

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



ITEM: 2.9
(ID # 25068)

MEETING DATE:
Tuesday, June 25, 2024

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 2023 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 2023 Annual Report.

ACTION: Consent



Charity Douglas, DPSS Director

5/29/2024

MINUTES OF THE BOARD OF SUPERVISORS

On motion of Supervisor Spiegel, seconded by Supervisor Gutierrez 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 Gutierrez
Nays: None
Absent: None
Date: June 25, 2024
xc: DPSS/IHSS

Kimberly A. Rector
Clerk of the Board
By: 
Deputy

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

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: No	
			For Fiscal Year: 2023/24	

C.E.O. RECOMMENDATION: Approve

BACKGROUND:

Summary

Effective July 2002, the Board of Supervisors approved County Ordinance 819, which requires that the In-Home Supportive Services Public Authority (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 In-Home Supportive Services Advisory Committee (IHSS AC) collaborated to develop and present a joint report for 2023. In summary:

- In 2023, the IHSS PA received an average of 623 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 3,435 recipients with in-home registry caregivers.
- The IHSS PA Call Center (RDU) improved customer service and call answer rates. By the end of 2023, RDU had received 53,382 incoming calls and reached a 92 percent answer rate, marking a 9.5% improvement compared to 2022.
- Recruitment of new registry caregivers is a priority at the IHSS 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 IHSS PA registry successfully enrolled 1,315 new caregivers for service.
- In 2023, one of the primary training objectives was to encourage all IHSS caregivers to take advantage of the optional, no-cost training opportunities provided by IHSS PA. As a result, we achieved a substantial 78% increase in training engagement.
- The demand for assistance through the PA Registry Team, which matches clients with caregivers, has increased by 9% compared to 2022, with 7,484 referrals received. The response time to referrals has improved, averaging 1.5 business days for initial contact with clients and 6 business days for providing clients with caregiver referrals.

**SUBMITTAL TO THE BOARD OF SUPERVISORS COUNTY OF RIVERSIDE,
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- The demand for the caregiver Back-Up System (BUS) remains high; the PA dispatched 85 emergency BUS caregivers to aid clients needing immediate care. PA's BUS leverages its caregiver registry to offer emergency caregiver assistance, enabling clients to remain at home or avoid placement in rehabilitation or a residential care facility. The PA continues 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.

Impact on Residents and Businesses

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 2020 Annual Report.


Brianna Lontajo, Principal Management Analyst 6/19/2024



Riverside County
IHSS Public Authority

2023

ANNUAL REPORT





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



Barry L. Dewing, MA, LMFT
Assistant Director
County of Riverside
Department of Public Social Services

The Public Authority continues to provide essential services to elders and dependent adults who need an In-Home Supportive Services (IHSS) caregiver to remain safely in their homes. The Public Authority staff and the Public Authority Caregivers meet the needs of thousands of clients in this community in a professional, committed, and compassionate way. The Public Authority is an essential part of the broader efforts to improve the lives of those in Riverside County. The work completed each day by the Public Authority staff and caregivers is greatly appreciated. Thank you for all you do.

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A MESSAGE FROM THE EXECUTIVE DIRECTOR

I am honored to present the IHSS Public Authority Annual Report, a testament to our commitment to enhancing the lives of our clients and caregivers. As the Executive Director, I am excited to share our achievements, progress, and vision, which are primarily focused on our pursuit of workforce development, improved accessibility for our clients, caregiver support, and faster response times to those in need within our community.

At the heart of our mission lies our dedication to providing quality services for our clients. We recognize that achieving this goal hinges on our caregivers. In the past year, we implemented several initiatives to increase the number of caregivers in our registry. We have expanded our recruitment and training and support for those who choose to embark on a career in caregiving. This approach not only addresses the growing demand for our services but also empowers individuals seeking to make a meaningful difference in the lives of others.

Access to our services is a cornerstone of our agency's mission. We understand that timely access to care can significantly impact the well-being of our clients. Therefore, we have worked to eliminate barriers and enhance accessibility. Our commitment to diversity, equity, inclusivity, and access extends to all members of our community.

Caring for our caregivers is essential to providing vital care to our clients. We have continued our caregiver support programs in 2023, including mental health resources and training opportunities. By caring for our caregivers, we empower them to provide the best care possible to our clients, creating a circle of support and well-being.

Reflecting on the past year's achievements and challenges, we remain committed to our community. Our vision is clear: to foster an available and compassionate workforce, to enhance accessibility for all clients, to provide dedicated support to our caregivers, and to be responsive to the caregiving needs in our community. None of this would be possible without our staff's dedicated efforts, our caregivers' resilience, and support from our Riverside County leadership team.

I want to express my sincere gratitude for your ongoing support and partnership. Together, we will continue to positively impact the lives of our clients and caregivers, ensuring that everyone in our community receives the care and support they deserve.

With warm regards,

David Dai, MBA, MPT
Executive Director

“Caring for someone is an art that requires the heart.” -Unknown

IHSS Public Authority Leadership Team



Veronica Ortega
PA Executive Assistant II



Vanessa Johnson
PA Regional Manager



Tiffany Nelson
Supervising Program
Specialist Training &
Recruitment Team



Deborah Okogba
Admin. Services
Supervisor
STARS



David Arnold
Admin. Services
Supervisor
Data/DOJ Unit



Eric Hernandez
Social Services
Supervisor II
Registry Dispatch Unit



Alejandra Muñoz
Social Services
Supervisor II
Registry Unit



Michael Ponce
Social Services
Supervisor II
Registry Unit



Sandy Villatoro
Social Services
Supervisor II
Registry Unit



Roxana Duarte
Community Program
Specialist II Training &
Recruitment Team



Our Work At
H A N D

2023 IMPACT

NEW CAREGIVERS HIRED



1,315

New caregivers increased by 103.9% in comparison to 2022

CLIENT CAREGIVER MATCHES



3,435

Client & Caregiver matches increased by 37% in comparison to 2022



CALLS ANSWERED

53,382

Calls handled has increased by 12.6% in comparison to 2022



EMERGENCY CAREGIVERS DISPATCHED

85

Provided emergency care to 85 clients at risk of institutional placement throughout Riverside County

CALL ANSWER RATE

92%



The call answer rate improved by 9.5% in comparison to 2022

TIMESHEET ISSUES

2,473



The STARS team successfully addressed 69.2% more caregivers' time sheet-related issues in comparison to 2022



BACKGROUND CLEARANCES PROCESSED

11,548

Background clearances processed increased by 39.6% in comparison to 2022



A YEAR IN
REVIEW

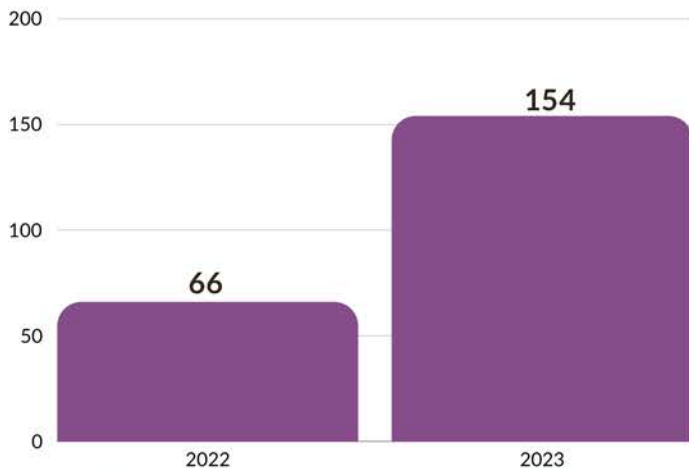
Training & Recruitment Team (TRT)

In 2023, the IHSS Public Authority Training and Recruitment Team actively engaged with the community to expand the pool of registry caregivers available to serve IHSS clients in Riverside County. The TRT prioritized pursuing workforce development initiatives, fostering collaboration with stakeholders, and forging new external partnerships to enhance and expand our capabilities to attract new caregivers.

Additionally, the PA has shifted toward conducting in-person job fairs and presentations while leveraging social media and other platforms to communicate the ongoing demand for caregivers to the public. Our recruitment team participated in 154 community events across all five county districts (Figure 1), where we received interest from over 5,000 individuals aspiring to become registry caregivers (Figure 2).

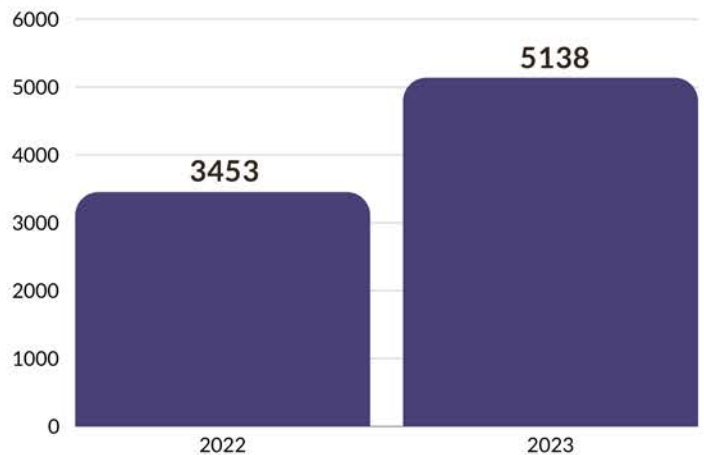


FIGURE 1
Total Recruitment Events
2022 vs 2023



Recruiting events increased by 133% in 2023 compared to 2022

FIGURE 2
Total New Registry Applications
2022 vs 2023



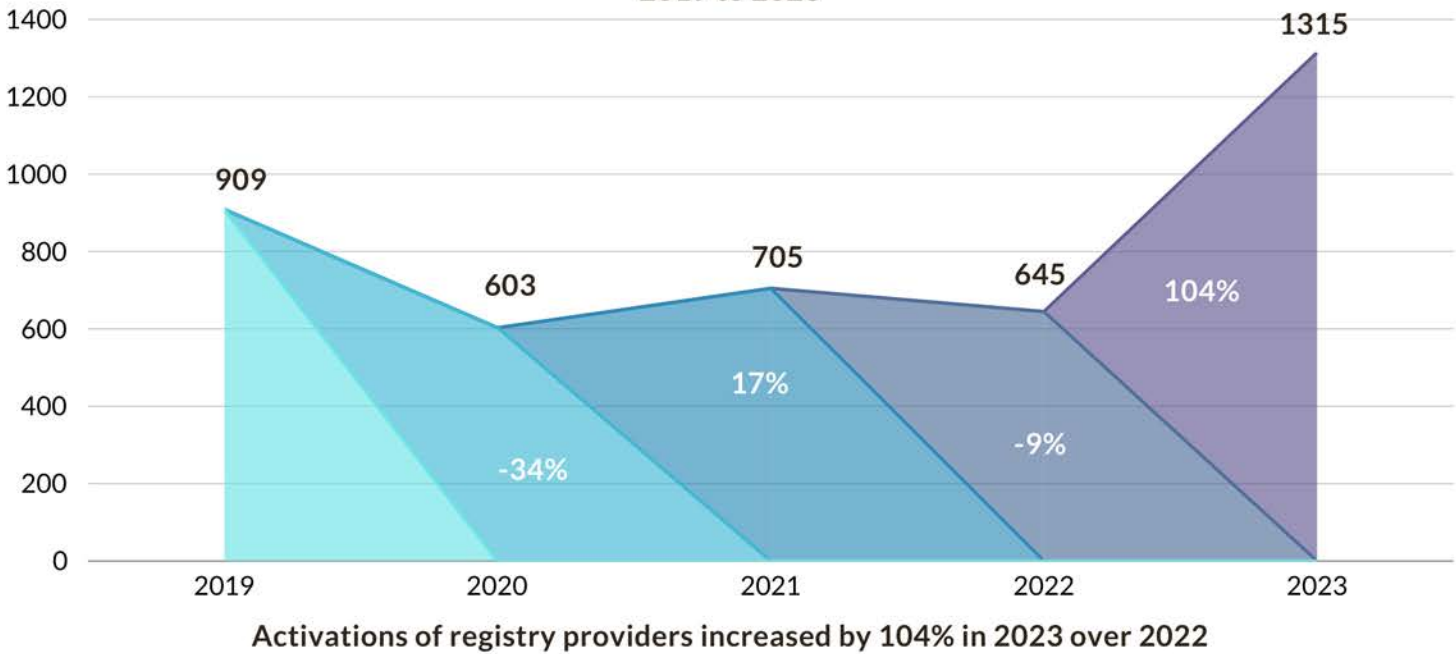
New registry applications for providers increased 49% for 2023 compared to 2022

Training & Recruitment Team (TRT)

Our efforts led to an average activation of 110 registry caregivers per month, a total of over 1,300 activated registry caregivers in 2023, marking a remarkable 104% increase from the previous year, notably an all-time high in the past five years (Figure 3).



FIGURE 3
Registry Provider Activations
2019 to 2023



Caregiver Training

In 2023, one of our primary training objectives was to encourage all IHSS caregivers to take advantage of the optional, no-cost training opportunities provided by the IHSS Public Authority. We collaborated with various community organizations to offer free training sessions on relevant topics beneficial for

caregivers, equipping them with knowledge to handle diverse caregiving situations. As a result, we achieved a substantial 78% increase in training engagement last year, and we remain committed to ensuring access to these valuable resources for all IHSS caregivers.

Training & Recruitment Team (TRT)



Caregiver Appreciation Event

We concluded 2023 with two in-person Caregiver Appreciation events dedicated to the unsung heroes of this community, our IHSS caregivers. The IHSS Public Authority collaborated closely with the United Domestic Workers Union and other community partners to honor and celebrate all IHSS Caregivers in Riverside County. Our caregivers enjoyed luncheon events held in Palm Springs and Moreno Valley, where caregivers came together to enjoy special presentations by the Office on Aging, the DPSS Office of Health and Wellness, and the Inland Caregiver Resource Center. Additionally, the IHSS Public Authority received support from DPSS and its partners to provide baskets and raffle prizes at these events. We extend our heartfelt gratitude to everyone who contributed to making these events possible and for recognizing and appreciating the dedicated work of IHSS caregivers.



“I’m a caregiver for IHSS and I’ve been in Public Authority for 15 plus years. I’m feeling very loved here and encouragement and teaching us what to do in certain situations that is a lot of information and I’m soaking it as a sponge.” - Elizabeth Ruiz

Registry Dispatch Unit (RDU)



The Registry Dispatch Unit (RDU) is the initial point of contact for IHSS clients seeking caregiver matching services through the Public Authority. In 2023, the RDU received 53,382 telephone calls from customers seeking assistance, a 12.6% increase compared to 2022 (Figure 5). Notably, the RDU achieved an average answer rate of 92%, marking a 9.5% improvement over the previous year in 2022 (Figure 6). During the same year, the RDU processed 4,580 service tickets through the IHSS HOME ticketing system.

After-hours dispatch services are handled by the Public Authority's Back-Up Provider System (BUS). In 2023, BUS managed 104 requests for urgent, after-hours caregiving services. BUS operates in close collaboration with IEHP and Molina health plans, serving as an invaluable emergency resource to prevent the unnecessary institutionalization of dependent adults.

The Public Authority RDU line is staffed by skilled social services practitioners. These dedicated professionals conduct comprehensive interviews with callers to assess their service needs and identify urgent and critical situations for triaging service delivery. Furthermore, the Public Authority RDU staff adeptly handle crisis calls, interpret and clarify program policies, and facilitate referrals to external services beyond our agency scope when needed.

FIGURE 5
Increase in total calls to Public Authority Dispatch unit
2022 - 2023

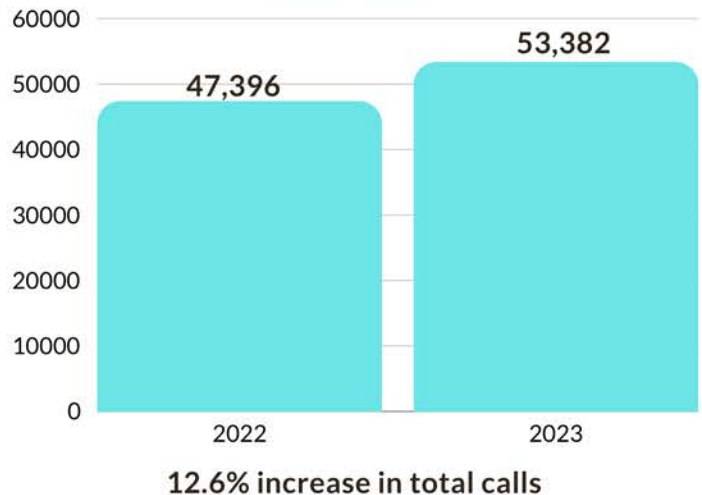
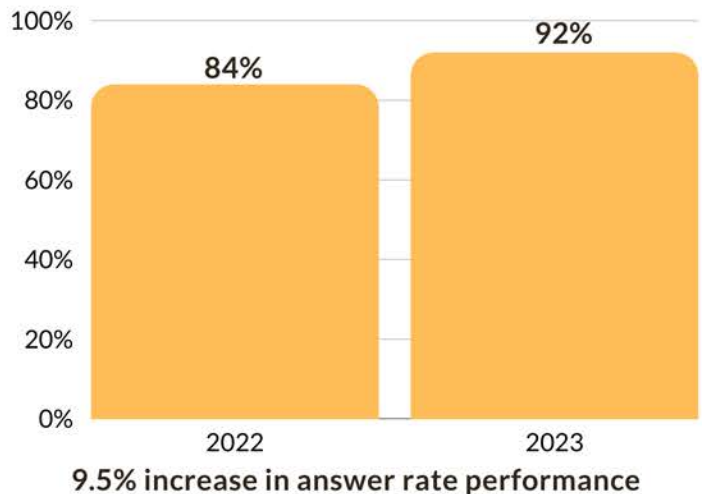


FIGURE 6
Increase in average answer rate performance for Public Authority Dispatch unit
2022 - 2023



“PA has been helping a lot of our clients as well as IHSS PA registry caregivers. Through our interaction by phone (RDU dispatch) with clients, we are able to help clients express their needs or concerns. In that process, they are heard and understood, given solutions (create PA referrals or resources to access), and referred to appropriate channels or resources within the county.” -Riverside County Public Authority Social Services Practitioner

Success Stories



Our approach enables us to connect customers seeking caregivers directly with experienced social services practitioners at the dispatch level. This distinctive feature ensures that our customers benefit from a safety assessment right from the outset. By identifying customers in crisis early on, we can triage Public Authority services efficiently and submit additional service referrals even before caregiver matching. This strategic advantage highlights our commitment to providing superior care, safety, and support to our service population.

Client Success Story

Jennifer, a resilient elderly woman, faced the daunting reality of living alone without family or community support. However, Riverside County Public Authority stepped in to make a difference in her life, bringing the invaluable gift of caring.

Initially, connecting with Jennifer proved challenging due to her difficulties with communication and forgetfulness. Despite these obstacles, Social Services Supervisor Muñoz, a dedicated member of the Riverside County Public Authority, conducted a home visit alongside a potential caregiver. This proactive approach proved invaluable.

Their first meeting became a turning point in Jennifer's life. As the caregiver entered her world, a sense of warmth and connection blossomed, filling the void Jennifer had felt for so long. Tears welled in her eyes as she revealed the depths of her loneliness and despair since losing her beloved son.

With the assistance of the Riverside County Public Authority and the registry caregiver, Jennifer's life underwent a remarkable transformation. She now thrives in the comfort of her own home.

Thanks to the compassionate efforts of the Riverside County Public Authority and its dedicated team, Jennifer's story is now one of resilience, hope, and newfound support.



*Names/Photos in this story have been changed to protect the client's identity.

Registry Unit

Our Public Authority registry is an impressive team of Social Services Practitioners who deliver exceptional work and demonstrate dedication to the safety and well-being of our IHSS clients. These Social Services Practitioners have profoundly impacted the lives of our IHSS clients, and their commitment continues to shine year after year. Their primary objective is to empower IHSS clients and Public Authority caregivers, ensuring everyone's voices are heard and no one is left behind.

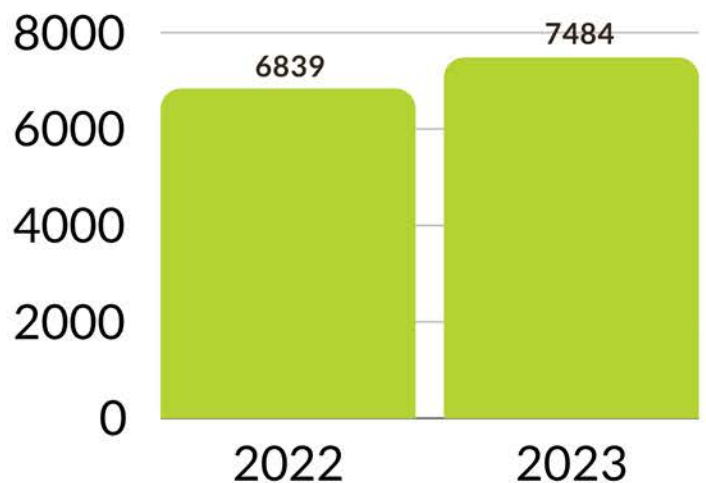
The registry team is comprised of twenty highly skilled Social Services Practitioners who manage and allocate resources to IHSS clients. They are responsible for referring qualified caregivers from the Public Authority registry and facilitating the connection between clients and caregivers. The ultimate goal of the Public Authority assisting with caregiver matching is to ensure that essential care services are provided, enabling clients to remain in their homes safely and independently. Here are some notable achievements and accomplishments of the Registry Unit:

- Total number of referrals received: 7,484, a 9% increase compared to 2022 (Figure 7)
- Total number of business days to refer a caregiver: 6 business days
- Total number of business days to contact clients: 1.5 business days

In addition to these achievements, our Public Authority Registry Unit conducts home visits to provide hands-on support to clients. These visits include:

- Assisting clients with enrolling in telephonic and electronic timesheet systems
- Obtaining completed and signed enrollment documents from IHSS clients who need additional support
- Providing education about the Public Authority and IHSS
- Facilitating direct client and caregiver matches
- Connecting clients to other county agencies for community resources and services

FIGURE 7
Client Referrals Received
2022 vs 2023



9.5% increase in referrals 2023 vs 2022

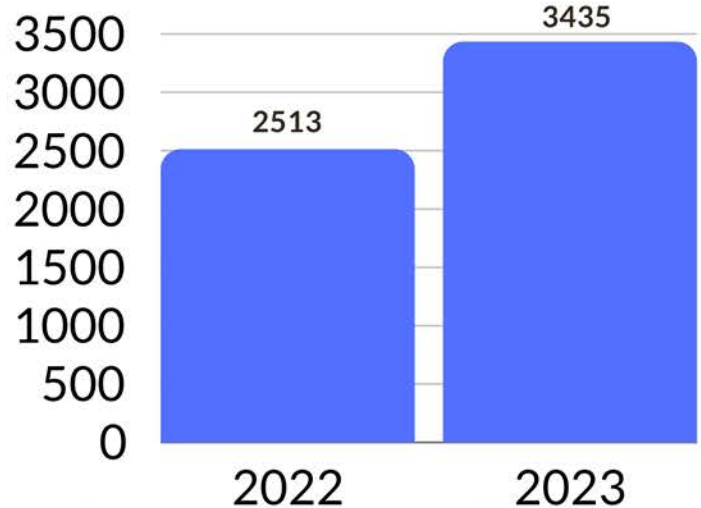
Registry Unit

Moreover, our Public Authority Social Services Practitioners have built strong relationships with our invaluable caregivers. Many of them volunteer their time to help create special Caregiver Appreciation events to honor our unsung heroes, our caregivers. These events serve as a testament to the close-knit community that has been fostered.

Furthermore, our Public Authority Social Services Practitioners collaborate closely with Adult Protective Services to offer immediate emergency backup services (BUS) to numerous IHSS clients throughout Riverside County.

The emergency BUS program is designed for severely impaired clients who live alone, rely on others for personal care, and are at risk of hospitalization or placement without adequate support. BUS caregivers have also extended their services to clients temporarily staying in shelters due to being displaced after a natural disasters. In the past year alone, the Public Authority successfully dispatched 85 emergency BUS caregivers to aid our clients needing immediate care. These efforts demonstrate the unwavering commitment of our Social Services Practitioners to the well-being and safety of our IHSS clients.

Total Clients Matched to Providers
2022 vs 2023



37% increase was realized in 2023 vs 2022



"I have very high needs and live in a remote area. I was appreciative of Lana's personal touch with handling my referral. She was able to quickly refer me to a caregiver I hired. I am able to safely and independently live in my own home and community." Kristine, IHSS client



Emergency Response

In July 2023, the Rabbit Fire burned over 8,000 acres of land in Moreno Valley, forcing many Riverside County residents to evacuate their homes and move into an emergency shelter located in Beaumont. Among those evacuated were several IHSS clients who rely on caregiver assistance for their daily living activities. Unfortunately, their IHSS caregivers were also under evacuation orders, leaving them without care. To address this crisis, the IHSS Public Authority, led by Social Services Supervisor Sandy Villatoro, sprang into action.

They swiftly devised a response plan, contacting registry caregivers in neighboring areas willing to lend a hand. Establishing a comprehensive schedule and ensuring round-the-clock care for the evacuated IHSS clients. Their efforts received heartfelt appreciation from clients and caregivers, who were grateful for the support during such trying times.



Special Tracking, Analysis & Reporting Services Unit (STARS)

The STARS Team plays a crucial role in bridging communication and coordination between the County of Riverside, the State of California Department of Social Services, and the State Controller's Office, particularly in matters concerning their assistance to IHSS clients. The STARS Team is comprised of several units, including Verification of Employment, Public Authority Building Reception, Special Payments, and the Workers' Compensation, Subpoenas, Records, Request/Labor, Hearings/Audit Desk, each contributing to the effective functioning of this essential support network.

The **Verification of Employment Unit** serves as an intermediary between the state and IHSS Caregivers. Assisting IHSS Caregivers with employment verification is an essential and much-needed service. These caregivers depend on us to demonstrate their financial stability, a crucial factor in enabling them to buy or rent homes, maintain their social security benefits, apply for disability or unemployment benefits, and access public social benefits. It is gratifying to know that we are assisting the very individuals who offer care to the most vulnerable members of our community, which includes conducting comprehensive background checks for future employment and more.

The **Reception Unit** assists walk-in customers with questions or concerns about applying to become an IHSS client or caregiver. Our receptionists are ready to help by offering documents upon request, accepting documents from clients, and when necessary, facilitating communication between clients and their social workers. The Reception Unit is dedicated to addressing general inquiries and delivering a range of services that aim to support the needs of our customers.

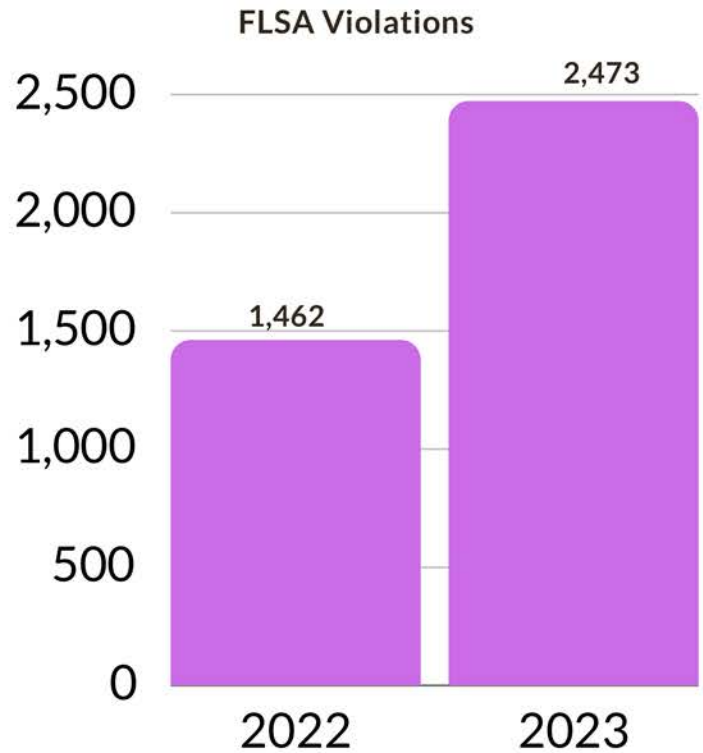


Special Tracking, Analysis & Reporting Services Unit (STARS)

The STARS Workers' Compensation Desk handles injury reports from caregivers. They guide caregivers to approved physicians for necessary medical care and collaborate with the Social Services Assistant team to secure a replacement caregiver, if needed, to ensure uninterrupted support for the IHSS client. The primary objective is to uphold the seamless delivery of IHSS services.

The Subpoenas Desk processes subpoenas that have been correctly served to the Riverside County DPSS Administrative Compliance Unit. Requested documents are provided within the timeline as mandated by the court. Arrangements are made with legal couriers to transport response packets.

STARS personnel also participate in Labor Hearings by furnishing verifying documents, payment records, and requested processing/procedural details as requested by the presiding judge.



FLSA Violations have increased 69.2% 2023 compared to 2022

2,473
CAREGIVERS ASSISTED WITH FLSA ISSUES

54%
INCREASE IN SPECIAL PAYMENTS TRANSACTIONS

113
SUBPOENAS IN 2023

Data Report & Department of Justice (DOJ) Unit

The primary function of the Department of Justice (DOJ) unit is to support the In-Home Supportive Services (IHSS) program by carefully screening potential applicants for criminal violations. This screening process involves several essential tasks:

Background Check Review: The DOJ unit thoroughly reviews background check results for caregiver applicants. This includes analyzing criminal history records to identify any past convictions or violations.

Evaluation for Disqualification: The unit assesses the nature and severity of any criminal violations found during the background check. They determine whether these violations disqualify the applicant from participating in the IHSS program, as certain criminal offenses may pose a risk to vulnerable clients.

Waiver Assessment: In cases where criminal violations are identified, the DOJ unit evaluates whether the applicant may be eligible for a waiver. This involves considering factors such as the nature of the offense, the time that has elapsed since the conviction, and any rehabilitation efforts undertaken by the applicant.

In summary, the DOJ unit is critical in safeguarding the IHSS program by meticulously reviewing background check results, assessing criminal violations, and making informed determinations about applicant eligibility. Their efforts help ensure the safety and well-being of IHSS clients by screening out potentially risky caregivers.



IHSS Advisory Committee

The IHSS Advisory Committee (IAC), a vital component of the Public Authority, is a state-required entity that works in collaboration with the Public Authority. Comprised of eleven (11) individuals who are appointed by the Riverside County Board of Supervisors, this committee maintains a focus on representing the needs and perspectives of those receiving In-Home Supportive Services (IHSS).

Diversity is at the core of the Advisory Committee's composition, requiring at least 50 percent of its members either currently or previously utilize personal care assistance through IHSS. This commitment to user representation ensures that the committee can offer valuable insights into the challenges and requirements of IHSS clients.

The responsibilities of the Advisory Board encompass a range of essential tasks, including the study, review, evaluation, and formulation of recommendations. These recommendations are directed to the Public Authority Governing Body, the Public Authority Services Director, and the IHSS County Administration. Their collective expertise and input inform decisions and policies that impact individuals receiving In-Home Supportive Services within Riverside County.

Beyond these specific functions, the Advisory Committee also serves as an advocate for all Riverside County residents who rely on In-Home Supportive Services. Their overarching goal is to champion the cause of enabling individuals to maintain their independence and continue living comfortably and safely in their homes.

2023 Accomplishments and Ongoing Activities:

- Participated in Caregiver Appreciation Events during November National Caregiver Month
- Created Caregiver Training Handbook
- Participated in monthly CA IHSS Consumer Alliance (CICA) meetings

Future Goals:

- Increase the Advisory Board membership
- Incorporate training at every IAC meeting





A LOOK
AHEAD

2024 Goals

Over the next year, the IHSS Public Authority agency will continue to commit to being a source of support, valuing the dignity and well-being of individuals in our community. Our mission is to provide support services that empower individuals to lead fulfilling lives and thrive within their communities. Through innovation, dedication, and meaningful partnerships, we aim to positively influence the community and ensure efficient and high-quality services for our clients and our most valued resource, our caregivers.

Our Goals:

- Enhance the efficiency of internal programs through continuous improvement efforts
- Streamline and enhance the caregiver enrollment process through ongoing refinements
- Reduce the average time to refer a caregiver from 6 to 5 days
- Increase the average call answer rate from 92% to 95%
- Increase the Registry Caregiver Pool by 15%, focusing on our desert communities
- Reinstate in-person training sessions and collaborate with external partners to introduce new training initiatives to better prepare the IHSS caregivers to assist IHSS clients





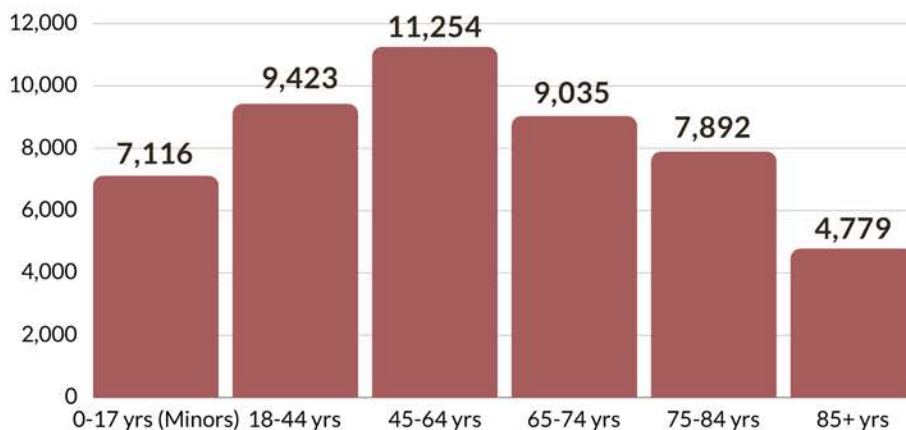
CLOSING THOUGHTS

As we look back on 2023, our accomplishments are evident in our commitment to continuous improvement efforts to refine processes and expand accessibility. Our professionalism and the personalization of services approach have produced positive results that enhanced our services to this community. We are honored to support and serve the residents of Riverside County.

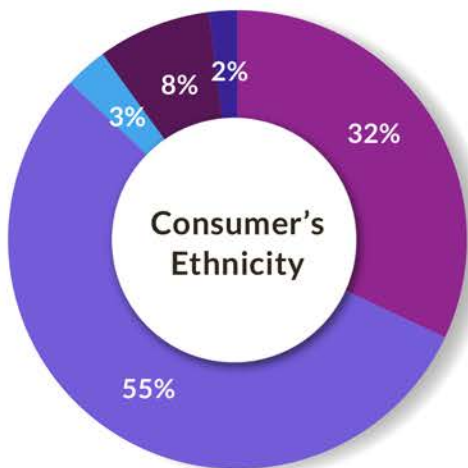
Profile of IHSS Clients



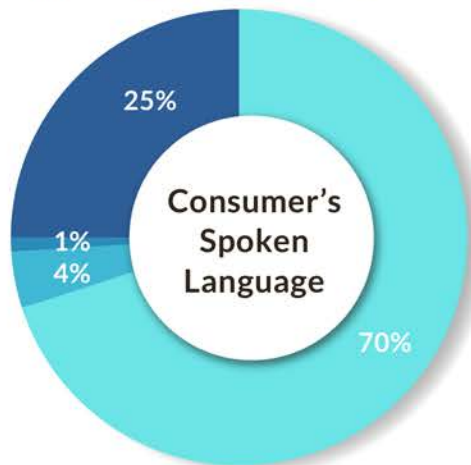
Consumer Age Groups



Consumer's Ethnicity



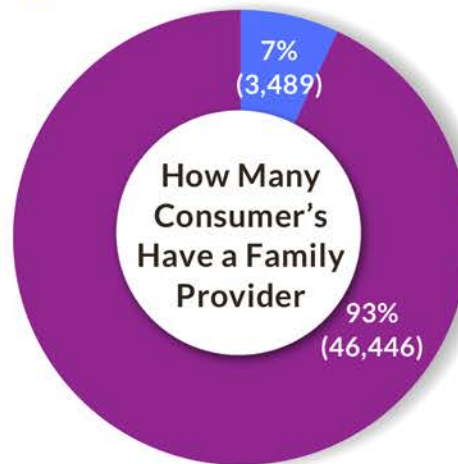
Consumer's Spoken Language



Consumer's Gender

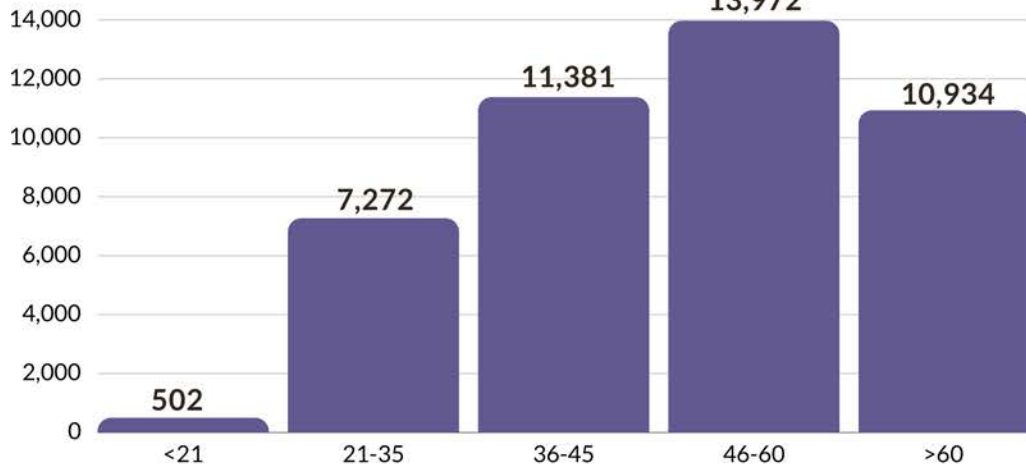


How Many Consumer's Have a Family Provider

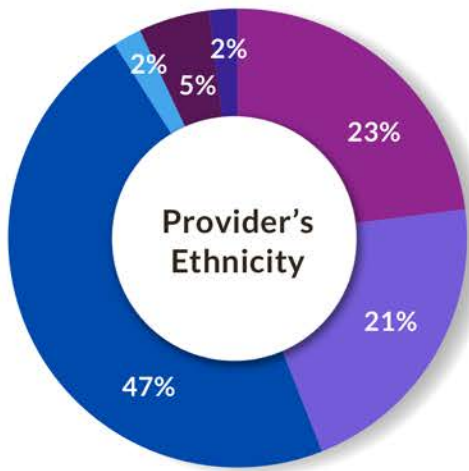


Profile of IHSS Caregivers

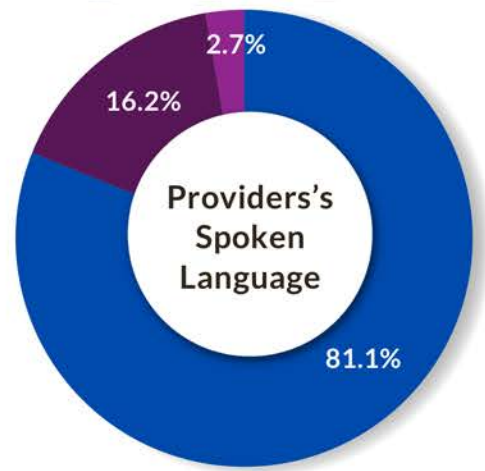
Provider's Age



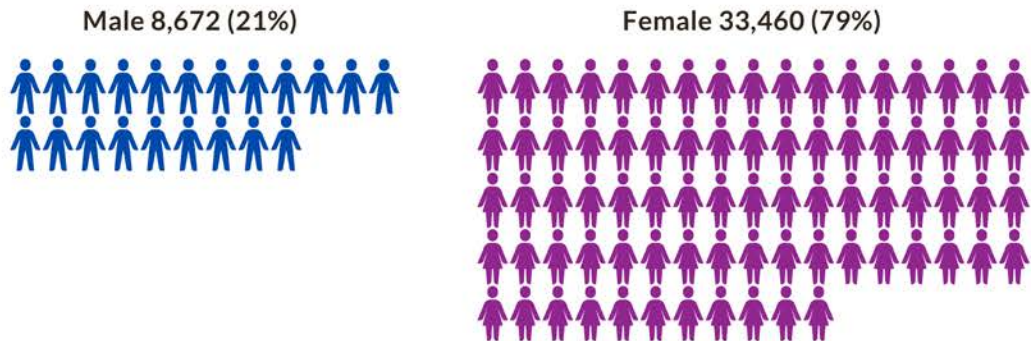
Provider's Ethnicity



Providers's Spoken Language



Provider's Gender







IHSS PUBLIC AUTHORITY ADMINISTRATION
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MORENO VALLEY, CA 92557

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