants and caregivers to help ensure that new IHSS applicants and caregivers met submission timelines for newly mandated FLSA forms.
- The Time Sheet Service Center (TSSC) continued to provide quality and efficient resolution to time sheet and payment concerns. Although the workload increased due to FLSA and other initiatives, the TSSC received and handled an average of 34,842 calls per month.
- The PA Training Unit initiated an ongoing recruitment of potential in-home caregivers and conducted a number of recruitment events throughout the county. Caregiver recruitment efforts yielded 882 new caregivers to the PA Registry pool in 2016 (an increase of 12 percent from calendar year 2015).

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

- The caregiver Registry Dispatch Hotline continued to deliver a multitude of countywide services through the telephone, written documents and face-to-face engagements, to ensure IHSS recipients successfully hired caregivers that best met their needs at home. In 2016, the Registry Dispatch Hotline received an average of 6,469 calls per month (an increase of 86 percent from 2015) with an 88 percent successful answer rate.
- With the hiring of additional Social Workers at the Public Authority, efforts to establish long-term caregiving relationships continued to be a priority. In 2016, the Public Authority received an average of 325 referrals per month to conduct caregiving need assessments and facilitate successful matching of IHSS recipients with perspective caregivers. The PA social workers facilitated caregiver matching through a total of 1,575 recipient home visits, resulting in an 84 percent successful matching/hiring of 1,316 in-home caregivers.
- Through implementation of the Countywide Orientation in 2016, the PA continues to offer mobile live scan services, as well as offer multiple orientation sessions across the county.
- In partnership with the Riverside County Office on Aging and UCLA Geriatric Workforce Enhancement Program, the PA hosted a total of six multi-session courses for IHSS caregivers throughout Riverside County. The training focused on dementia, fall prevention and self-care. A total of 249 IHSS caregivers were offered the training courses. Of those enrolled, 80 percent successfully completed and graduated from the multi-course training series.
- With the IHSS Advisory Committee as the lead planning entity, the Office on Aging, United Domestic Workers and the IHSS PA partnered to host training and appreciation events in Palm Springs and Moreno Valley. These events were a notable success with over 550 attendees participating in activities and resource exchanges promoting health and well-being among in-home caregivers.

The Director of DPSS, therefore, requests the Board receive and file the attached 2016 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 2016 Annual Report

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

  
Jennifer Sargent, Principal Management Analyst 4/12/2017

# RIVERSIDE COUNTY IHSS PUBLIC AUTHORITY

## 2016 Annual Report

JANUARY—DECEMBER 2016

### Customer Satisfaction 2016

- \* 97% of those who received any IHSS-PA service were satisfied.
- \* 100% of those surveyed indicated that IHSS-PA staff were professional.
- \* 99% of those surveyed would recommend IHSS PA to family members and friends.
- \* 3% increase in positive customer survey comments from 2015.

#### INSIDE THIS ISSUE:

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No Wrong Door / Enhanced Enrolment Services	5
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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 caregivers.

This is accomplished by creating a pool of trained and eligible in-home caregivers, 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 the following enhancements:

- \* Quick Start (24-to 48-hour) home visitation response to emergency requests for in-home caregivers;
- \* Expedited enrollment and orientation training for prospective IHSS caregivers across the county;
- \* Call centers to offer live technical support and provide responsive payment resolutions; and
- \* A registry of IHSS caregivers for “emergency back-up” during weekends and after-hours.

### 2017 Goals

***Between January through December 2017, the PA will :***

- ◆ Stabilize the PA workforce through focused leadership and customer service training.
- ◆ Use technology to reduce paperwork and to streamline caregiver enrollment and live scan fingerprinting for criminal background checks.
- ◆ Increase access to IHSS caregiver training focusing on advanced skills (beyond orientation and time sheet training).
- ◆ Support the implementation of state-mandated program changes in 2017 to include FLSA violation monitoring and Electronic (e-)Time Sheet submission.

# 2016 ACCOMPLISHMENTS



*"PA staff showed passion for their work which helps me to have confidence in a long term caregiver in IHSS. (Customer Surveyed, Apr-Jun 2016)*

## Free Mobile Live Scan 2016 Pilot

During the 2016 Live Scan Pilot period, the Public Authority offered free fingerprint rolling services at Moreno Valley and Cathedral City county offices.

### Improved Health & Safety

- ◆ The PA social workers completed 1,575 home visits in 2016 and successfully matched an average of 91% of IHSS clients with the Registry in-home caregivers.
- ◆ The PA Registry team (social workers and dispatch staff) expedited emergency caregiver matches within 5 days at an 83% success rate.

### Increased Employment

- ◆ Through continuous recruitment of potential in-home caregivers throughout the county, the Public Authority added an additional 882 new caregivers to the Registry pool in 2016. With the additional new caregivers, the PA Registry capacity increased by 12% from 2015.

### Business Friendliness

- ◆ The **PA Reception** received an average of 9,430 calls per month, with a 97% successful answer rate. Reception capacity was also expanded to support a monthly average of 1,029 IHSS clients and caregivers who needed assistance with time sheets, pay stubs, employment verification and other appointments.
- ◆ The **PA Training & Recruitment Unit** and the **FLSA Support Unit** received an average of 4,013 calls per month from new IHSS applicants and caregivers who needed assistance navigating new requirements of the IHSS Fair Labor Standards Act (FLSA), which became effective on February 1, 2016.
- ◆ The **Caregiver Registry Dispatch Hotline** continued to deliver a multitude of countywide support through telephone and e-mail services to ensure that IHSS recipients successfully hired caregivers that best meet their in-home needs. In 2016, the Registry Dispatch Hotline received an average of 6,469 calls per month with an 88% successful answer rate.
- ◆ The **Time Sheet Service Center (TSSC)** continued to provide quality and efficient resolution to time sheet and payment concerns. Although the workload increased due to FLSA and other initiatives, the TSSC received and handled an average of 34,842 calls per month with an 82% successful answer rate.

2016	Feb	Mar	Apr	May	Jun	Totals
Total per Month	19	91	193	256	249	808 Total Caregivers
Waived Fee	\$ 798	\$ 3,822	\$ 8,106	\$ 10,752	\$ 10,458	\$ 33,936 Savings from Pilot

This community resource is particularly important due to the IHSS program rule that requires a person to complete a criminal background check **before** being approved as a paid caregiver. The minimum required cost of a criminal background report is \$32 per person for the processing fee charged by the Department of Justice (DOJ). **Additional charges must be paid for the finger printing service, which may range between \$10 and \$50, depending on the fees established by private-pay vendors. This free live scan service allowed individuals to complete a very costly program safety requirement at a discounted rate.**

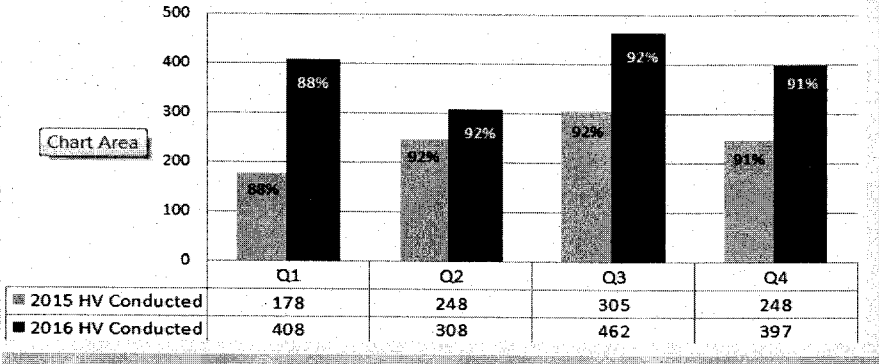
# Home Visits and Caregiver Matching

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 caregiver.

In 2016, the PA increased staff capacity to complete home visitations and caregiver matches. Through this staffing increase, the PA social workers

were able to complete 1,575 home visits to IHSS recipients. This reflects a 61% increase from the calendar year 2015. Additionally, the PA successfully matched more than 4,052 recipients with Registry in-home caregivers through various means. This included Registry listing, home visitation, and immediate dispatch of caregivers. By December 2016, the PA had a total of 2,034 recipients who were matched with the registry caregivers. This caseload represents a 17% increase from 2015.

**Total Home Visits (HV) Completed and Percent Caregiver Matched per Service Quarter in 2015-2016**

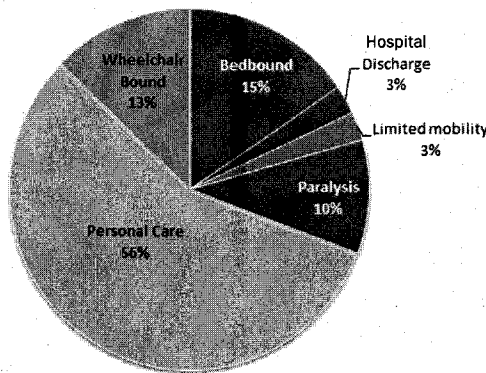


## CAREGIVER BACK-UP SYSTEM (BUS)

The **IHSS Caregiver Back-up System (BUS)** is designed to offer immediate (or within 24 hours) response to customers who are in need of emergency care and assistance in their homes. The PA BUS is a non-traditional resource alternative for Adult Protective Services (APS) and IHSS staff when shelter or emergency placement is not an option. Due to the need demonstrated in the 2015 BUS Pilot Program, the PA expanded the service countywide to respond to requests for emergency care provision from all Adult Services district offices.

In 2016, the PA BUS received a total of 41 requests for emergency in-home services due to special needs or circumstances presented by the client. For example, a client's return from a hospitalization, an unplanned sickness or leave by the in-home caregiver, or a change in the client's medical condition that warranted immediate assistance. Of the 41 requests, all but two (39, 95%) resulted in successful immediate dispatch

**Reasons for Dispatching Emergency Caregiver Services**



of a caregiver to provide short-term emergency services in the home. The two cancellation requests were initiated by recipients' family members.

The majority of emergency dispatches for safety intervention were bedbound or had a form of paralysis (25%) and those who needed personal care assistance and meal preparation (56%).



## HOTLINES

**(800) 915-1777**

*Registry Referrals & Caregiver Back-Up*

**(877)-808-0325**

*Provider Recruitment, Training & Retention*

**(800) 575-2588**

*Time Sheet Services  
Special Payments*

**(888) 470-4477**

*Employee Records  
Worker's Compensation  
Employment Verification*

*"I would definitely recommend IHSS to everyone. I believe their service is one that is very important and everyone should know about it."*

*(Customer Surveyed, Jul-Sept 2016)*

# Fair Labor Standards Act (FLSA)

*The IHSS PA FLSA centralized unit and district offices successfully completed required forms for approximately 24,000 IHSS caregivers between February and April 2016.*

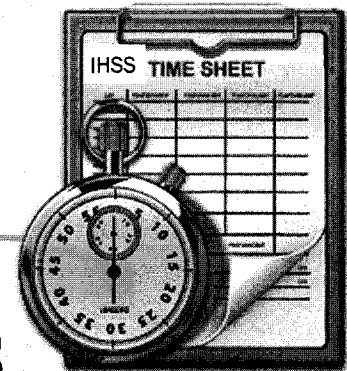
The In-Home Supportive Services (IHSS) Fair Labor Standards Act (FLSA) became effective on February 1, 2016 as a result of Senate Bill (SB) 855 and 873, adding new requirements to IHSS overtime, travel time, and wait time payments.

To ensure new IHSS applicants and caregivers met the State mandated time-

line to submit the required forms, the IHSS PA established a centralized unit to ensure that:

- 1) more than 25,000 new IHSS applicants and caregivers impacted by the change were contacted and educated on new program requirements;
- 2) resources and staffing support were available to

to decrease the time between application and completion forms; and 3) workload from district offices were diverted and streamlined to enhance efficiency and customer satisfaction.



## FLSA Overtime Violations

*The PA staff offered telephone calls and letters to over 1,000 IHSS Caregivers to educate and provide a courtesy override for incurring FLSA violations.*

Centralizing the overtime violation review, training and processing functions at the Public Authority allowed for new requirements to be delivered to customers in an organized manner. The goal was to limit misinformation

and delineate critical responsibilities between district offices and centralized services.

In July and August 2016, the FLSA centralized unit completed more than 1,000 calls to IHSS caregivers to offer education (and courtesy overrides)

for incurring violations related to overtime and travel payment.

Call patterns indicated that 59% of those who were offered the outreach did not incur a second violation the following payment month.



## 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 2016, the PA staff relied heavily on county technology (telephone, fax, scanning, and 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 their capacity to respond to "walk-in" or in-person requests.



*"They provided me with the information needed as a Caregiver, how to perform my job as a provider, and what I need as a provider guidelines."  
(Customer Surveyed, Oct-Dec 2016)*

## Enhanced Enrollment Services

In 2016, the PA began transitioning and centralizing all IHSS Caregiver orientation and enrollment functions as the last major component of the PA Mobile One-Stop service model. With the goals of efficiency and measurable quality assurance in mind, the County Orientation and Enrollment (COE) Project has four major components to deliver customer service to the public:

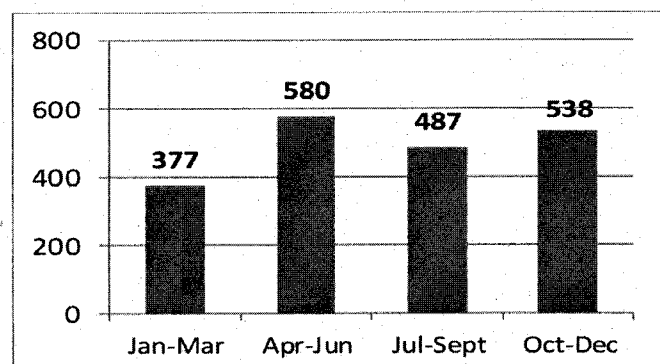
1. **Mobile Live Scan:** to roll electronic finger prints from any location (office or caregivers' homes), thereby enhancing access for caregivers and facilitating a more efficient enrollment requirements.
2. **Centralized processing and data entry:** ("recipient and caregiver linking") of all required state forms in one location.

3. **Countywide Electronic Access to Scanned Enrollment (EASE):** forms.
4. **Mobile Orientation units:** to schedule orientation sessions throughout the county, in both county offices and major source communities.

The initiative was piloted between December 2014 and June 2016. It is expected that full implementation of all service enhancements will be completed by 2017.

### IHSS PA Orientations

#### Total Attendees by Service Quarter in 2016



# ADVISORY COMMITTEE ANNUAL

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 11 member IHSS Advisory Committee (AC) is comprised of:

- ◇ Six residents of the county who are current or former recipients of IHSS;
- ◇ Two residents of the county who are current or former caregivers of IHSS;
- ◇ One member of the county Office on Aging Advisory Council;
- ◇ 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.

## IHSS Advisory Committee

### CURRENT/FORMER IHSS RECIPIENT

District 5 Donald Brock, Chairman  
 District 1 Richard Olguin, Vice Chairman  
 District 4 Kristine Loomis, Member  
 District 4 Dwight Solis, Member

### CURRENT/FORMER IHSS CAREGIVER

District 5 Denise Fleming, Member  
 District 2 Ben Jauregui, Member

### MEMBER OF OFFICE ON AGING ADVISORY COUNCIL

Barbara Mitchell, Secretary

### ADVOCATE FOR PEOPLE WITH DISABILITIES

Paul Van Doren, Vice Chairman

### DPSS DESIGNEE

Lisa Shiner, Adult Services Assistant Director

Below are the ongoing activities completed by the Advisory Committee in 2016.

- ◆ Participation in community functions and meetings geared at increasing awareness about resources for older adults and individuals with disabilities.
- ◆ 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 of recipients, caregivers, and community members during the course of the year.
- ◆ Dissemination of accurate IHSS program information and sharing innovative approaches from Riverside County programs.

## BUDGET

The 2016-2017 IHSS Advisory Committee (AC) budget is \$5,976. To date, 30% of this budgeted amount was spent on annual dues, meetings, and transportation. Remaining funds will be utilized for recruitment and outreach materials.

## *November is National Caregiver Appreciation Month*

In Riverside County, there are more than 26,000 IHSS home caregivers delivering essential services to over 30,000 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 the National Caregiver Appreciation Month and in 2005, the State of California proclaimed the second week of November as the **In-Home Supportive Services (IHSS) Homecare Caregiver Recognition Week**.

### OUTREACH EFFORTS & COMMUNITY EVENTS

#### Riverside County Elder Abuse Symposium

Indian Wells 92210  
June 29, 2016

#### Inland Empire Disabilities Collaborative (IEDC) Resources Expo

San Bernardino 92408  
October 22, 2016

#### IHSS Caregiver Training & Recognition Event

Palm Springs 92262  
November 3, 2016

#### IHSS Caregiver Training & Recognition Event

Moreno Valley 92553  
November 18, 2016

In recognition of the 2016 National Caregiver Appreciation Month (November), the IHSS Advisory Committee partnered with the Public Authority, the Office on Aging and the United Domestic Workers (UDW) to host two trainings/ recognition events in Riverside County. The events were held in Palm Springs (eastern region) and Moreno valley (western region). The IHSS Advisory Committee was instrumental in the planning and the success of both events. There were approximately 550 attendees. The events consisted of guest speakers, entertainment, food, and prizes. The focus of the events was to promote health and well-being among IHSS caregivers, convey appreciation for their service, educate caregivers regarding local resources and to encourage team work between partners who share a common interest in caring for the elderly and disabled residents of the county.

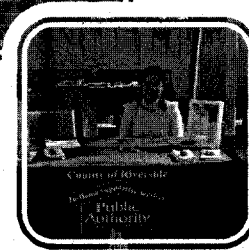
*"I appreciate that caregivers are important to the county. Thank you for the information and the encouragements."*

*"At times I feel like quitting, but after today's event, I feel appreciated."*

*"I've been a caregiver for 4 years. Now I have a new perspective on my 'calling'."*

## ***Many Thanks to our Caregivers!***

## Promoting Health, Well-being, and Mindfulness



**Partners:**



**Resource Fair Participants:**

Cal MediConnect, Family Resource Centers (FRCs), Goldman & Walker Insurance Services, LLC, IEHP, Inland Caregiver Resource Center, Molina Healthcare, Riverside County Office on Aging, Riverside County DPSS - Cal Fresh/Self Sufficiency, Riverside Dental Program (First 5), Riverside University Health System - Care Clinics, RUHS - Medical Center - QMD, UCLA Geriatric Workforce Enhancement Program

**In-Kind Participants:**

Dr. Gloria Morrow, Inland Caregiver Resource Center, Moreno Valley Unified School District, American Career College, Public Authority staff

