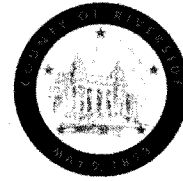


**SUBMITTAL TO THE BOARD OF SUPERVISORS  
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA**



**ITEM**  
2.12  
(ID # 6415)

**MEETING DATE:**

Tuesday, April 24, 2018

**FROM :** PUBLIC SOCIAL SERVICES:

**SUBJECT:** DEPARTMENT OF PUBLIC SOCIAL SERVICES: Submission of the Riverside County In-Home Supportive Services-Public Authority and Advisory Committee 2017 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 (IHSS-PA) and Advisory Committee 2017 Annual Report.

**ACTION:** Consent

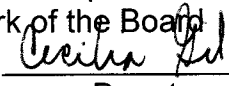
  
Susan Von Zabern, Director of Public Social Services 4/19/2018

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**MINUTES OF THE BOARD OF SUPERVISORS**

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

Ayes: Jeffries, Tavaglione, Washington, Perez and Ashley  
Nays: None  
Absent: None  
Date: April 24, 2018  
xc: DPSS

Kecia Harper-Ihem  
Clerk of the Board  
By:   
Deputy

**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>	\$	\$	\$	\$
<b>NET COUNTY COST</b>	\$	\$	\$	\$
<b>SOURCE OF FUNDS:</b>			<b>Budget Adjustment:</b>	No
			<b>For Fiscal Year:</b>	2017/18

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

**BACKGROUND:**

**Summary**

In 1999, the California Legislature passed AB 1682 supporting advocacy efforts of senior citizen groups and persons with disabilities. This bill created a new government entity, the In-Home Supportive Services (IHSS) Public Authority, to serve in each county as an enhancement to the county's IHSS program and required 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 the IHSS program 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 (PA).

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) collaborated to develop and present a joint report for 2017. In summary:

- The IHSS Public Authority Caregiver Back-Up System (BUS) won two 2017 National Association of Counties (NACo) Awards for Brilliant Ideas at Work and its innovative service approach. The BUS Program provides immediate (or within 24-hour), in-home stabilization services and support to elderly and disabled individuals who are assessed to be at risk of harm due to care provider absence and serious safety concerns.
- Riverside County was one of three counties in California selected to pilot the new online IHSS Electronic Timesheet System (ETS) in order to prepare for the statewide rollout in August 2017. ETS is designed to expedite the submission, review and approval of caregiver timesheets using the state-run online and/or Telephonic Timesheet System (TTS). By the end of 2017, the total number of participants enrolled in ETS was 7,406 recipients and 6,633 caregivers.

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

- The Time Sheet Service Center (TSSC) continued to provide quality and efficient resolution to time sheet and payment concerns. In 2017, TSSC received an average of 32,032 calls per month with an 84 percent successful answer rate.
- With continuous recruitment events for potential in-home caregivers throughout the county, the Public Authority added an additional 931 caregivers to the Registry caregiver pool in 2017, an increase of six percent over calendar year 2016.
- The Dispatch Hotline continued to respond to requests from the DPSS IHSS district offices, Adult Protective Services, and recipients seeking assistance with in-home care. In 2017, the Dispatch Hotline received an average of 7,513 calls per month with an 85 percent successful answer rate.
- With the combined efforts of the countywide orientation and PA's Recruitment Unit, 6,255 caregivers received the required state-mandated orientation and enrollment training.
- The IHSS Advisory Committee members partnered with DPSS Adult Services Division and the PA to develop strategies designed to enhance efforts to increase recruitment outcomes in the Desert region.
- In partnership with the Riverside County Office on Aging and UCLA Geriatric Workforce Enhancement Program, the PA hosted a total of 25 courses for IHSS caregivers throughout Riverside County. The trainings focused on Alzheimer's disease and dementia, home safety and fall prevention, and caregiver stress/self-care, et al. More than 500 IHSS caregivers attended the training courses. Some caregivers participated in more than one course.

The Director of DPSS requests the Board receive and file the attached **2017** Annual Report.

**Impact on Residents and Businesses**

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

**ATTACHMENT:**

In-Home Supportive Services-Public Authority and Advisory Committee 2017 Annual Report.

SvZ:jd

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

  
Jennifer Sargent, Principal Management Analyst 4/17/2018



# RIVERSIDE COUNTY

IHSS

## PUBLIC AUTHORITY 2017 ANNUAL REPORT

JANUARY TO DECEMBER

### Customer Satisfaction 2017

- ◆ 98% of those who received IHSS-PA services were satisfied
- ◆ 99% of those surveyed indicated that IHSS-PA staff were professional
- ◆ 99% of those surveyed would recommend IHSS PA 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 caregivers.

This is accomplished by creating a pool of trained and eligible in-home caregivers, and acting as the “employer of record” to assist with program enrollment and payment functions. Since October 2013, the PA has continued its commitment to offering countywide support through a “One-Stop” service model. Through automation and streamlined business processes, the PA delivered the following enhancements:

- Countywide expedited enrollment and orientation training for prospective IHSS caregivers
- Call centers that offer quick needs assessments, technical support, and responsive payment resolutions
- A registry of IHSS caregivers for emergency back-up (BUS) during weekends and after-hours
- Home visitation to facilitate caregiver/recipient matches within 24-to 48 hour as needed
- Live scan to expedite the enrollment of caregivers

### *The PA plans to accomplish the following goals in 2018:*

- Develop, recruit, and maintain a viable caregiver back-up system to support the State’s implementation of paid sick leave hours for caregivers.
- Collaborate with Riverside County Adult Services Division, Staff Development, and Office on Aging to continue to provide Geriatric Workforce Enhancement Project (UCLA GWEP) training to caregivers countywide.
- Through technology, allow the PA Registry caregivers to view and update their profile and availability via a secured web-portal.
- Implement on-line skilled development training courses to enhance caregiver access with the goal of promoting lasting caregiver relationships.



*CONGRATULATIONS***PA WINS NACo Awards**

2017 National Association of Counties (NACo) awarded to Riverside PA for Brilliant Ideas at Work and its innovative service approach.

- ▶ The IHSS Income & Employment Unit provided an average of 526 verifications each month to help facilitate providers' personal loans, purchases, and other public benefits.
- ▶ The PA Custodian of Records Unit processed an average of 920 records per month from the Department of Justice criminal records reports to ensure that IHSS providers met the required background check criteria.

**2017 ACCOMPLISHMENTS***Improved Health & Safety*

- ◆ In order to ensure safety, the **PA social workers** completed 1,944 **home visits** and successfully matched IHSS recipients with Registry in-home caregivers at an average rate of 91%.
- ◆ The **IHSS Caregiver Back-up System (BUS)** provided emergency assistance with a **100%** success rate, for 115 recipients who requested emergency in-home services due to special needs/circumstances.

*Increased Employment*

- ◆ Through continuous recruitment of potential in-home caregivers throughout the county, the PA added 931 new caregivers to the Registry pool, increasing Registry capacity by 6% over 2016.
- ◆ With the combined efforts of the Countywide Orientation and Recruitment Unit, a total of 6,255 caregivers received the required state-mandated orientation and enrollment training. This resulted in expedited on-boarding of caregivers.

*Business Friendliness*

- ◆ The **Caregiver Registry Dispatch Hotline** received an average of 7,513 calls per month with an answer rate of 85%. Through dispatch, the PA continued to deliver support through telephone and e-mail services to ensure that IHSS recipients received care to meet their needs.
- ◆ The **Time Sheet Service Center (TSSC)** continued to provide efficient solutions to time sheet and payment concerns. Although the workload increased due to FLSA and other initiatives, the TSSC received and handled an average of 32,032 calls per month with a success rate of 84%.
- ◆ PA implemented the Electronic Timesheet System (ETS) in August 2017. A total of 7,406 recipients and 6,633 caregivers were enrolled to submit, review and approve the caregiver timesheets using the State website and/or the Telephonic Timesheet System (TTS).
- ◆ In partnership with the Office on Aging and the UCLA Geriatric Workforce Enhancement Program, the PA hosted a total of 25 courses focused on Alzheimer and dementia, home safety and fall prevention, care provider stress and self-care.

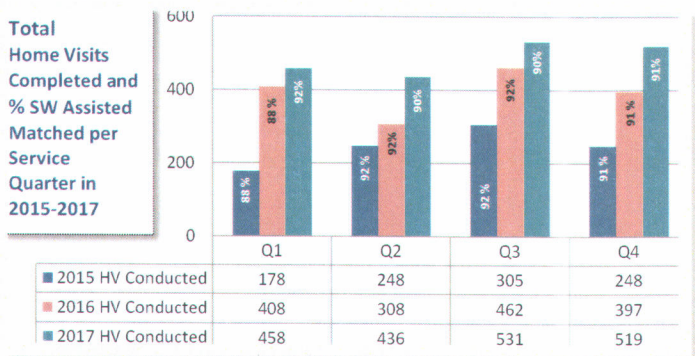


## Home Visits and Caregiver Matching

The PA Registry team provides services to approximately 10% of the IHSS recipient population who do not have an identified or available in-home caregiver. The PA social workers completed approximately 1,950 home visits

to IHSS recipients in 2017. This reflects a 23% increase from 2016. Additionally, the PA successfully matched more than 5,031 recipients with Registry caregivers through various means. This

included Registry listing, home visitation, and immediate dispatch of caregivers. By December 2017, the PA's caseload increased by 30% from 2016, monitoring approximately 2,650 IHSS eligible recipients.



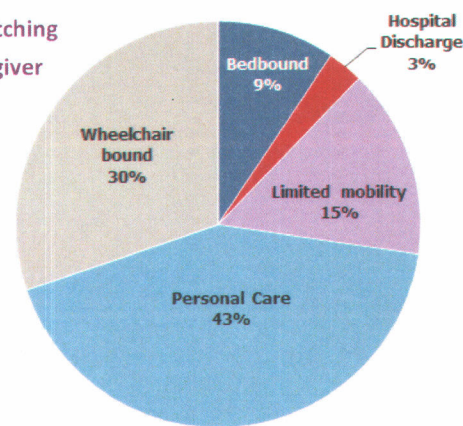
"Since I have started working for my recipient, the PA staff has been very friendly, knowledgeable, and very professional. Answered all questions I had were answered and clearly."  
(Customer Surveyed, Apr –June 2017)

## 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/assistance in their homes. The PA BUS is a non-traditional resource alternative for Adult Protective Services (APS) and IHSS staff designed to ensure the least possible disruption to the customer while plans for alternate, long-term care are being developed. The PA continued to expand services to countywide to respond to requests for emergency care provision from all Adult Services district offices.

Moreover, the PA BUS was able to provide emergency services for all 115 requests, resulting in a 100% success rate. The recipients who were bedbound or had some form of paralysis (54%) and those who needed personal care assistance and meal preparation (43%) made up the majority of emergency dispatches for safety intervention.

Reasons for Dispatching Emergency Caregiver







## 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 was fully refreshed on information received from the PA. It was very beneficial to me and different opportunities that I had not heard of"*  
*(Customer Surveyed, Jan-Mar 2017)*



## The success of the STAR Program

The STAR training program, initiated in 2016, focused on promoting the well-being of providers and enhancing their skills. It was also provided at no cost to them, so that everyone would have an equal opportunity to become a well-trained, successful provider.

The training focused on Alzheimer and dementia, home safety and fall prevention, care provider stress and self-care, etc. provided by the UCLA GWEP and the Office on Aging. It was a huge success, with more than 500 IHSS caregivers attending the training sessions.

The UCLA GWEP is in the final fiscal year of its grant (June 2018) and all training offered by this program will transition to Riverside County DPSS Staff Development.

***"Applied learned knowledge to better take care of personal needs, making every day routine easier."***  
*(Customer Surveyed, OOA Training)*

## Implemented New Technology: Electronic Time Sheet (ETS)

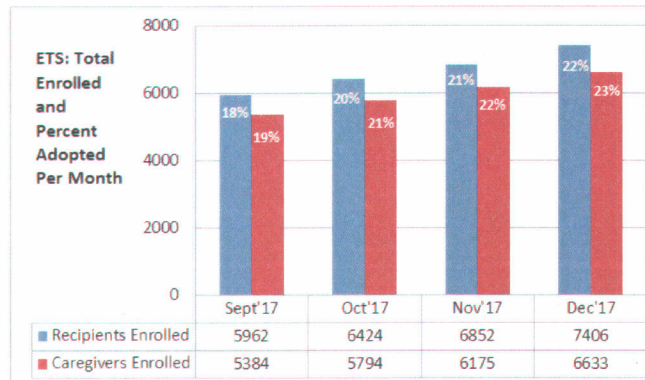
*The ETS allows both the IHSS recipients and caregivers the ability to submit and approve their timesheets online via a new website using a tablet, smartphone, or computer.*

The California Department of Social Services (CDSS) implemented a new statewide ETS effective August 2017. Riverside County was one of three lead pilot counties selected by CDSS to assist with implementation prior to state-wide roll-out.

To ensure the new tool met the state timeline, the PA played a pivotal role in strategic planning, analyzing the impact to customers and counties, participating in various website tests, providing feedback on notices and mailers, and providing feedback to CDSS to improve the public user experience.

**Benefits** for both the recipients and caregivers include:

- Reduced time for an IHSS timesheet to be processed by eliminating the reliance on the US Postal Service
- Reduced timesheet errors such as missing signatures or time input errors
- View payment status and history up to the last 3 months through the ETS website
- Providers can request supplemental timesheets without having to contact the county

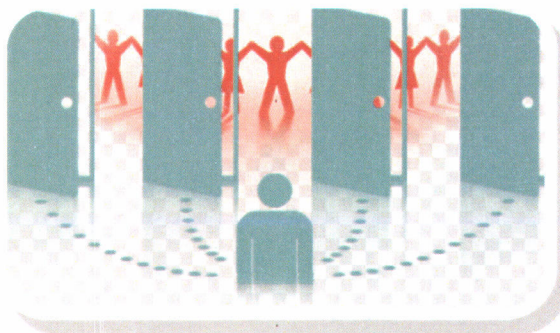




## No-Wrong-Door Service

Of the 4,084 customers who completed customer satisfaction surveys, **98%** indicated that they were happy with the overall service they received from the Public Authority.

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, the PA staff relied heavily on real-time technology (telephone, fax, Riverside County website, scanning, secured e-mail accounts).



Additionally, staff cross-training enhanced the efficiency of clerical staff to support the PA call centers.

*"100% customer service ... always returned call back immediately ... made everyone feel welcomed ...."*  
(Customer Surveyed, Apr-Jun 2017)

## Centralized CORE Services

By the end of December 2017, PA consolidated new IHSS caregiver orientation and enrollments throughout the county. The PA Centralized Orientation and Enrollment Service (CORE) combines all county IHSS caregiver orientations and enrollments utilizing a standardized, streamlined process, enabling faster timesheet mailing, reduced paper processing, and minimizing the time IHSS recipients spend without a care provider.

In addition, CORE serves the public and internal staff by:

1. **Facilitating the availability** of low cost live scan fingerprinting service, a requirement and cost barrier for some IHSS family providers.
2. **Using a Customer Focused approach**, including dedicated customer support telephone lines, detailed instructional packets, and follow-up

customer contacts, ensuring applicant providers always knew where they were in the process.

3. **Using Technology to improve access to provider information.** As a benefit to all Adult Service Division (ASD) offices, new provider enrollment documentation is scanned and uploaded to a server for ease of access.

### Service to the Public

By centralizing the administrative portion of the provider enrollment task, ASD staff are able to dedicate more time and resources to social service delivery. The CORE process boosts efficiency by improving productivity even with a smaller staffing footprint.

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

### SIX CURRENT/FORMER IHSS RECIPIENT

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

### TWO CURRENT/FORMER IHSS CAREGIVER

District 5 Denise Fleming, Member  
 District 3 Connolly Felicitas, Member

### ONE MEMBER OF OFFICE ON AGING ADVISORY COUNCIL

Barbara Mitchell, Secretary

### ONE ADVOCATE FOR PEOPLE WITH DISABILITIES

Paul Van Doren

One DPSS Director or Designee

Lisa Shiner, Adult Services Assistant Director

## Ongoing activities completed by the AC Members in 2017

- ◆ Participation in workgroups to strategize and design its efforts to increase recruitment outcomes in the Desert region
- ◆ 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
- ◆ Advocated at the local, media, and state level to maintain funding for elderly disabled due to the end of the Coordinated Care Initiative in June 2017

## BUDGET

The 2017/2018 IHSS Advisory Committee (AC) budget is \$5,976. To date, 56% of this budgeted amount was spent on: annual dues, meetings, meals, and transportation. Remaining funds will be utilized for recruitment and outreach materials.



## November is National Caregiver Appreciation Month

*"WE'RE IN IT TOGETHER" ... APPRECIATING OUR IN-HOME CAREGIVERS*

In Riverside County, there are approximately 29,000 In-Home Supportive Services (IHSS) caregivers delivering essential services to over 33,000 elderly and disabled residents. These services and the individuals providing them play a critical role in allowing IHSS recipients to live safely in their own homes with independence and dignity. November is National Caregiver Appreciation Month! In 2005, the State of California proclaimed the second week of November as the **In-Home Supportive Services (IHSS) Homecare Caregiver Recognition Week**. In 2017, Riverside County's IHSS Public Authority, IHSS Advisory Committee and Office on Aging partnered with the United Domestic Worker (UDW) Union to acknowledge and honor IHSS caregivers by hosting two appreciation events. To ensure accessibility, the events were held in Moreno Valley (November 8th) and Palm Springs (November 15th) respectively. The events featured speakers, fun, food, movement, entertainment, prizes and a Resource Fair featuring agencies that serve families. Speakers included Cynthia Young, a published former caregiver; California Senator Richard D. Roth; County Board of Supervisor Emmanuel Perez; DPSS Adult Services management staff; Union Representatives; and others. Attendees included caregivers, staff from the partner organizations, and Advisory Board/Committee Members from IHSS and the Office on Aging. The diversity of the attendees presented opportunities to further relationships between those assembled. It was an uplifting, and fun-filled day that offered respite to the caregivers and recognition for their endless work.

Agencies alone could not achieve the goal of maintaining elderly and disabled residents safely in their homes without our Riverside County IHSS caregivers. Many thanks to this very dedicated group of caring individuals. Many thanks to donors and participants:



### Partnerships and Collaboration ...



### OUTREACH EFFORTS AND COMMUNITY EVENTS:

**Riverside County Elder Abuse Symposium**  
(Moreno Valley, 06/26/2017)

**IHSS Caregiver Training and Recognition Events**  
(Moreno Valley, 11/6/2017; Palm Springs, 11/15/2017)