

SUBMITTAL TO THE RIVERSIDE COUNTY  
IN-HOME SUPPORTIVE SERVICES PUBLIC AUTHORITY  
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA



ITEM  
7.2  
(ID # 8719)

MEETING DATE:  
Tuesday, April 2, 2019

FROM : DPSS In-Home Supportive Services:

SUBJECT: DEPARTMENT OF PUBLIC SOCIAL SERVICES/IN HOME SUPPORTIVE SERVICES PUBLIC AUTHORITY: Submission of the Riverside County In-Home Supportive Services Public Authority and Advisory Committee 2018 Annual Report [Districts - All] [\$0]

RECOMMENDED MOTION: That the IHSS Public Authority Board of Directors:

1. Receive and file the attached Riverside County In-Home Supportive Services Public Authority (IHSS-PA) and Advisory Committee 2018 Annual Report.

ACTION:

  
Sarah S Mack, Asst. County Executive Officer 3/15/2019

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MINUTES OF THE BOARD OF DIRECTORS

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

Ayes: Jeffries, Spiegel, Washington, Perez and Hewitt  
Nays: None  
Absent: None  
Date: April 2, 2019  
xc: DPSS/IHSS

Kecia Harper-Ihem  
Clerk of the Board

By   
Deputy

**SUBMITTAL TO THE RIVERSIDE COUNTY IN-HOME SUPPORTIVE SERVICES  
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<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>	\$ 0	\$ 0	\$ 0	\$ 0
<b>NET COUNTY COST</b>	\$ 0	\$ 0	\$ 0	\$ 0
<b>SOURCE OF FUNDS: N/A</b>			<b>Budget Adjustment: N/A</b>	
			<b>For Fiscal Year: 18/19</b>	

**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, administrative bodies in the County related to delivery and administration of IHSS, and the governing body and administrative agency of the In-Home Supportive Services Public Authority (IHSS PA).

Effective July 2002, the Board of Supervisors approved County Ordinance 819, which requires that the IHSS PA submit an annual 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 IHSS AC collaborated to develop and present a joint report for 2018. In summary:

- The PA added **734** new caregivers to the Registry pool, increasing Registry capacity approximately eight percent over 2017, and enrolled an additional **7,200** caregivers who were identified to serve family members and acquaintances.
- The Dispatch Hotline continued to respond to requests from the DPSS IHSS district offices, Adult Protective Services and the recipients seeking assistance with in-home care. In 2018, the Dispatch Hotline responded to a total of 40,986 calls.
- The Time Sheet Service Center (TSSC) continued to provide quality and efficient resolution to time sheet and payment concerns through September 2018. The TSSC responded to a total of 100,937 calls. The TSSC was consolidated with the DPSS IHSS Call Center effective October 2018.
- The IHSS PA won three awards for innovative programs in 2018.
  - The IHSS PA Centralized Orientation and Enrollment (COre) program, designed to expedite the on-boarding of in-home caregivers, won two awards for

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innovative programming: the 2018 National Association of Counties (NACo) Achievement Award and the California State Association of Counties (CSAC) Award.

- The PA, Adult Services Division and UCLA Geriatric Workforce Enhancement Program (GWEP) joined forces to improve workforce capacity for the elderly and disabled. The GWEP is an evidence-based, multi-agency training program designed to bridge gaps by improving the skills, knowledge and communication between professionals and in-home caregivers while fostering best practice approaches to care and intervention. This program also won a 2018 NACo Achievement Award.
- In partnership with the Riverside County Office on Aging and GWEP, the PA jointly hosted ten training sessions throughout the county focused on dementia, home safety and fall prevention, and caregiver stress/self-care. More than 188 IHSS caregivers attended the training courses.
- Operating at a one-hundred percent success rate, the Caregiver Back-Up System (BUS) provided immediate (or within 24-hour) in-home stabilization services and support to a total of 65 elderly and disabled individuals who were assessed to be at immediate risk of harm due to care provider absence and serious safety concerns in 2018.
- The newly enhanced IHSS Electronic Services Portal (ESP) is designed to expedite the submission, review and approval of caregiver timesheets, direct deposit and sick leave. In 2018, Riverside County was the leading County among large counties in the State with the highest adoption rate for ESP (36%) for caregivers and recipients. Riverside County continues to promote and encourage use of this statewide online technology.
- IHSS AC members partnered with the PA, DPSS Adult Services Division, Office on Aging, UDW and the Foundation on Aging to host the 2018 Caregiver Training and Appreciation event which was attended by approximately 550 caregivers, recipients, family members, staff from partner organizations, and Advisory Board/Committee Members from IHSS and the Office on Aging.

The Director of DPSS, therefore, requests the Board receive and file the attached 2018 report.

**Impact on Residents and Businesses**

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

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Attachments

In-Home Supportive Services Public Authority and Advisory Committee 2018 Annual Report

  
Scott Bruzner 3/25/2019

# RIVERSIDE COUNTY

## IHSS PUBLIC AUTHORITY 2018 ANNUAL REPORT

JANUARY TO DECEMBER



### CONGRATULATIONS

#### The PA wins three awards!



Centralized Orientation and Enrollment Program (COre) team

In 2018, the PA won two National Association of Counties (NACo) Achievement Awards for “Expediting Elder Care: A Community-Based Approach” and for the “GWEP Training Initiative: Bridging Gaps between Professional & In-Home Geriatric Care” in the category of Human Services. Additionally, the PA won a California State Association of Counties (CSAC) Challenge Merit Award for its Centralized Orientation and Enrollment Program.



PA Training & Recruitment team

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:

- ✓ A registry of IHSS caregivers for in-home care and continued emergency back-up (BUS) during after-hours, weekends, and holidays.
- ✓ Comprehensive training program to improve the skills, knowledge and care coordination of professionals and in-home caregivers.
- ✓ Consolidated call center that offers assessments, scheduling, and responsive payment resolutions.
- ✓ Countywide enrollment, orientation, and mobile live scan to expedite the on-boarding and payment process for prospective IHSS caregivers.

### PA Goals for 2019:

- Increase the number of IHSS available caregivers through enhanced recruitment strategies.
- Increase use of technology to include web portals to: update provider availability, enroll caregivers, verify employment and participate in online skill development training.
- Collaborate and develop community-based partnerships to support and recruit caregivers.
- Strengthen the focus on PA mandates and services.
- Expand caregiver training to include CPR and wound care through a partnership with UCLA.

# 2018 ACOMPLISHMENTS

## Improved Health & Safety

- ◆ PA social workers received approximately **6,000** referrals for requesting registry caregivers. This reflects approximately a **35% increase** over 2017.
- ◆ The PA social workers successfully matched **92%** of IHSS recipients with Registry in-home caregivers.
- ◆ Operating at a **100%** success rate, the Caregiver Back-Up System (BUS) provided immediate (or within 24-hour) in-home stabilization services and support to 65 elderly and disabled individuals at imminent risk.
- ◆ In partnership with the Riverside County Office on Aging and UCLA Geriatric Workforce Enhancement Program (GWEP), the PA hosted a total of **10** training sessions designed to enhance the skills of IHSS caregivers throughout Riverside County. The training focused on dementia, home safety and fall prevention, and caregiver stress/self-care. More than **188** IHSS caregivers attended the training sessions.  
**The GWEP training initiative won a 2018 National Association of Counties (NACo) Achievement Award.**



*"From the beginning I have been assisted by many people. Every person has been very encouraging, helpful, and polite. I am very happy with the treatment, helpful instructions, and the very helpful orientation I have received.  
(Customer surveyed, Apr-Jun 2018)*

## Increased Employment

- ◆ The PA added an additional **734** new caregivers to the registry pool, increasing Registry capacity **over 8%** compared to 2017.
- ◆ The PA expedited the enrollment of an additional **7,200** caregivers identified to serve family members and acquaintances through the Centralized Orientation and Enrollment Program (COE). This is a **48%** increase over 2017.

## Business Friendliness

- ◆ The IHSS PA Centralized Orientation and Enrollment (COE) program is an innovative, mobile, community-accessible, one-stop service model designed to expedite the on-boarding of in-home caregivers by streamlining the state-mandated provider enrollment process. COE speeds new caregivers through the enrollment process, decreasing the time to activate care by **51%**.
- ◆ The Caregiver Registry 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 2018, the Dispatch Hotline responded to a total of **40,986** calls.
- ◆ The Time Sheet Service Center (TSSC) continued to provide quality and efficient resolution to time sheet and payment concerns through September 2018. The TSSC responded to a total of **100,937** calls.
- ◆ The newly enhanced IHSS Electronic Services Portal (ESP) is designed to expedite the submission, review and approval of caregiver timesheets, direct deposit, and sick leave. In 2018, Riverside County was the leading County among large counties in the State with the highest adoption rate for ESP (**36%**) for caregivers and recipients. Riverside County continues to promote and encourage use of this statewide online technology.
- ◆ The IHSS PA consolidated multiple hotlines into two call centers: one to address safety and well-being and the other to streamline all other inquiries, resulting in improved efficiencies.

## HOTLINES

**(800) 915-1777**

*Registry Referrals &  
Caregiver Back-Up*

**(877)-808-0325**

*Provider Recruitment,  
Training & Retention*

*Workers'  
Compensation*

*Employment  
Verification*

## OTHER RESOURCES

**PA Website**

*dpss.co.riverside.  
ca.us/public-  
authority*

**Electronic Services  
Portal (ESP)  
Website**

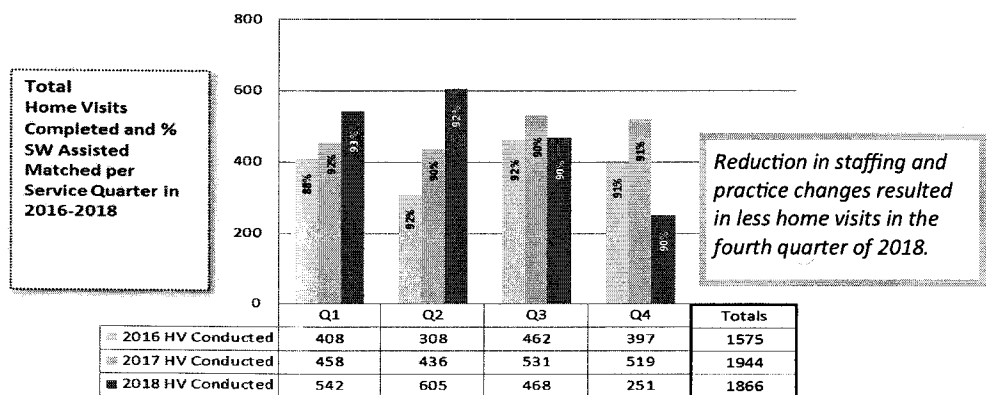
*www.etimesheets.  
ihss.ca.ca.gov*

**Adult Services  
IHSS Call Center**

**(888) 960-4477**

## HOME VISITS AND CAREGIVER MATCHING

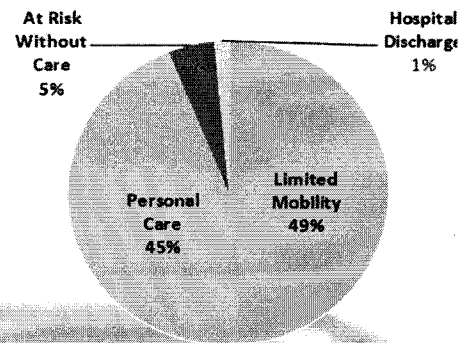
The PA Registry team provides services to approximately 8% of the IHSS recipient population who did not have an identified or available in-home caregivers. In 2018, the PA staff successfully matched more than 4,905 recipients with Registry caregivers through various means. This included Registry lists, home visits, and immediate dispatch of caregivers. As of December 2018, the PA had coordinated services for over 2,800 IHSS eligible recipients, an 8% increase over 2017.



## CAREGIVER BACK-UP SYSTEM (BUS)

The **IHSS Caregiver Back-up System (BUS)** is designed to provide immediate (or within 24 hours) care to recipients who are in need of emergency assistance in their homes.

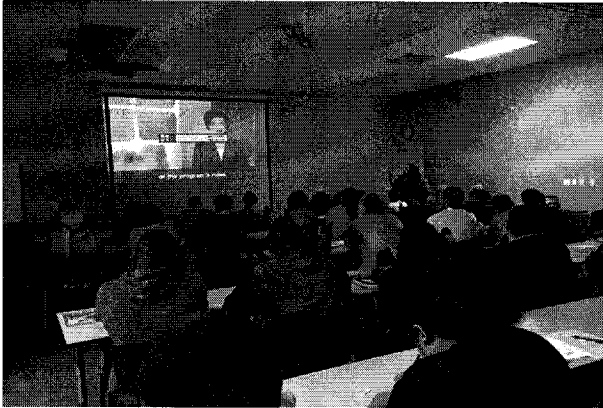
In 2018, the BUS program provided emergency services at a 100% success rate. BUS services included (but were not limited to): paramedical care, personal care and meal preparation, assistance with medication management, protective supervision, and more.



**Reasons for Dispatching  
Emergency Caregiver**

## Customer Centric Services

Of the 5,611 customers who completed customer satisfaction surveys in 2018, 97% indicated that they were happy with the overall service they received from the Public Authority (PA).

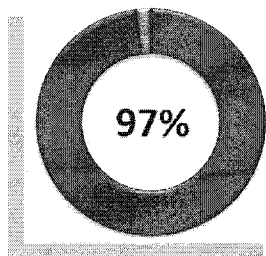


The success of the PA's customer satisfaction campaign is grounded in the goal to reach service resolution at first attempt, regardless of the location of the customer or the IHSS case office.

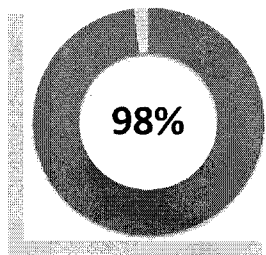
To achieve this goal, the PA staff relied on patience, respect, knowledge of programs and resources, and real-time technology (telephone, fax, Riverside County website, scanning, and secured e-mail accounts) to connect with customers.

Additionally, cross-training on PA, IHSS, and Adult Protective Services programs enhanced the efficiency of staff to provide support through the consolidated PA Call Center, during training, and while resolving payment issues and providing social services.

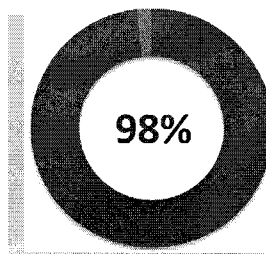
### Customer Satisfaction Survey Results



→ satisfied with overall services received by IHSS-PA staff.



→ indicated IHSS-PA staff treated them with respect.



→ stated staff was knowledgeable and provided accurate information about the services they needed.



*"I feel the staff are very nice, polite, and kind. I appreciate that they go over all of the information."*

*(Customer Surveyed, Apr-Jun 2018)*

*"I am looking forward to continue working for IHSS."*

*(Customer Surveyed, Jul-Sept '18)*

*"This is the first time I obtained all the information I needed. Staff is good."*

*(Customer Surveyed, Apr-Jun 2018)*



## 2018 IN-HOME SUPPORTIVE SERVICES (IHSS)

# ADVISORY COMMITTEE ANNUAL REPORT

This report describes the focus and dedication of the IHSS Advisory Committee (AC) to ensure that the voices of service recipients, caregivers, older adults and individuals with a disability stay in the forefront of significant program changes.

### THE IHSS ADVISORY COMMITTEE IS COMPRISED OF:

#### Current/Former IHSS Recipient

District 5 **Donald Brock**,  
Member

District 4 **Kristine Loomis**,  
Member  
(remote areas)

#### Current/Former IHSS Caregiver

District 5 **Denise Fleming**,  
Secretary  
(at large/any district)

District 3 **Felicitas Connolly**,  
Vice Chairperson  
(at large/any district)

#### Member of Office on Aging Advisory Council

**BARBARA MITCHELL**,  
CHAIRPERSON

#### Advocate for People with Disabilities

**PAUL VAN DOREN**

#### DPSS DIRECTOR OR DESIGNEE

**Jennifer Claar**,  
ADULT SERVICES DIVISION  
ASSISTANT DIRECTOR

## BUDGET

The 2018/2019 IHSS AC budget is \$5,976. To date, this budgeted amount was spent on: annual memberships, recruitment and outreach educational materials, meals and transportation. The 2018 budget has been expended with the exception of a very minor remaining balance.

## Ongoing activities completed by the AC Members in 2018

- ✓ Assisted with planning and outreach at the caregiver appreciation event held at Rancho Jurupa Regional Park in Jurupa Valley, Riverside on November 8th, 2018.
- ✓ Held a recruitment for Advisory Committee members at the Riverside County Elder Abuse Symposium and at the 2018 Inland Empire Disabilities Expo.
- ✓ Distributed time sheet and call center flyers on behalf of the departments.
- ✓ Recommended call-back feature be added to call center.
- ✓ Recommended enhanced tracking of calls and messaging of Agency closures as a customer service enhancement for the PA call center and the IHSS HOME call center.
- ✓ Attended Brown Act Training to learn committee protocols.

## Highlights:

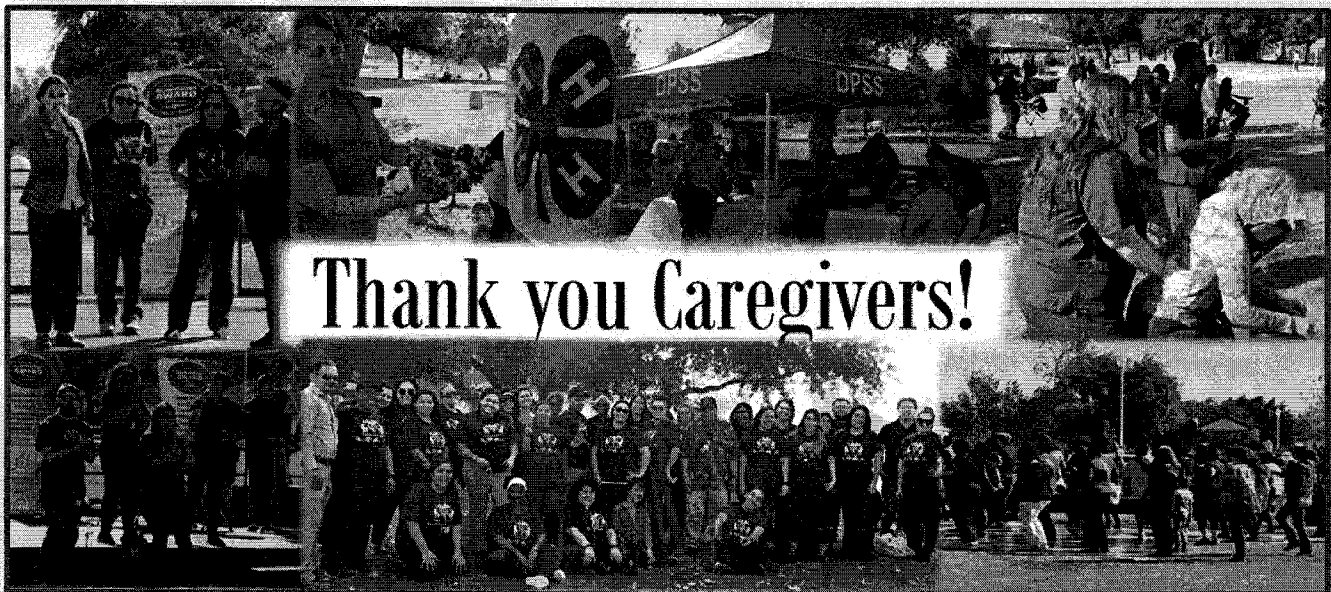
- ✓ AC member Kristine Loomis assisted with disability awareness trainings. Originating in Riverside County, the trainings were offered throughout the state including: San Diego, Los Angeles, Orange, Riverside, Fresno, and Sacramento counties. The innovative element was consumer and provider involvement, with a focus on independent living self determination, and family integration.
- ✓ AC Member Paul Van Doren participated in training and case staffing to assist with meeting the needs of consumers with disabilities.

## November is National Caregiver Appreciation Month

### *“CAREGIVING IS A FAMILY AFFAIR” ... APPRECIATING OUR IN-HOME CAREGIVERS*

In 2018, Riverside County’s IHSS Public Authority, IHSS Advisory Committee, Office on Aging, United Domestic Worker (UDW) Union, and the Foundation on Aging partnered to acknowledge and honor IHSS caregivers by hosting an appreciation event. The event featured a resource fair, health and movement activities, stress management activities (massage and therapy animals), and training. Training consisted of computer-based training on Electronic Time Sheets, caregiver stress management, and time sheet education. Onsite services included utility assistance, CalFresh, the California Telephone Access Programs, and much more.

Riverside County is home to more than 30,537 In-Home Supportive Services (IHSS) caregivers who deliver essential services to over 35,569 elders and people living with disabilities. 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. In recognition of the fact that caregiving impacts the entire family, extended family members were also invited. The event was held at the Rancho Jurupa Regional Park on November 8, 2018. A total of approximately 550 attendees included caregivers, recipients, extended family members, staff from partner organizations, and Advisory Board/Committee Members from IHSS and the Office on Aging. The diversity of attendees presented opportunities to foster relationships between those assembled. It was an energizing, informative day that offered respite and recognition to the caregivers for their endless work.



*Special thanks to the following event & resource fair participants:*

4-H, American College of Healthcare, California Conservation Corps, California Telephone Access Programs, Community Action Partnership, Riverside County Office on Aging, Fairway Mortgage, DPSS Family Resource Centers, Cal Fire/Riverside County Fire Department, IEHP, In-Home Supportive Services, IHSS HOME, IHSS Public Authority, IHSS Advisory Committee, Molina Healthcare, Moreno Valley Unified School District, Rancho Jurupa Regional Park, Riverside County Foundation of Aging, Riverside County Office of Education, Riverside County Child Support Services, RUHS Public Health, Riverside County DPSS - Community Outreach Branch, Southern California Edison, SoCal Gas, TODEC Legal Center, UCLA Geriatrics Workforce Enhancement Program, UDW, US Vets, Walker Insurance Services, Hertz of Gold, In-Kind Participants: Al Rahma - Food Bank