

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



ITEM: 2.9
(ID # 19006)

MEETING DATE:
Tuesday, May 17, 2022

FROM : PUBLIC SOCIAL 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 2021 Annual Report; All Districts. [\$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 2021 Annual Report.

ACTION:Consent


Sayori Baldwin, DPSS Director 5/6/2022

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, Spiegel, Washington, Perez and Hewitt
Nays: None
Absent: None
Date: May 17, 2022
xc: DPSS

Kecia R. Harper
Clerk of the Board

By: 
Deputy

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FINANCIAL DATA	Current Fiscal Year:	Next Fiscal Year:	Total Cost:	Ongoing Cost
COST	\$ 0	\$ 0	\$ 0	\$ 0
NET COUNTY COST	\$ 0	\$ 0	\$ 0	\$ 0
SOURCE OF FUNDS: N/A			Budget Adjustment: N/A	
			For Annual Year: 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 2021. In summary:

- In 2021, the IHSS PA received an average of 577 referrals per month to conduct caregiving needs assessments and facilitate 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 1,208 recipients with in-home registry caregivers.
- As part of a focus on service quality, the PA implemented quality reviews (QR) for caregiver referrals. These QRs are designed to identify areas for improvement and staff training opportunities to provide exceptional customer service experiences across registry and telephone services at the PA.
- 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 2021, PACC had received a total of 67,504 incoming calls and reached a 94 percent answer rate.
- The PA piloted and implemented customer satisfaction surveys for recipients to rate their experiences with registry caregivers. The results of these surveys will provide the PA

**SUBMITTAL TO THE BOARD OF SUPERVISORS COUNTY OF RIVERSIDE,
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with insight into trainings and assistance registry caregivers could use to provide better care for our customers and increase their overall job satisfaction.

- The system for PA's Countywide Orientation and Enrollment (COreE), PEARS, transitioned to 100% self-registration. The new functionality empowers applicant providers with the ability to sign-up for the online orientation service at any time, from anywhere, without the need for human intervention.
- Recruitment of new registry caregivers is a priority at the PA and the agency continues to find new and innovative methods for outreach including increased online and social media marketing and presenting at workshops and events. Through these efforts and others, the PA registry successfully enrolled 705 new caregivers for service.
- The PA increased the amount of caregiver training opportunities by partnering with other organizations for virtual trainings. A total of 691 caregivers attended a virtual training in 2021 (an increase of 176.4% over 2020).
- The PA continued distributing essential protective gear (EPG) provided by the State to IHSS caregivers. These EPG improve safety and protect the health of both recipients and caregivers during service delivery.
- Demand for assistance through the PA's provider Back-Up System (BUS) increased by 78% during 2021. PA's BUS leverages its provider registry to grant emergency caregiver assistance enabling recipients to remain at home or avoid placement in rehabilitation or in a residential care facility. 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).

Impact on Residents and Businesses

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

ATTACHMENTS:

- In-Home Supportive Services Public Authority and Advisory Committee 2021 Annual Report

ANNUAL REPORT

2021

RIVERSIDE COUNTY
IN-HOME SUPPORTIVE SERVICES (IHSS)
PUBLIC AUTHORITY

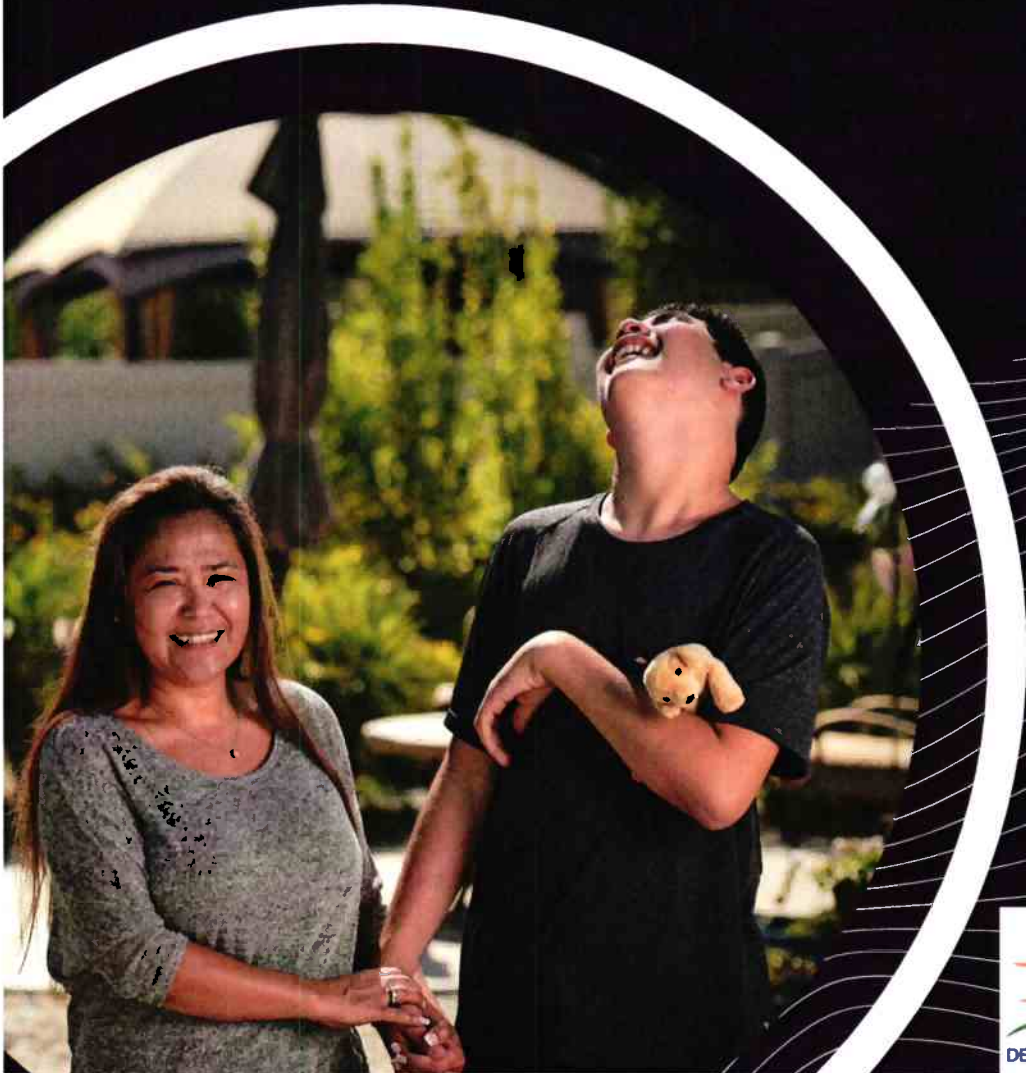


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MESSAGE FROM THE EXECUTIVE DIRECTOR

Welcome to the IHSS Public Authority!

Although 2020 and 2021 was a period of great change, I welcomed 2022 with open arms. If I had to select three words to describe how I feel about 2022, they would include optimism, excitement, and commitment. The Public Authority (PA) is approaching 2022 with a new level of *optimism* as we further develop and refine new technological and self-service options implemented during the past two years. This is in line with the Department of Public Social Services (DPSS) movement toward Continuous Quality Improvement or CQI. I am *excited* that 2022 will bring forth new opportunities for collaboration and partnerships that will benefit the agency and ultimately the caregivers of Riverside County. The PA is *committed* to employ improvements in all areas.

In 2021, we implemented online self-registration as part of our virtual caregiver orientation process. This eliminated wait times and allowed caregivers to use our system from the convenience of their own home. For 2022, we are refining that process even further to allow for a smoother, more efficient, transition from applicant to linked caregiver.

Recently incorporated technologies, including Adobe Sign and RiversideIHSS.org, created tremendous opportunities for our telephone supports. Leveraging those technologies, our PA website was redesigned to complement telephone and self-service options provided by the agency, allowing for a convenient, streamlined user experience.

As you can see, there is a lot to feel optimistic and excited about for 2022. While you read through our annual report, I hope you share in the enthusiasm I feel for the process improvements to benefit our customers, caregivers, and community. Once again, Welcome to the IHSS Public Authority!

~Eva Krottmayer



2021 ACCOMPLISHMENTS

Increased Employment

The Public Authority (PA) provides services supporting Riverside County's approximately 41,000 IHSS recipients and 35,000 caregivers. Services provided by the PA include recipient and caregiver matching, caregiver training, employment verification, and special payment processing.

Recruitment of registry caregivers is a priority at the PA and the agency has expanded its outreach into new and innovative fields. In 2021, the PA began leveraging social media platforms such as Facebook, Instagram, Twitter, and Craigslist for targeted and countywide marketing. Creative advertising on radio and podcasts reached previously untapped segments for employment opportunities with the PA registry.



DPSS Senior Public Information Specialist Gene Kennedy and PA Senior Community Program Specialist Tiffany Nelson appeared on radio and televised news stories, helping to bring awareness of the need for caregivers in the county and the tremendous opportunities for employment.

2021 ACCOMPLISHMENTS



Business Friendliness

The 2021 Caregiver Training, Resource Fair, and Appreciation Event presented an opportunity to connect Riverside's IHSS caregivers to local area resources as well as express appreciation for their work in the community. Through partnerships with the Office on Aging (OOA) and IHSS Advisory Committee (IAC), the PA held a virtual training event and two drive-thru events; one in Indio and a second in Moreno Valley. At the drive-thru event, providers were greeted with networking opportunities from various local agencies, gifts of groceries, and essential protective gear (EPG).

2021 ACCOMPLISHMENTS

Improved Health & Safety

During 2021, the PA received an average of 577 referrals per month for caregiver matching and needs assessments. The PA's teams of Social Services Practitioners (SSP) assisted recipients in finding caregivers through a matching process. The PA matched an average of 224 recipients and caregivers per month, creating new employment and increasing safety in the community.



To take a step further for the health and safety of IHSS recipients and caregivers, the PA increased the amount of caregiver training opportunities by partnering with other organizations for virtual trainings.

Some of the many topics included were Stress and Caregiver Burnout, Living with Dementia/Alzheimer's, Safety in the Home, Mandated Reporter, and Fall Prevention. In total, 691 caregivers attended a virtual training in 2021 (an increase of 176.4% over 2020).

2022 GOALS



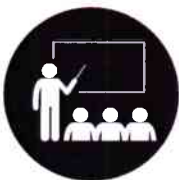
Improve quality and timely services through telephone support.



Expand use of technology to support self-service options and create efficiencies of PA services.



Increase the number of registry caregivers through enhanced recruitment strategies.



Incentivize training opportunities for IHSS providers in coordination with training through the Office on Aging (OOA).

CUSTOMER SATISFACTION SURVEY

New for 2021, the PA made the customer satisfaction surveys available through the riversideihss.org website, contact us cards, and direct emailing to its customers. 2,244 survey responses were received, with eighty-six percent (86%) presenting an overall favorable response for the PA.

86%
Overall favorable response

Eighty-eight (88%) of respondents believed that PA staff were respectful during their interaction with the agency, while eighty-six (86%) stated PA staff were knowledgeable about services.

88%
"Staff were Respectful"

Eighty-four (84%) of respondents believed their concerns were acknowledged and appropriately addressed and eighty-five (85%) expressed overall satisfaction with the PA.

2021 Customer Service Survey



9% Increase in Overall Satisfaction Year over Year

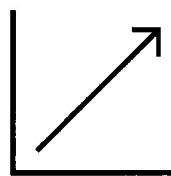
BACK UP SYSTEM – BUS

Through partnerships with Inland Empire Health Plan (IEHP) and Molina Healthcare, the PA continues to provide emergency and after-hours in-home caregiving services through the BUS program. Now in its seventh year, the BUS program is an alternative to emergency out-of-home care and maintains individuals in the least restrictive environment.

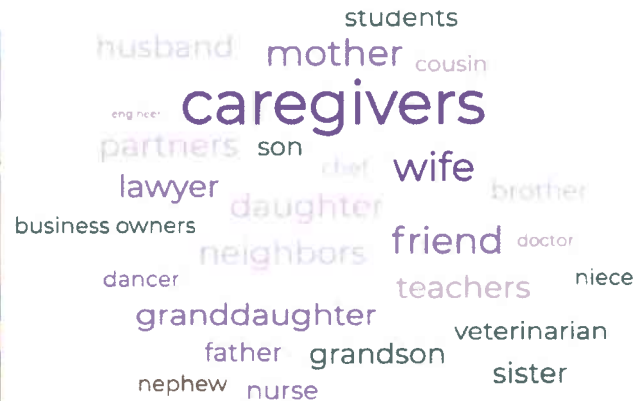
Generally, a BUS referral is requested for a person in the community who is severely impaired, requiring significant personal care and meal services. Many of these recipients have limited mobility, cognitive deficits, and/or are wheelchair or bedbound.

During 2021, BUS activations have increased 78% throughout the county. To accommodate this growing need, the PA has increased its BUS provider pool by 63% over the past year. The PA recognizes the increasing demand for emergency caregiving services and continues to grow its pool of BUS providers.

78% Increase in
BUS
Activations



CAREGIVER APPRECIATION TRAINING & RESOURCE FAIR



The Public Authority and partners, including the Office on Aging, Foundation on Aging, the IHSS Advisory Committee and the Riverside County Department of Public Social Services, hosted a three-day event to celebrate caregivers. The theme of the 2021 caregiver appreciation event was “#CaregiverAnd”, celebrating the identities and passions that enrich life.

The appreciation event was partially conducted online, providing an opportunity for caregivers from throughout the county to attend. The virtual event featured training:

- *From Yelling to Yoga* by James “Dat Yoga Dude” Woods
- *Caring for the Caregiver* by Office on Aging’s Mary Hrinko
- *Understanding Alzheimer’s and Dementia* by the Alzheimer’s Association

Drive-thru resource fairs were held in Indio and Moreno Valley. Caregivers received resources from over eighteen (18) agencies.

CAREGIVER APPRECIATION TRAINING & RESOURCE FAIR

A Very Special Thanks:



2021 IHSS ADVISORY COMMITTEE REPORT

The Advisory Board is a state mandated function of the Public Authority with eleven (11) members all of whom are appointed by Riverside County Board of Supervisors. At least 50 percent are current or past users of personal care assistance. The Advisory Board studies, reviews, evaluates and makes recommendations to the Public Authority Governing Body, Public Authority Services Director and IHSS County Administration relative to all matters affecting persons receiving In-Home Supportive Services in our County, including advocating on behalf of all county residents receiving In-Home Supportive Services to live independently at home.

Budget

Annual Budget: \$5,976

Spent: \$2,000

The Advisory Committee hired *Crash Creative Studios* to create their recruitment video. Remaining funds will be utilized for member recruitment, annual dues, and outreach materials.

2021 IHSS Advisory Committee Presentations:

- Alzheimer's Association
- Waiver Personal Care Services

Future Presentations/Trainings:

- Share of Cost
- Inland Counties Legal Services
- Registry Enrollment Process

Future Goals:

- Increase the Advisory Board membership
- Resume the IAC newsletter
- Trainings at every IAC meeting



CLOSING

Thank you for being an IHSS caregiver and so much more.



Compassion and care,



Is what you bring for others,



Selfless and human.

Mission Statement:

As an enhancement to the In-Home Supportive Services (IHSS) program, the IHSS Public Authority strives to assist seniors and persons with disabilities to remain safely in their homes.