

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



**ITEM: 2.10  
(ID # 14991)**

**MEETING DATE:**  
Tuesday, April 27, 2021

**FROM :** DPSS In-Home Supportive Services:

**SUBJECT:** DEPARTMENT OF PUBLIC SOCIAL SERVICES/IN-HOME SUPPORTIVE SERVICES PUBLIC AUTHORITY: Submittal of the Riverside County In-Home Supportive Services Public Authority and Advisory Committee 2020 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 2020 Annual Report.

**ACTION: Consent**

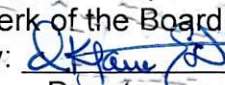
  
Sayori Baldwin, DPSS Director 4/15/2021

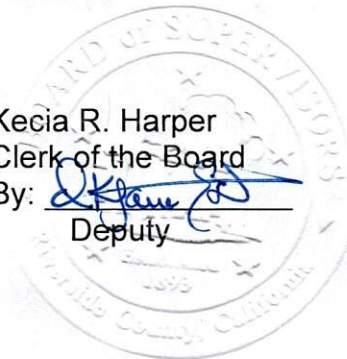
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**MINUTES OF THE BOARD OF DIRECTORS**

On motion of Supervisor Perez, seconded by Supervisor Washington 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 27, 2021  
xc: DPSS-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: N/A</b>			<b>Budget Adjustment:</b>	N/A
			<b>For Fiscal Year:</b>	N/A

**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 2020. In summary:

- The 2020 COVID-19 pandemic presented opportunities for the IHSS PA to expand its online and self-service footprint. In collaboration with DPSS Adult Services Division, the Public Authority expanded its website and online services, providing increased access to forms and general information. The IHSS PA also implemented the Provider Enrollment Automated Registry System, PEARS. Through PEARS, new caregivers can complete state mandated enrollment requirements at their own pace and on their own schedule. Over 6,300 caregivers completed the orientation process by the end of the year.
- The California Department of Social Services mandated that all IHSS recipients and caregivers are enrolled into the IHSS Electronic Services Portal (ESP) for timesheet review and submission by the end of 2020. IHSS PA partnered with DPSS Adult Services Division to engage recipients and caregivers through training sessions and telephone assistance. By December 2020, Riverside County's compliance rate was 99 percent.
- The Registry Access and Dispatch (RAD) team delivered a multitude of countywide services to IHSS recipients and caregivers through telephone operations. This ensured IHSS recipients successfully hired caregivers that best meet their needs at home. In



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December 2020, the RAD team received a total of 62,986 calls for the year and reached a 94 percent answer rate.

- The IHSS PA received an average of 618 referrals per month to conduct caregiving needs assessments and facilitated successful matching of IHSS recipients with prospective caregivers. The IHSS PA team facilitated caregiver matching through home visits, providing registry listings, and immediate direct matches resulting in the successful matching/hiring of over 2,634 recipients with in-home registry caregivers.
- The IHSS PA collaborated with Adult Protective Services to meet the needs of recipients at risk of health and safety after hours and on weekends through the emergency Back-Up System (BUS). The number of caregivers interested in joining BUS tripled from 45 to 145. The program was expanded and an increased differential wage rate with the health plans was negotiated due to the COVID pandemic.
- The IHSS PA Call Center (PACC) improved customer service and the overall answer rate. The IHSS PA shifted from in-person lobby visits to primarily telephone assistance because of the COVID-19 restrictions. By the end of 2020, PACC had received a total of 107,017 incoming calls and reached an 85 percent answer rate.
- During 2020, the IHSS PA pursued innovative recruitment outreach approaches, including broadcast and social media advertising, as well recruitment of caregivers from College of the Desert. Through these efforts and others, the PA registry successfully enrolled 603 new caregivers for service.
- The PA hosted trainings for IHSS caregivers throughout Riverside County in collaboration with the Riverside County Office on Aging and a partnership with the University of California, Los Angeles, Geriatric Workforce Enhancement Program. The courses focused on dementia, fall prevention, self-care, and CPR. Other trainings coordinated by the PA include caregiver mandated reporting, caregiver stress, and using personal protective equipment (PPE). A total of 571 IHSS caregivers received training during 2020.
- The IHSS PA, in partnership with the IHSS Advisory Committee, Riverside County Office on Aging, and the United Domestic Workers of America (UDWA) union, hosted the 2020 Caregiver Training, Resource Fair and Appreciation events which corresponded with Caregiver Appreciation Month in November. The event was held over four days and included two days of virtual/online trainings and two drive-through resource fairs in Indio and Moreno Valley. Training topics included caregiver stress, learning new skills in old age, and exercise and movement.

**Impact on Residents and Businesses**

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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 2020 Annual Report

EK:cg

  
Steven Atkeson 4/19/2021

# RIVERSIDE COUNTY IHSS PUBLIC AUTHORITY



# 2020 Annual Report





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## A message from the Executive Director

Welcome to the IHSS Public Authority (PA) 2020 Annual Report. This past year was one unlike we have ever experienced, but through it all we expanded our partnerships, implemented innovative approaches, and continued to help clients to remain safely in their home.

As I reflect on the past year, two words come to mind – Challenges and Opportunities. With the 2020 pandemic, the IHSS PA was faced with new challenges that we had not experienced before, including government mandated shutdowns, social distancing, and care for customers particularly vulnerable to COVID-19.

In response to these challenges, the PA found opportunities to improve our business practices while promoting safety and convenience for our customers. These improvements included moving new caregiver orientation from a scheduled in-person class, to an online course served on-demand. We increased our support for online distribution and receipt of paperwork, eliminating the need for in-person office visits. Our call centers were reconfigured to accept and handle more customer concerns over the phone within one phone call. The PA staff conducted special outreach to increase the number of caregivers providing emergency Back Up Services (BUS) and coordinated caregiver training and distribution of essential protective gear to guard against the COVID-19 virus.

The IHSS PA is not able to do this work alone. We are supported by many partners including the Department of Public Social Services, Riverside County Office on Aging, Foundation on Aging, United Domestic Workers of America, and IHSS caregivers throughout Riverside County.

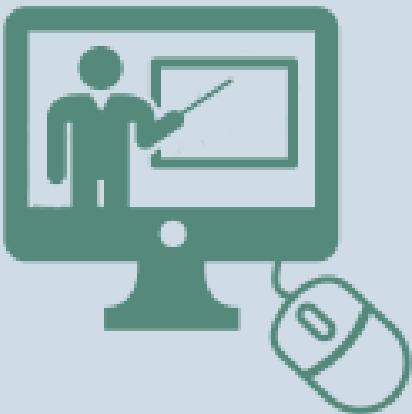
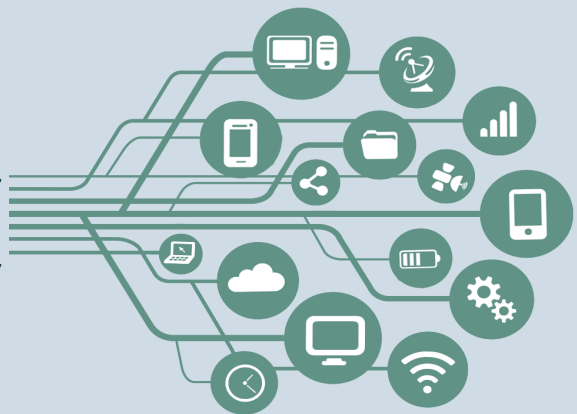
*Eva Krottmaier*

# 2021 Goals



Improve quality of services provided through telephone support.

Continue to leverage technology for additional self-service options and realize further reductions of paper waste.



Provide increased training opportunities for caregivers.

Expand outreach and awareness of IHSS PA registry and recruitment.





# 2020 Accomplishments

## Increased Employment

PA services support Riverside County's 40,000 IHSS recipients and 33,000 caregivers. In efforts to increase employment opportunities, the PA explored new and innovative advertising approaches, including broadcast and social media outreach. The PA also conducted recruitment activities with College of the Desert's nursing school yielding employment opportunities and increased public awareness for the agency.

The PA transitioned to an online IHSS caregiver enrollment system, which removed previous limits and increased capacity to allow those interested to sign on through the PEARS enrollment system. By December 2020, 6,371 caregivers completed enrollment requirements through the new online enrollment system.

## Business Friendliness

The 2020 Caregiver Training, Resource Fair, and Appreciation event celebrated caregivers and the important work they do in the community. The event was held in partnership with the Department of Public Social Services (DPSS), United Domestic Workers of America (UDWA) union, the Foundation on Aging, the IHSS Advisory Committee (IAC), and the Office on Aging (OOA). Caregivers registered for two separate training opportunities and received essential protective gear (EPG), groceries, and other items from participating agencies at two drive-through resource fairs in Indio and Moreno Valley. The drive-through fairs ensured social distancing by requiring attendees to remain in their car while receiving valuable information from vendors.

## Improved Health & Safety

During 2020, the PA received an average of 618 referrals per month for caregiver matching and needs assessments. PA Social Service Practitioners (SSP) assisted recipients to find caregivers through registry lists and facilitated caregiver matching through direct service matches. Combined, these efforts resulted in the successful matching and hiring of over 2,634 recipients with in-home registry caregivers.

Through its collaboration with OOA and a partnership with UCLA, the PA hosted trainings focused on dementia, fall prevention, self-care, and CPR. A total of 250 IHSS caregivers received training through the courses.

# Customer Satisfaction Survey

The 2020 pandemic posed challenges for the distribution and receipt of physical paper customer satisfaction surveys. Social distancing and office closures limited opportunities for PA customers to receive surveys and express their opinion on our services. To remedy this situation, the PA switched from physical paper distribution to an online survey format. Going forward, the online option provides simple and convenient access to the PA survey regarding all customer services.

Online survey results indicated an overall satisfaction rate with the PA at eighty percent (80%). Eighty-five percent (85%) of all respondents believed the PA treated them with respect and eighty percent (80%) of respondents thought PA staff were knowledgeable about services.



Customers were satisfied with the overall services provided by the PA.



85%

Customers expressed that PA treated them with respect.

# Back-up System ( BUS )

The PA serves recipients requiring emergency and after-hours care through the BUS program. BUS is an alternative to emergency out-of-home care and maintains individuals in the least restrictive environment. The PA BUS program is unique to this county and was developed in partnership with Molina Healthcare and Inland Empire Health Plan (IEHP).

The visionary foresight in developing and maintaining PA BUS meant Riverside County stood ready to serve our most vulnerable population during the 2020 COVID-19 pandemic. Throughout the pandemic, BUS activations served recipients who required emergency caregiving services when their regular caregiver was not available due to illness. Additionally, many PA BUS caregivers were specially trained in and received EPG, which enabled them to service IHSS recipients infected with COVID-19.

During the state-of-emergency declared by the governor and resulting from the pandemic, both Molina and IEHP increased the wage gap for providers caring for potential COVID-19 recipients. In addition, the state-established wage differential provided for additional compensation to caregivers providing services as a backup caregiver.

Through innovation, courage, and successful partnerships, the PA BUS program continues to support the emergency needs of our elderly and dependent adult community.





# Caregiver Training, Resource Fair, & Appreciation

The Office on Aging (OOA), United Domestic Workers union, IHSS Advisory Committee, and the Foundation on Aging worked closely with the PA to celebrate National Family Caregivers Month by hosting the annual Caregivers Training, Resource Fair and Appreciation event.

This year the event was held over several days in a hybrid virtual and in-person format. The online portion of the event featured opportunities for skill enhancement and stress relief. Comedian Lamont Bonman entertained the virtual audience while OOA offered stress relief techniques in a separate presentation. The Gold Soul Line Dancers engaged providers with mobility and movement exercises and Dr. Wu from UCR presented “Learning New Skills in Adulthood.”

The in-person event consisted of a drive-through resource fair, enabling caregiver participation while maintaining social distancing. Participating community partners gifted caregivers with resource bags, groceries, EPG, and more.



**“I’M A CAREGIVER AT HEART. GOD SEEMS TO PLACE ME WITH PEOPLE WHO NEED HELP AND I AM GLAD TO DO IT.”**

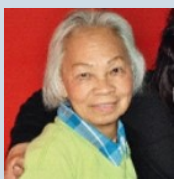
*-Diane Long, IHSS Caregiver*



**CAREGIVERS MATTER!**

*thank you!*  
**• CAREGIVERS •**

# 2020 IHSS Advisory Committee Report



**Felice  
Connelly,  
Secretary**



**Denise  
Fleming,  
Vice-Chair**



**Barbara  
Mitchell,  
Chair**



**Donald  
Brock, PhD,  
Member**



**Kristine  
Loomis,  
Member**

The IHSS Advisory Committee (IAC) was established to ensure a voice for Riverside County IHSS service recipients, caregivers, older adults, and individuals with disabilities. IAC members advocate at various county and state levels, and collaborate with multiple organizations including UDWA.

## **Goals**

- *Advocacy:* Work through stakeholder groups to advocate for changes to the IHSS program that will maximize the quality of life for all consumers.
- *Outreach:* IHSS consumers and providers are given information and resources that address pertinent issues via conferences, events, and other activities.
- *Stakeholder Input:* Utilize various strategies to engage IHSS stakeholders to receive input regarding IHSS services and supports in the Riverside County area. Assist in making recommendations to the Board of Supervisors during an annual report.

## **Budget**

With a 2020-2021 budget of \$5,976, the IAC contributed EPG to caregivers during National Caregiver Month. Remaining funds will be for membership dues, outreach, and transportation when in-person meetings resume in 2021.

## **Ongoing Activities**

IAC members represented recipients and caregivers for Public Safety Power Shutoff discussions and with the California IHSS Consumer Alliance (CICA). The IAC was also integral in program planning for the 2020 Annual Caregiver Training, Resource Fair, and Appreciation event. IAC members received trainings such as “*Isolation and Loneliness Precursor to Elder Abuse and Exploitation*” to increase awareness and advocate for the community.

# A heart-felt thank you...

*Thank you*

...for your dedication to serving your community and your neighbors.

*Thank you*

...for your courage in time of uncertainty.

*Thank you*

...for accepting referrals to care for individuals impacted by COVID-19.

But most of all, **thank you** for being an IHSS Caregiver.

## Help reduce the spread of COVID-19

Wear a mask



Wash your hands regularly



Maintain 6 ft distance



Get vaccinated when it's your turn

