

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



**ITEM: 7.2**  
(ID # 12238)

**MEETING DATE:**  
Tuesday, May 12, 2020

**FROM :** IN-HOME SUPPORTIVE SERVICES PUBLIC AUTHORITY:

**SUBJECT:** IN HOME SUPPORTIVE SERVICES PUBLIC AUTHORITY: Submittal of the Riverside County In-Home Supportive Services Public Authority and Advisory Committee 2019 Annual Report. All Districts. [\$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 2019 Annual Report

**ACTION:**Consent


  
Eva Krottmayer 5/4/2020

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**MINUTES OF THE BOARD OF DIRECTORS**

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

Ayes: Jeffries, Spiegel, Washington, Perez and Hewitt  
Nays: None  
Absent: None  
Date: May 12, 2020  
xc: IHSS

Kecia R. Harper  
Clerk of the Board  
By:   
Deputy

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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:</b> N/A			<b>Budget Adjustment:</b> N/A	
			<b>For Annual Year:</b> N/A	

**C.E.O. RECOMMENDATION:** [CEO use]

**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 2019. In summary:

- The IHSS Electronic Services Portal (ESP) and Electronic Visit Verification (EVV) will become mandatory in 2020. In 2019, the Public Authority (PA) prepared for this rollout through collaboration with the IHSS program and United Domestic Workers (UDW) union to bring awareness of the mandate, assist in registering clients and caregivers, and provide in-person training.
- The caregiver Registry Dispatch Hotline continued to deliver a multitude of countywide services through the telephone, written documents, and face-to-face engagements. This ensured IHSS recipients successfully hired caregivers that best met their needs at home. In 2019, the Registry Dispatch Hotline received an average of 6,442 calls per month (an increase of 7 percent from 2018) with a 75 percent successful answer rate.
- In 2019, the Public Authority received an average of 558 referrals per month to conduct caregiving needs assessments and facilitate successful matching of IHSS recipients with perspective caregivers. The PA team facilitated caregiver matching through home visits, providing registry listing and immediate direct match resulting in the successful matching/hiring of over 3,600 recipients with in-home registry caregivers.

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- The PA continued to collaborate with Adult Protective Services to meet the needs of clients at risk of health and safety after hours and on weekends through the emergency Back-Up System (BUS).
- Established October 2018, the Public Authority Call Center continued to improve customer service and the overall answer rate. In 2019, PA received 139,230 calls with and improved the answer rate towards reaching an 80 percent goal.
- To meet the growing demand and improve customer service, the PA collaborated with community partners to increase the capacity of new caregiver orientation and enrollment. In 2019, the capacity and process was modified to host 1,000 applicant caregivers monthly. By December 2019, 7,315 caregivers completed orientation requirements and of those, 3,185 (44%) attended in the last 4 months.
- The PA Training Unit added two new community program specialist positions to facilitate and increase ongoing recruitment of potential in-home caregivers. The team conducted several recruitment events throughout the county. Caregiver recruitment efforts yielded a total of 909 new caregivers to the PA Registry pool in 2019 (24 percent increase from 2018).
- In collaboration with the Riverside County Office on Aging and a partnership with UCLA, the PA hosted 12 multi-session courses for IHSS caregivers throughout Riverside County. The training curriculum focused on dementia, fall prevention, self-care, and CPR. A total of 506 IHSS caregivers were offered the training courses.
- The PA introduced a redesigned provider packet, which eliminated extraneous forms and expedited the PA registry provider hiring process.
- The PA collaborated with Riverside County Information Technology to improve the Verification of Employment system. The integration of technology has improved processing time from 30 business days to no more than 7 business days.
- Through our partnership with Pacific Toxicology, the PA revised the drug and alcohol screening tests to improve detection of illegal substances.
- In November 2019, the United Domestic Workers Union (UDW), in partnership with the IHSS Advisory Committee, Riverside County Office on Aging, and IHSS PA hosted a training, resource fair, and appreciation event to celebrate Caregiver Appreciation Month. Esteemed dignitaries, including Senator Richard Roth, Assembly member Jose Medina, and Supervisor Jeff Hewitt welcomed 350 invitees, representing over 32,000

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Riverside County caregivers. Attendees enjoyed learning about caregiver empowerment, wellness & community resources, and enrolled in the IHSS Electronic Services Portal.

**Impact on Residents and Businesses**

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 2019 Annual Report

EK:cg











## 2019 ACCOMPLISHMENTS

### ***IMPROVED HEALTH AND SAFETY***

- ◇ In collaboration with the Riverside County Office on Aging (OOA) and a partnership with UCLA, the PA hosted a total of 12 multi-session courses for IHSS caregivers throughout Riverside County. The training curriculum focused on dementia, fall prevention, self-care, and CPR. A total of 506 IHSS caregivers were offered the training courses.
- ◇ PA received an average of 558 referrals monthly to match caregivers and conduct a needs assessment. PA facilitated caregiver matching through home visits, providing registry listings, and immediate direct matches resulting in the successful matching and hiring of over 3,600 recipients with in-home registry caregivers.

### ***INCREASED EMPLOYMENT***

- ◇ The PA collaborated with community partners to increase the capacity of new caregiver orientation and enrollment. In 2019, the capacity and process was modified to host 1,000 applicant caregivers monthly. By December 2019, 7,315 caregivers completed orientation requirements and of those, 3,185 (44 percent) attended in the last 4 months.
- ◇ The PA Training Unit added two new community program specialists to facilitate and increase ongoing recruitment of potential in-home caregivers. The team conducted several recruitment events throughout the county. Caregiver recruitment efforts yielded a total of 909 new caregivers to the PA Registry pool in 2019 (24 percent increase from 2018).

### ***BUSINESS FRIENDLINESS***

- ◇ In November 2019, the United Domestic Workers Union (UDW), in partnership with the IHSS Advisory Committee, OOA, and PA hosted a training, resource fair, and appreciation event to celebrate Caregiver Appreciation Month. Attendees enjoyed learning about caregiver empowerment, wellness & community resources, and enrolled in the IHSS Electronic Services Portal.
- ◇ The PA collaborated with Riverside County Information Technology to improve the Verification of Employment system. The integration of technology has improved processing time from 30 business days to 7 business days.
- ◇ Established in October 2018, the Public Authority Call Center continued to improve customer service and the overall answer rate. In 2019, PA received 139,230 calls and improved the answer rate towards reaching an 80 percent goal.



## CUSTOMER SERVICE IS OUR PRIORITY!

During 2019, the Public Authority received 3,840 surveys from customers regarding customer service experiences. The PA was rated favorably across all categories, with 97 percent of respondents indicating satisfaction with the overall service received; and 99 percent of respondents stating staff treated them with respect.

As a result of feedback received from respondents, the PA made changes to the caregiver orientation format. The orientation was streamlined and now takes half as long as the previous process. In addition, caregivers were able to schedule an orientation using a self-service online option, reducing the need to call.

The PA strengthened and forged new partnerships with community agencies and sites to build capacity to host larger orientation sessions so more people could get oriented to the IHSS program.

97%

Overall



Customer Satisfaction


98% of customers thought Public Authority staff were




Knowledgeable about Services

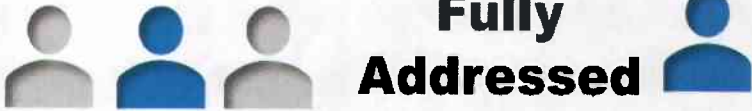
97%


of customers reported their concerns were





Fully Addressed



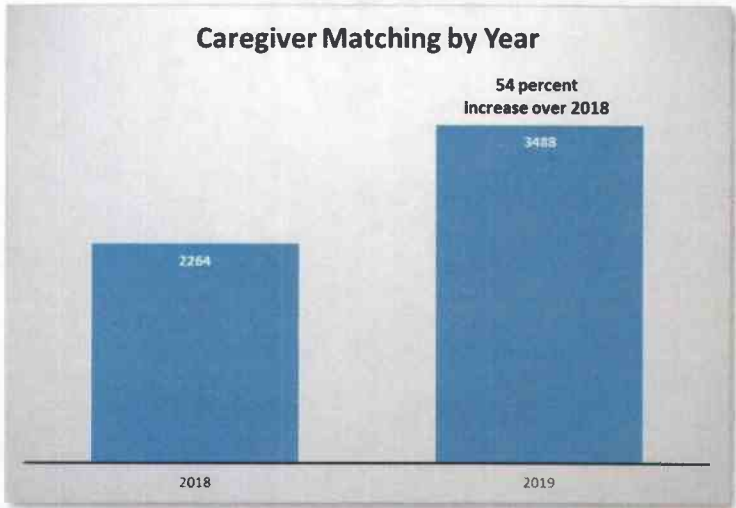






## CAREGIVER MATCHING

The Public Authority Registry is a resource for IHSS recipients seeking assistance with finding a caregiver. In 2019, the Public Authority successfully matched 3,488 caregivers with recipients through various methods. This represents 99% of referrals for clients who completed the matching process. The PA provided registry lists based on matching criteria, conducted in-home visits to help with the hiring process, completed direct matches as authorized by the recipient, and continued to offer immediate, same-day assistance through the Back-Up System (BUS) of caregivers.

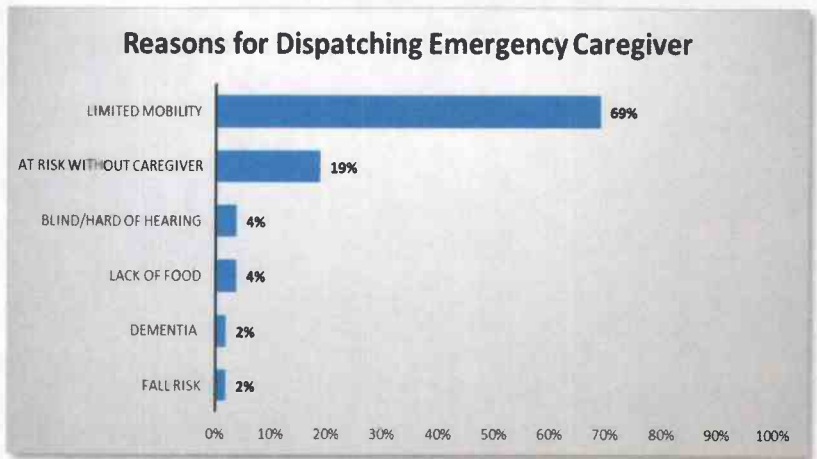


## CAREGIVER BACK-UP SYSTEM (BUS)

The IHSS Back-Up System (BUS) was designed to provide help within 24 hours to recipients who require emergency care and assistance in the home. The Public Authority’s BUS program helps keep elderly and disabled adults in the least restrictive environment rather than potentially receiving their care in a facility or being admitted to the emergency room.

In 2019 the BUS program provided emergency services primarily to IHSS recipients with limited mobility (69 percent). The next two categories included recipients who were at risk of out-of-home placement or who experienced limited food resource availability.

As the most common reason for emergency services, “Limited Mobility” includes recipients who are wheelchair or bed-bound. The “At Risk” category includes recipients who may be at risk of out-of-home placement without a caregiver in the home. The dispatch reason of “Lack of Food” indicates the recipient does not have food readily available and/or requires assistance to prepare their meals.





## CAREGIVER APPRECIATION, TRAINING AND RESOURCE FAIR

In 2005, the State of California designated the second week of November as the IHSS Homecare Caregiver Recognition Week. In honor of the approximately 32,000 IHSS caregivers serving over 38,000 recipients, the Public Authority in partnership with the United Domestic Workers (UDW) union, held its 15th annual National Caregiver Appreciation, Training and Resource Fair.

Over 300 In-Home Supportive Service caregivers were invited to attend the event held at the Marinaj Banquet Facility in Moreno Valley. The caregivers had access to agencies including Inland Empire Health Plan, Community Action Partnership and the Office On Aging, which provided valuable information and resources to attendees.

Experts led participants in wellness, yoga and mindfulness activities. During lunch, the attendees enjoyed live music. Throughout the event, caregivers received “thank you” gift cards and baskets donated by participating agencies, UDW, and the IHSS Advisory Committee.

Through compassion and dedication, these caregivers help enrich and empower the lives of IHSS recipients, allowing them to remain safely in their homes. We are especially grateful for the care they provide to our families, friends, and community.







# IHSS ADVISORY COMMITTEE ANNUAL REPORT

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

## Ongoing activities completed by the IAC in 2019

- ◇ Training on specific IHSS program changes and its impact on service beneficiaries.
- ◇ Review of IHSS state policies and regulations to ensure that the unique perspectives of caregivers and recipients affected by mandated changes are considered.
- ◇ Dissemination of accurate IHSS program information and sharing innovative approaches from Riverside County Programs.
- ◇ Participation in community functions and meetings geared at increasing awareness about resources for older adults and individuals with disabilities.
- ◇ Collaboration with 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

## Budget

The 2019-2020 IAC budget is \$5,976. As of March 2020, \$650 of this budgeted amount was spent on outreach, meetings, and transportation. Remaining funds will be utilized for recruitment, annual dues, and outreach materials.

## IHSS Advisory Committee

Denise Fleming	Chair	5th Supervisorial District Representative
Paul Van Doren	Vice Chair	Advocate for people with disabilities
Barbara Mitchell	Secretary	Member of Office on Aging Council
Donald Brock	Member	3rd Supervisorial District Representative
Felicitas Connolly	Member	3rd Supervisorial District Representative
Kristine Loomis	Member	4th Supervisorial District Representative
Todd Bellanca	DPSS Designee	Adult Services Assistant Director





## WHAT OUR CAREGIVERS MEAN TO THE PA?

Our caregivers' service to IHSS recipients is invaluable to the Public Authority. Through their dedication and support, IHSS recipients can live safely in the comfort of their own home and receive care that is vital to their daily needs.

We thank our caregivers for all they do!



We are always seeking caregivers to serve IHSS recipients. If you know someone who is interested in becoming a registered caregiver for the Public Authority, please visit us at [RiversideIHSS.org](http://RiversideIHSS.org) or call IHSS HOME at (888) 960-4477 to get more information.