

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



ITEM: 3.34  
(ID # 28053)

**MEETING DATE:**  
Tuesday, June 24, 2025

**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 2024 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 2024 Annual Report.

**ACTION:** Consent

  
Charity Douglas, DPSS Director


6/4/2025

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**MINUTES OF THE BOARD OF SUPERVISORS**

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

Ayes: Medina, Spiegel, Washington, Perez and Gutierrez  
Nays: None  
Absent: None  
Date: June 24, 2025  
xc: DPSS

Kimberly A. Rector  
Clerk of the Board  
By:   
Deputy

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

<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>			<b>Budget Adjustment:</b>	No
			<b>For Fiscal Year:</b>	24/25

**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. The report details IHSS-PA functions, evaluates its performance over the past year, and outlines 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 2024.

**Summary:**

- The IHSS-PA received an average of 664 monthly referrals in 2024 to conduct caregiving needs assessment and facilitate successful matching of IHSS recipients with prospective caregivers. This represented a 6.5 percent increase compared to 2023.
- The IHSS-PA team facilitated caregiver matching through home visits, providing registry listings and immediate direct matches. This resulted in the successful matching/hiring of 3,802 recipients with in-home registry caregivers, an 11 percent increase compared to the previous year. The response time to referrals has also improved, averaging 1.5 business days for initial contact with clients and four (4) business days for providing clients with caregiver referrals.
- The IHSS-PA Call Center Registry Dispatch Unit (RDU) improved customer service and call answer rates. By the end of 2024, RDU had received 44,072 incoming calls and reached a 96.2 percent answer rate, marking more than four (4) percentage points improvement compared to the previous year.
- Recruitment of new registry caregivers is a priority at the IHSS-PA. 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 over 2,362 new registry caregivers for service, more than a 79 percent increase compared to 2023.
- One of the primary training objectives in 2024 was to encourage all IHSS caregivers to take advantage of the optional, no-cost training opportunities provided by IHSS PA. The Training and Recruitment Team (TRT) coordinated 139 virtual and in-person training sessions, a 14.9 percent increase from 2023, resulting in a 62.5 percent increase in caregivers attending these trainings.

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STATE OF CALIFORNIA**

- The demand for the Caregiver Back-Up System (BUS) remains high, with the Public Authority (PA) deploying 156 emergency BUS caregivers to assist clients in urgent need of care. Utilizing its caregiver registry, the PA provides emergency caregiver support, allowing clients to remain safely at home and preventing placement in institutional care facilities. The PA also continues its partnership with Adult Protective Services to ensure at-risk clients receive essential care after hours and on weekends through the emergency Back-Up System.
- The Public Authority Cleaning and Care (PACC) is a newly launched initiative by the Public Authority, introduced on August 6, 2024. PACC provides a cost-effective alternative to expensive commercial deep-cleaning services by leveraging the Public Authority's caregiver registry and IHSS funding for heavy cleaning tasks. This program enhances employment opportunities for registry caregivers and redirects heavy cleaning assignments that would typically be outsourced to vendor agencies. On average, PACC achieves a cost savings of \$2,482 per referral, compared to commercial deep-cleaning services.

**Impact on Residents and Businesses**

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

**ATTACHMENTS:**

In-Home Supportive Services Public Authority and Advisory Committee 2024 Annual Report

  
Stacey Pena, EO Management Analyst 6/17/2025



Riverside County IHSS Public Authority  
**2024 ANNUAL REPORT**  
“Strengthening Ties”





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.

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# RIVERSIDE COUNTY LEADERSHIP

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**Jose Medina**  
First District Supervisor



**Karen Spiegel**  
Second District Supervisor



**Chuck Washington**  
Third District Supervisor



**V. Manuel Perez**  
Fourth District Supervisor



**Yxstian Gutierrez**  
Fifth District Supervisor



**Jeff Van Wagenen**  
County Executive Officer



**Juan Perez**  
Chief Operating Officer



**Kimberly Britt**  
Assistant County Executive Officer



**Charity Douglas**  
Director, Department of Public Social Services



**BARRY L. DEWING, MA LMFT**

Assistant Director  
County of Riverside  
Department of Public Social Services

The Public Authority plays a critical role in the safety and well-being of In-Home Supportive Services (IHSS) clients across Riverside County. With an annual growth rate of 13% in IHSS recipients last year, the demands placed upon the Public Authority to meet this growing need have also substantially increased. Over the course of last year, the Public Authority staff have shown ingenuity, commitment, and compassion when rising to meet the challenge placed upon them, achieving a 35% increase in Public Authority caregivers available to serve our IHSS recipients. Without the sustained effort of our Public Authority staff, many IHSS recipients would be unable to remain in their homes safely. It is with great appreciation that I pen this note to you, thanking our Public Authority staff for all they do.

Sincerely,

Barry L. Dewing, MA, LMFT  
Assistant Director

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# EXECUTIVE DIRECTOR MESSAGE



Reflecting on the accomplishments of 2024, I am deeply proud of the strengthened bonds and partnerships that have enabled us to achieve remarkable success at the In-Home Supportive Services Public Authority (IHSS PA). This year, our focus on collaboration, connection, and community has propelled us to meet and surpass all our performance goals, ensuring exceptional service delivery to those we serve.

By refining our process and procedures and working closely with our stakeholders, we have reduced the average time to refer a caregiver to less than five days. This achievement highlights our commitment to building stronger, more efficient systems that benefit caregivers and clients. Additionally, through joint efforts to improve communication, we increased the average call answer rate to over 95%, ensuring that our clients and caregivers experience consistent and reliable support.

Improvement (CQI) framework and invested in Lean Six Sigma (LSS) methodologies. Our staff has gained foundational knowledge of LSS principles, and we are committed to developing certified LSS practitioners within our agency. These dedicated efforts on quality improvement allow us to proactively identify and implement solutions that streamline our processes, eliminate inefficiencies, and improve our service delivery for caregivers and consumers.

In 2024, we also prioritized expanding our Registry Caregiver Pool, continuing to focus on better supporting our IHSS clients in desert communities. These efforts, guided by close collaboration with local organizations and community partners, have strengthened our capacity to meet the diverse needs of our clients across the region.

Other highlights of our success include:

- **Strengthened Community Partnerships:** By fostering deeper collaborations with local organizations and stakeholders, we enhanced the network of resources available to better support caregivers and clients.
- **Expanded Training Programs:** We introduced new caregiver training modules designed to enhance skills and knowledge, equipping caregivers to provide even higher quality support to our clients.
- **Data-Driven Insights:** Leveraging data analytics, we gained valuable insights into caregiver and client needs, enabling us to adapt and improve services proactively.

These accomplishments were made possible by our staff's dedication, our community's trust, and our executive team's visionary leadership. By fostering stronger partnerships, we have not only met today's challenges but also established a foundation for future success.

As we look toward 2025, we are committed to further strengthening these ties. Together, we will continue refining our processes, embracing innovation, and maintaining the highest standards of service. Through collaboration and shared purpose, the IHSS PA will remain a cornerstone of support and excellence for our community.

With gratitude,

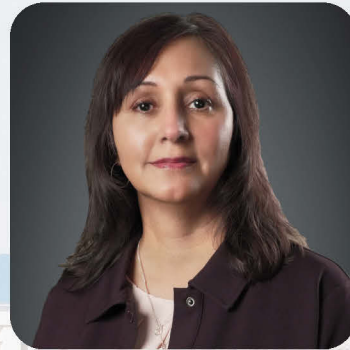
David Dai, MBA, MPT  
Executive Director

*"Unity is strength ... when there is teamwork and collaboration, wonderful things can be achieved."*  
- **Mattie Stepanek**

# IHSS PUBLIC AUTHORITY LEADERSHIP



Vanessa Johnson  
PA Regional Manager



Veronica Ortega  
PA Executive Assistant II



Tiffany Nelson  
Supervising Program  
Specialist, Training and  
Recruitment Team



Deborah Okogba Admin.  
Services Supervisor  
STARS



Sheila Merrill  
Admin. Services  
Supervisor  
Data/DOJ Unit



Eric Hernandez  
Social Services  
Supervisor II  
Registry Dispatch Unit



Sandy Villatoro  
Social Services  
Supervisor II  
Registry Unit



Michael Ponce  
Social Services  
Supervisor II  
Registry Unit



Alejandra Muñoz  
Social Services  
Supervisor II  
Registry Unit

# IHSS ADVISORY COMMITTEE

The IHSS Advisory Committee is a state-mandated body overseen by the Public Authority, dedicated to representing the interests of those receiving In-Home Supportive Services (IHSS). Composed of eleven (11) members appointed by the Riverside County Board of Supervisors, the committee plays an important role in advocating for and addressing the needs of IHSS recipients and caregivers.

Diversity is a key component of the committee's structure, with most members being current or former IHSS recipients or caregivers. This ensures that the committee's perspectives and recommendations are rooted in firsthand experience, providing valuable insights into the challenges faced by those who rely on IHSS.

The Advisory Committee's responsibilities include offering recommendations on program services to the Public Authority Governing Body, the Public Authority Services Executive Director, and the IHSS County Administration. Through their collective expertise, members help shape policies and decisions that directly impact IHSS recipients in Riverside County.

Beyond these core responsibilities, the committee serves as a strong advocate for all IHSS recipients, working to support their ability to live independently and safely in their homes. Their commitment to enhancing the quality of life for IHSS consumers ensures that the program continues to meet the evolving needs of the community.



## 2024 Accomplishments and Ongoing Activities:

- Caregiver Appreciation Events during November National Caregiver Month.
- Participation in monthly CICA meetings.
- Participation in the 2024 Riverside County Elder & Dependent Adult Abuse Symposium.
- IHSS Advisory Committee Member Handbook - Booklet containing resources including the committee bylaws, annual calendar and member roster.

## 2024 Presentations/Training:

- Share of Cost
- The Brown Act Training
- CA IHSS Consumer Alliance (CICA) Overview
- SSI Overview

## Future Goals:

- Increase the Advisory Committee membership to fill member vacancies.
- Training at every IAC meeting.





# OUR WORK AT HAND

# 2024 IMPACT

## NEW CAREGIVERS ACTIVATED



**2,362**

New caregivers increased by 80% in comparison to 2023

## CLIENT CAREGIVER MATCHES



**3,802**

Client & Caregiver matches increased by 11% in comparison to 2023

## CALL ANSWER RATE



**96.2%**

The call answer rate improved by 4.2% in comparison to 2023

## PA REGISTRY AVAILABLE CAREGIVERS



**172**

ready to provide BUS and PACC services throughout Riverside County

## REGISTRY DISPATCH



**42,389**

total number of handled calls

## RECEPTION ASSISTED WALK-INS



**11,830**

an increase of 30.3% in comparison to 2023

## BACKGROUND CLEARANCES PROCESSED



**13,632**

18% increase in comparison to 2023



# A YEAR IN REVIEW

# Training & Recruitment Team (TRT)

## Training and Recruitment Team (TRT) - 2024 Highlights

The Training and Recruitment Team (TRT) consists of Community Program Specialists and administrative support staff focused on outreach, recruitment, and enrollment for new caregivers to join the Public Authority Registry. The TRT team partners with the United Domestic Workers' Union to coordinate and facilitate orientations across the county for all IHSS caregivers completing enrollment. In 2024 alone, 13,005 caregivers attended a countywide orientation to complete their IHSS enrollment. TRT also continues to offer free, relevant training opportunities to all Riverside County IHSS providers.

### Outreach Expansion and Recruitment Growth

In support of increased cross-county collaboration, TRT joined the Riverside County Integrated Services Delivery (ISD) Collaborative - a multi-agency initiative to improve access to health, housing, and employment services.

TRT's outreach efforts in 2024 resulted in:

- 181 outreach events attended, a 17.5% increase (resource fairs, job fairs, application workshops) (Figure 1).
- 2,362 new caregivers added to the Public Authority Registry – a 79.6% increase from 2023, marking the highest annual addition to the registry (Figure 2).

**Total Recruitment Events**  
2024 Annual Report

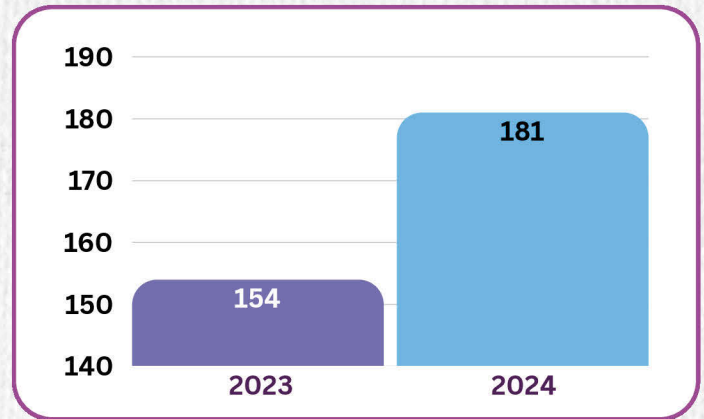


Figure 1



**Total New Registry Activations**  
2024 Annual Report

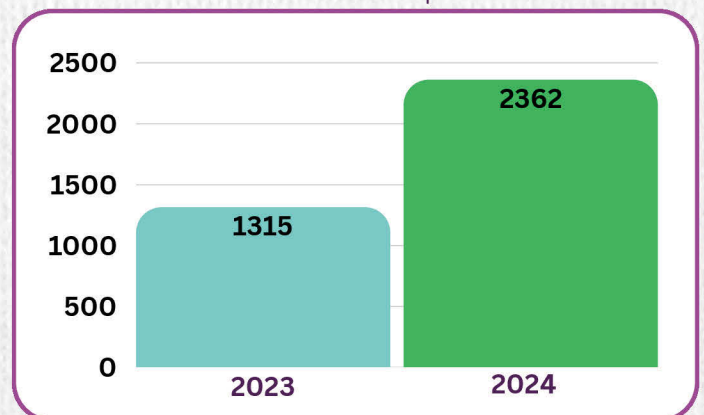


Figure 2



# Training & Recruitment Team (TRT)

## Impactful Training Programs

In 2024, caregivers continued to take advantage of the monthly training opportunities. TRT raised the bar by expanding its partnerships and delivering impactful hands-on and virtual training experiences, including:

- "Fundamentals of Patient Care": Hands-on training in partnership with Loma Linda University Physical Therapists, covering bed mobility, safe transfers, and use of Hoyer lifts.
- "Stop the Bleed": Trauma response training provided by Riverside University Health Systems – Injury Prevention and Trauma Services.

TRT coordinated 139 virtual and in-person training sessions, a 14.9% increase from the previous year. These sessions drew a total of 2,552 caregiver participants, representing a 62.5% increase in attendance compared to 2023 (Figure 3).

By expanding access to high-quality training, TRT continues to strengthen the caregiver workforce - ensuring IHSS clients receive the support they need to live safely, independently, and with dignity in their homes.



## IHSS Caregiver Training Attendance

2024 Annual Report

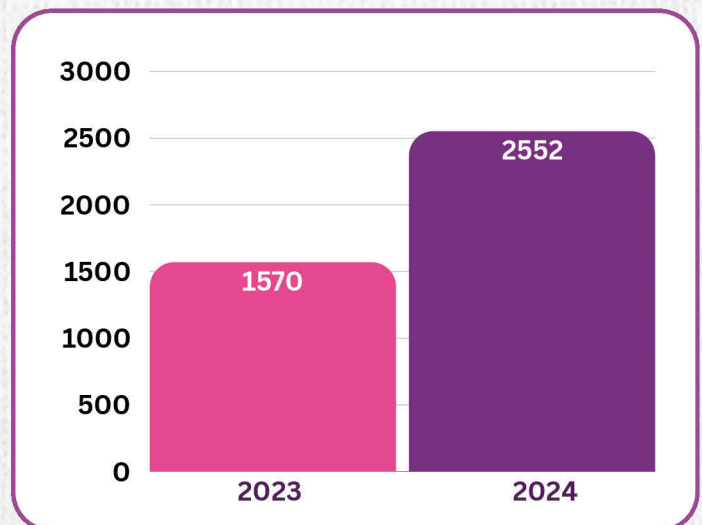


Figure 3

# IHSS Caregiver Appreciation 2025

## Celebrating Caregivers: A Fair to Remember



In celebration of National Family Caregiver Appreciation Month, Riverside County IHSS caregivers were honored during a two-day event in November. The Training and Recruitment Team organized the fair-themed luncheon, “Celebrating Caregivers: A Fair to Remember,” on November 19 in Palm Springs and November 21 in Moreno Valley.

The team coordinated the event by assembling a dedicated planning committee, securing 15 sponsorships, and coordinating an experience of heartfelt recognition and fun. Caregivers were welcomed with continental breakfast, classic fair-style concessions like popcorn and cotton candy, interactive game booths with prizes, a 360-degree photo booth, live table magic, music, and raffle baskets awarded throughout the day.

The events also featured engaging presentations, including:

- “Wellness” by the DPSS Office of Health and Wellness
- “Harvesting Joy” by the Riverside County Office on Aging

A highlight of the celebration was the presentation of Caregiver of the Year awards to four outstanding IHSS caregivers nominated by the United Domestic Workers Union (UDW) and IHSS social services staff for their exceptional service and dedication.

Every caregiver in attendance received the following:

- A personalized certificate of appreciation
- Access to over 25 community resource vendors

Representatives from the County of Riverside Board of Supervisors and UDWA gave special recognition. A County Proclamation recognizing November 2024 as National Family Caregivers Month was publicly read and prominently displayed alongside the State of California Secretary of State recognition certificate in the event program, commending caregivers for their continued care and commitment to IHSS clients.



# DOJ/COR and Data Reporting Unit

The DOJ/COR Data Reporting Team plays a critical role in supporting the operations of the Public Authority and Adult Services Division. This team includes staff from the Department of Justice (DOJ) and the Custodian of Records (COR) Unit, responsible for managing background checks, subpoenas, records requests, and workers' compensation documentation.

## Background Checks and Compliance

All caregivers joining the Public Authority Registry must complete a fingerprint-based background check through the California Department of Justice. In 2024, the DOJ team processed 13,632 background check results for both the Public Authority and the IHSS branch of the Adults Division (Figure 4). Caregivers can track their fingerprint submission status online at:

<https://applicantstatus.doj.ca.gov>.

## Custodian of Records Activities

The COR Unit ensures compliance with legal and administrative requirements. In 2024, in addition to maintaining essential records for Public Authority Registry caregivers, the team processed:

- 125 subpoenas
- 31 records requests
- 77 workers' compensation reports



**DOJ Background Clearances**  
2023 - 2024 Annual Report

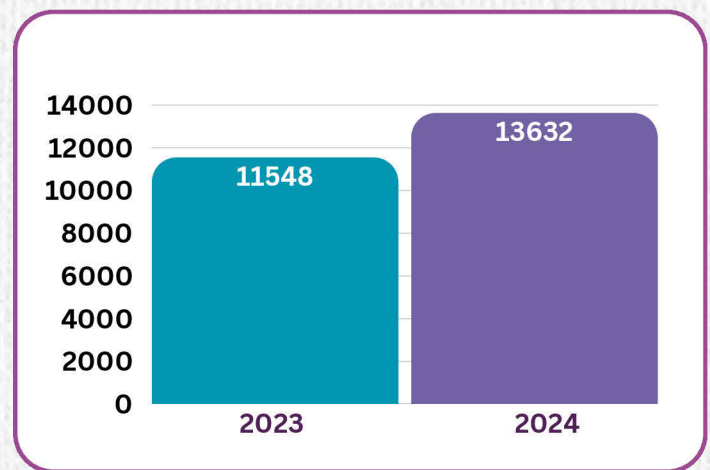


Figure 4



*“Adults with disabilities are appreciative for all Public Authority does to help them find providers. Vice versa Providers looking for clients to care for appreciate all that staff at the Public Authority do to create long lasting matches.” Patti Tolle, Social Services Practitioner*

# DOJ/COR and Data Reporting Unit

## Data Reporting and Analytics

The Data Reporting Team supports leadership with accurate, timely reports that evaluate service efficiency and coverage. Each month, the team compiles and quality-checks 20 standard reports used by supervisors to identify trends and monitor performance.

## Technology and System Support

In 2024, the team contributed to several key initiatives:

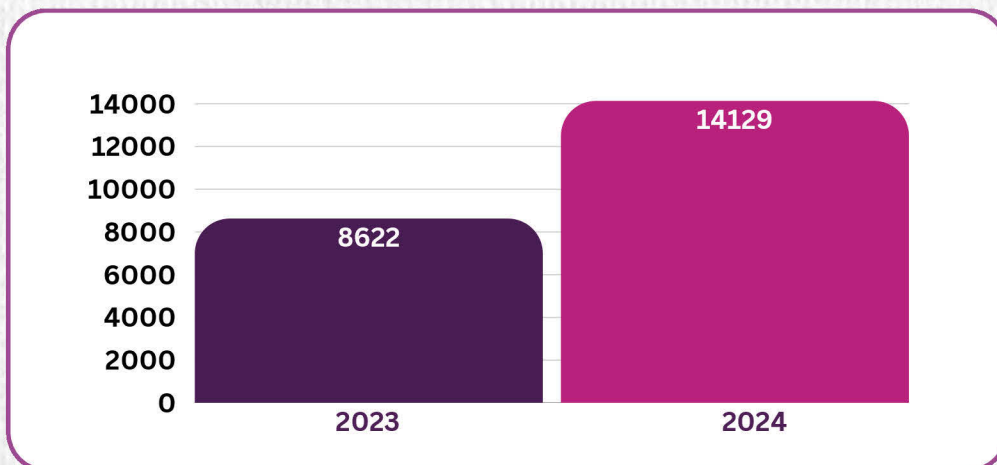
- Developed a **Power BI dashboard** to support real-time data access.
- Administered **PEARS** and **HOMCarez** systems used in caregiver enrollment and matching.
- Maintained a **GIS Provider/Client Explorer** to align caregivers with nearby clients geographically.

The team also manages licensing for **PEARS/BOUNDS** (developed by JUMP Technology) and **HOMCarez**, ensuring that the tools supporting caregiver onboarding and matching remain functional and effective.

The DOJ/COR Data Reporting Team is an essential part of the infrastructure that upholds the integrity, safety, and efficiency of IHSS Public Authority services. Their work ensures that caregivers are accurately vetted, records are managed responsibly, and data is leveraged to continually improve service delivery across Riverside County.

## DOJ Tickets

2023 - 2024 Annual Report



*"I had a really good experience with a joint visit with AP. The client was living in pretty poor conditions and I went out with the APS worker and brought a caregiver who agreed to assist with the heavy cleaning. The APS worker and I worked together with the IHSS worker and got the heavy cleaning authorized. The provider worked so hard to clean his place, and now he has a caregiver and a clean home." Lana Sabbara, Social Services Practitioner*

# Registry Dispatch Unit (RDU)

The Registry Dispatch Unit (RDU) is the central communication hub between IHSS clients and the Public Authority Registry. Operating through a dedicated phone line (800-915-1777), the RDU team handles incoming requests from IHSS clients seeking caregiver assistance and caregivers looking for new employment opportunities.

When a client contacts the RDU for registry assistance, the team conducts a telephone safety screening to assess any immediate health or safety concerns that may place the client at risk. Requests are prioritized and forwarded to the appropriate Public Authority Registry team for caregiver referral.

RDU also handles calls from registry caregivers who are actively looking for new clients. These inquiries are routed to the Registry team, which reviews and facilitates new potential caregiver-client matches.

In 2024, the RDU team achieved a 96.2% call answer rate, a significant improvement over the 92% answer rate recorded in 2023 (Figure 5). This success reflects the team's dedication to service excellence through staffing coverage, ongoing data monitoring, and adherence to key performance indicators.



## Answer Rate for Years

2023 - 2024

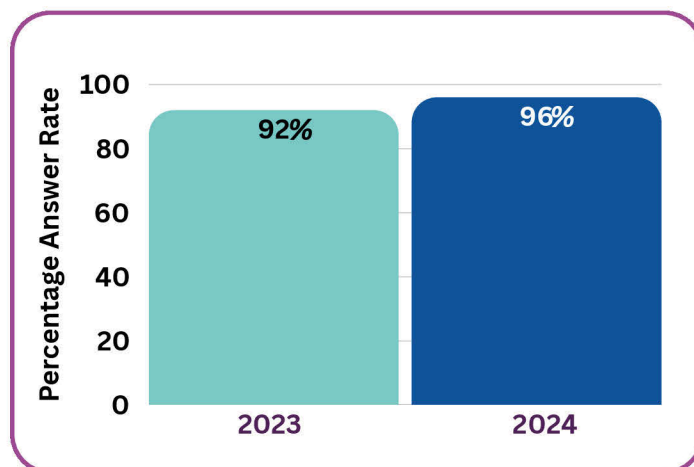
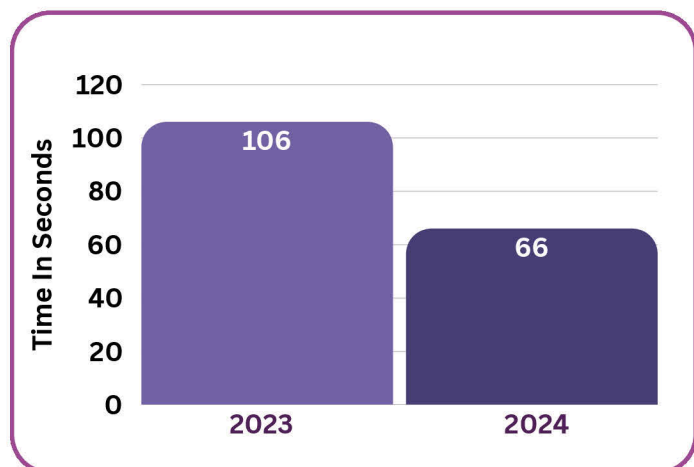


Figure 5

## Average Wait Time Comparison

2023 - 2024



Looking ahead, RDU remains committed to service excellence and continuously improving the support provided to caregivers and clients, ensuring timely and responsive assistance across Riverside County.



# The Public Authority Cleaning and Care (PACC)

Launched on August 6, 2024, the Public Authority Cleaning and Care (PACC) program is an innovative initiative designed to provide cost-effective heavy cleaning services for IHSS clients by utilizing caregivers from the Public Authority Registry. This program offers a practical alternative to expensive commercial deep-cleaning services while creating additional employment opportunities for registry caregivers.

Rather than referring heavy cleaning assignments to outside vendor agencies, the Public Authority now assigns these tasks to registry caregivers. This shift has resulted in significant cost savings, averaging \$2,482 per referral compared to commercial cleaning vendors.

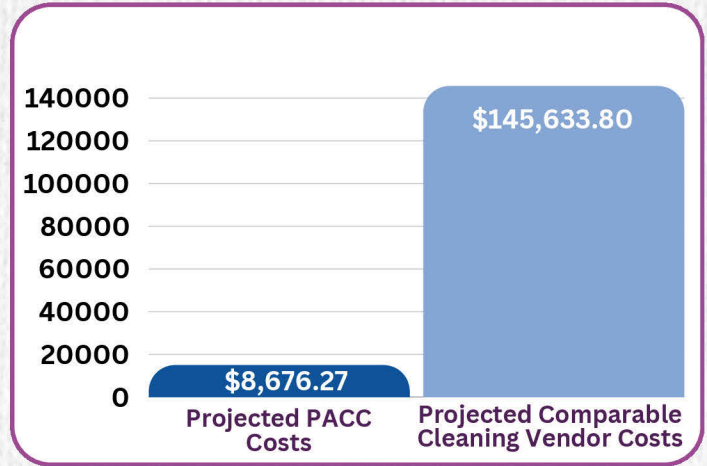
PACC caregivers receive a \$5 per hour wage differential to recognize the additional effort required for heavy cleaning. Thanks to strategic partnerships with local health plans, IEHP, and Molina, this added compensation is subsidized, further increasing savings for the county while ensuring fair compensation for caregivers.

The PACC program reflects the Public Authority's commitment to innovation, fiscal responsibility, and expanding opportunities for caregivers, all while meeting critical needs for IHSS clients.



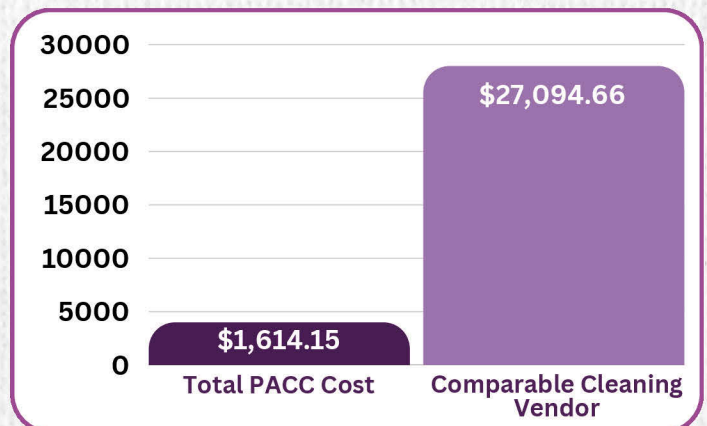
## Public Authority Cleaning and Care (PACC)

Projected 2025 Referral Cost Savings



## Public Authority Cleaning and Care (PACC) Cost Savings over a Comparable Cleaning Vendor

2024



## Registry Social Services Practitioners

2024 was a year of growth, impact, and enhanced service delivery for the Public Authority Registry Social Services Practitioners. These dedicated professionals continued to strengthen the IHSS program by expanding home visits, improving response times, and fostering deeper community collaboration.

Throughout the year, the team:

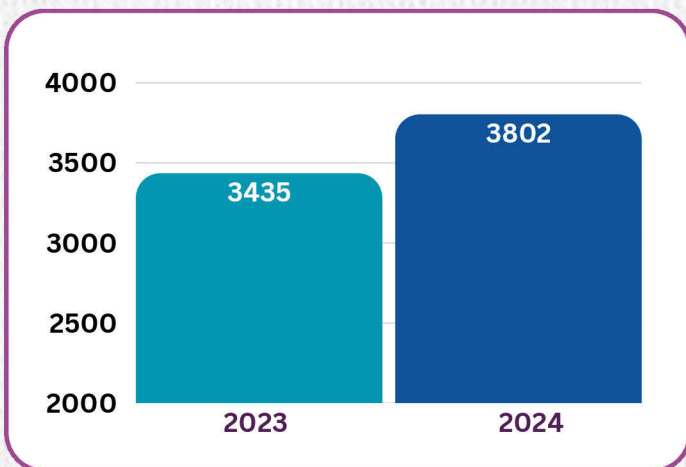
- Increased the number of monthly home visits, offering more direct support to clients.
- Processed a higher volume of heavy cleaning referrals through the innovative PACC program.
- Participated in an increased number of multi-disciplinary team (MDT) meetings to coordinate services, address complex client needs, and strengthen partnerships across agencies.

The Public Authority Registry team focused on increasing the number of home visits, enhancing care and providing direct client support. These visits include:

- Assisting clients with enrollment in telephonic and electronic timesheet systems.
- Collecting completed and signed Caregiver Support Program (CSP) enrollment documents.
- Providing education on IHSS and the Public Authority while helping facilitate direct caregiver-client matches.
- Supporting caregivers in creating vendor accounts.
- Offering mediation services to support caregiver-client relationships.
- Connecting clients to community resources and other County services through joint visits that enhanced case management.

### Total Clients Matched to Caregivers

2023 vs 2024



Clients contacted within



1.8

Business Days

IP referrals provided within



4.5

Business Days

# Registry Unit

Organized into three specialized units, the Registry team manages and allocates resources for IHSS clients. They are responsible for referring qualified caregivers from the Public Authority Registry and facilitating matches using the Case Management Information and Payrolling System (CMIPS). Their goal is clear: ensure timely, effective caregiver connections that allow clients to remain safely and independently in their homes.

The Registry Social Services Practitioners also collaborate closely with Adult Protective Services (APS) to offer Emergency Backup Services (BUS) and PACC support to at-risk IHSS clients. The BUS program is designed for severely impaired clients who live alone, rely entirely on others for personal care, and are at risk of hospitalization or institutional placement without immediate assistance. The PACC program supports new IHSS clients in need of heavy cleaning prior to beginning in-home services.

In 2024, the Public Authority dispatched 156 BUS and PACC caregivers to support clients requiring urgent or expedited care - demonstrating the team's commitment to client safety and well-being.

## 2024 Service Highlights:

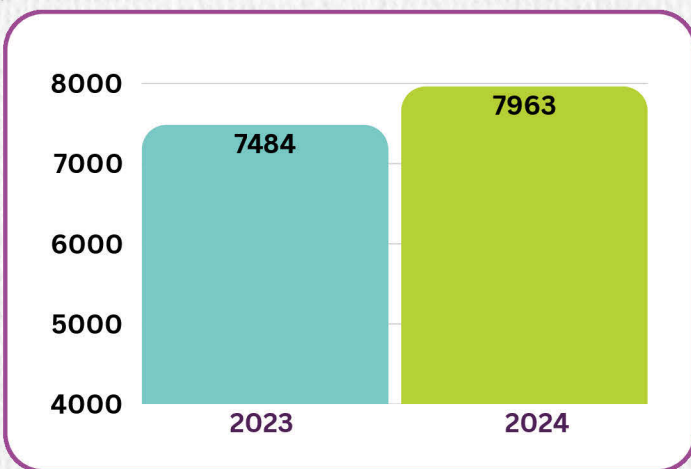
- Total caregiver referral requests received: 7,963
- Average time to contact clients: 1.8 business days
- Average time to refer a caregiver: 4.5 business days

In addition to their day-to-day responsibilities, the Registry Social Services Practitioners volunteer their time to organize annual Caregiver Appreciation events. These events, created to honor caregivers' hard work and dedication, have become beloved traditions that caregivers look forward to each year - and frequently express heartfelt gratitude for.

Through their efforts, our Registry Social Services Practitioners continue to serve as a bridge - strengthening ties - and connecting clients, caregivers, and community resources across Riverside County.

## Client Referrals Received

2023 vs 2024



Dispatched BUS and PACC Caregivers

156



to aid recipients needing expedited care

# STARS: Special Tracking, Analysis, & Reporting Services

The STARS Team (Special Tracking, Analysis, and Reporting Services) plays a vital role in ensuring effective communication and coordination between Riverside County, the California Department of Social Services (CDSS), and the State Controller's Office - especially in matters affecting IHSS clients and caregivers.



STARS is comprised of four core units, each with a specialized focus:

- FLSA (Fair Labor Standards Act) – Handles timekeeping, overtime, and compliance with federal labor regulations as they apply to IHSS caregivers.
- VOE (Verification of Employment) – Processes requests to verify employment for caregivers.
- SPU (Special Payments Unit) – Manages non-standard payment requests, corrections, and unique payment circumstances.
- Reception Unit – Serves as the first point of contact for caregivers and the public.

Together, these units contribute to the smooth operation of the IHSS program, resolving administrative issues, processing special cases, and upholding compliance with state and county procedures. Whether assisting with employment verifications, managing legal requests, or processing special payments, the STARS Team ensures that behind-the-scenes support is strong, reliable, and efficient.

## Spotlight: Reception Unit – The Front Line of Public Authority Support

The Reception Unit serves as the welcoming face of the Public Authority and is often the first - and sometimes only, point of contact caregivers have with Riverside County. Receptionists provide essential support by answering a wide range of questions, from the status of client enrollment to helping new caregivers obtain and submit required forms. They guide applicants step-by-step through enrollment, ensuring no one is left behind.

A standout example of this commitment occurred when Lucy, a newly enrolled caregiver whose primary language is Mandarin, visited the Public Authority lobby with questions following her In-Person Orientation (IPO). Understanding the importance of clear communication, a receptionist brought Lucy into a private office and connected her with a STARS Team translator. Together, they answered her questions, addressed her concerns, and ensured she felt confident and supported. Lucy expressed gratitude for the assistance she received.

The goal of the Reception Unit is clear: to resolve walk-in concerns during the first visit. Their dedication reflects the Public Authority's commitment to accessible, responsive, and compassionate service.



# Client Spotlight

## Building Community Through Care

This heartwarming story highlights how thoughtful caregiver matching within the IHSS Public Authority program can lead to more than just quality care - it can foster meaningful human connections.

In November of the previous year, an IHSS caregiver was matched with a client living in a mobile home park. Nearly a year later, the same caregiver was paired with another client living in the same neighborhood.

Not long after the second match, the caregiver shared a touching photo of both clients seated at a dining table, enjoying a meal together. The caregiver had introduced them, and they quickly formed a friendship. They now spend time together regularly - talking, sharing meals, and enjoying each other's company.

"They love to talk and eat together," the caregiver said. "It's been really good for both of them." Through the IHSS Public Authority program, both clients received the care they needed and gained a friend, a beautiful reminder that compassionate support can create lasting, positive connections in the community.



## A Life-Saving Act of Compassion and Dedication

Jessica Diaz, a dedicated Social Services Practitioner II of the Public Authority team, went above and beyond her duties to ensure the safety and well-being of a vulnerable client - ultimately saving the client's life.

Jessica had been working with a client who was paralyzed from the waist down and required full assistance with bowel and bladder care. At the time, the client had no caregiver in place. Although Enhanced Care Management (ECM) had previously been involved, the case had been closed. Jessica scheduled an interview between the client and a potential caregiver. When the caregiver informed Jessica that she had tried reaching the client but received no response, it was unusual, given that the client had always been responsive. Trusting her instincts, Jessica decided to conduct a safety check. She brought along her colleague Rachel, and despite heavy rain, they made their way to the client's residence.

Upon arrival, there was no answer at the door, but a light was visible inside. Jessica called the client, who answered the phone but was incoherent. The only clear message was that she needed help. With the client's permission, Jessica contacted the property manager and requested access to the apartment. At the same time, she called 911, recognizing that something was seriously wrong.

Once inside, Jessica and the paramedics found the client soiled, severely dehydrated, lethargic, and unable to communicate coherently. The paramedics determined that her blood sugar was dangerously low and immediately transported her to the hospital for emergency treatment.

Thanks to Jessica's intuition, persistence, and compassion, a life-threatening crisis was prevented. Her actions reflect the highest standards of care and advocacy for the IHSS community. Jessica's quick thinking and dedication are a powerful reminder of the impact committed staff can have on the lives of those they serve.



# A LOOK AHEAD

# 2025 Goals

## IHSS Public Authority Goals for 2025

### 1. Strengthen Continuous Quality Improvement

- Expand CQI practices across the agency
- Use Lean Six Sigma to identify and eliminate inefficiencies

### 2. Streamline Caregiver Enrollment

- Simplify and speed up the onboarding process
- Improve timelines to grow caregiver availability

### 3. Maintain Timely Referrals

- Continue referring caregivers to clients within 5 business days

### 4. Deliver High-Quality Customer Service

- Sustain a minimum of 95% call answer rate for responsive support

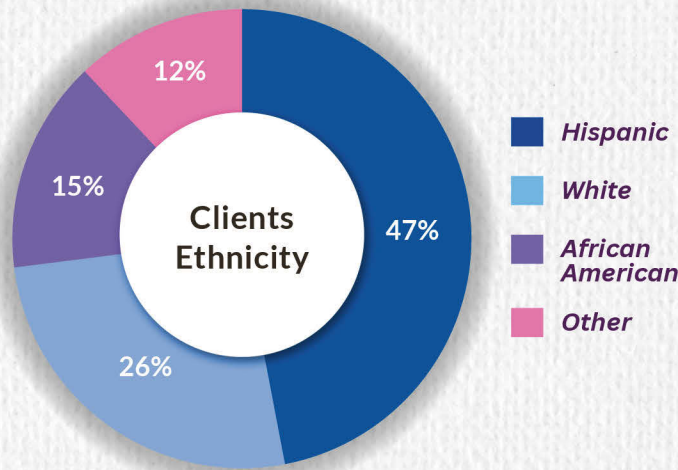
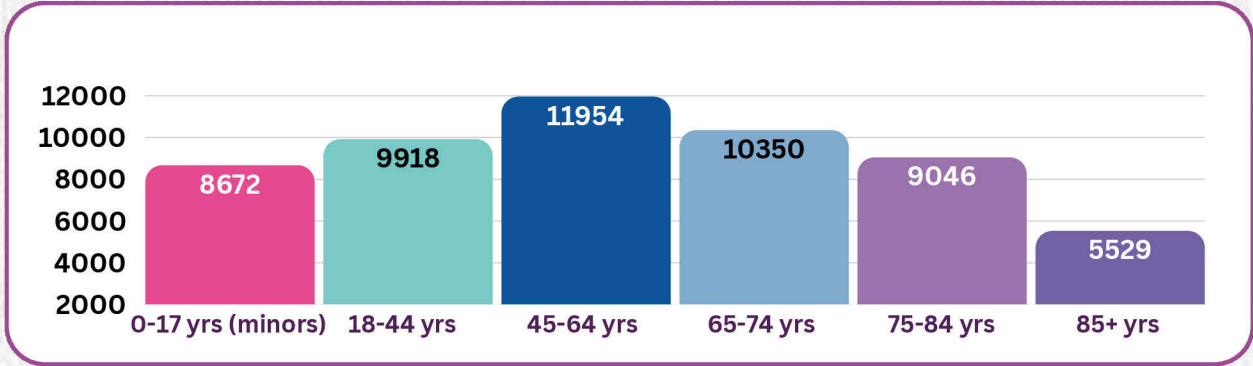
### 5. Grow and Diversify the Registry Pool

- Increase caregiver registry by 25%
- Focus recruitment in underserved areas (e.g., East Region, Temecula, Jurupa Valley)
- Partner with community groups to attract a diverse workforce

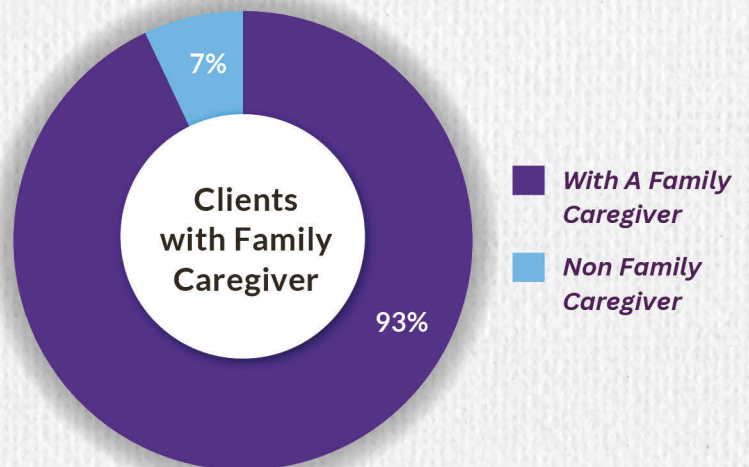
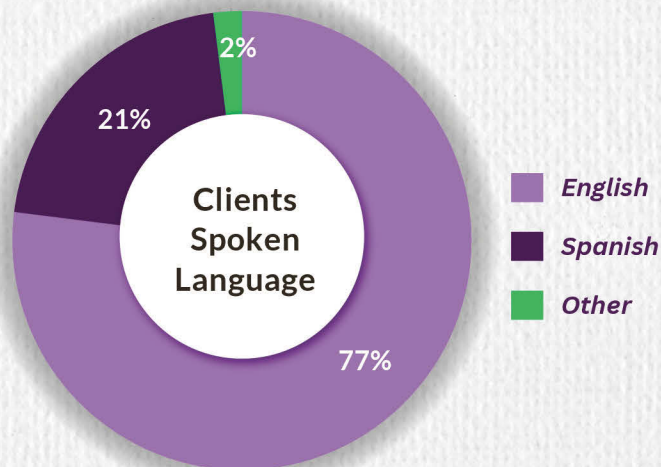


# Profile of IHSS Clients

## Client Age Groups

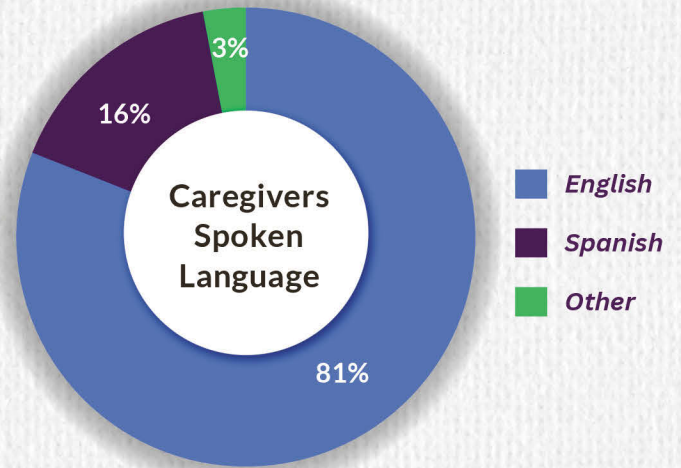
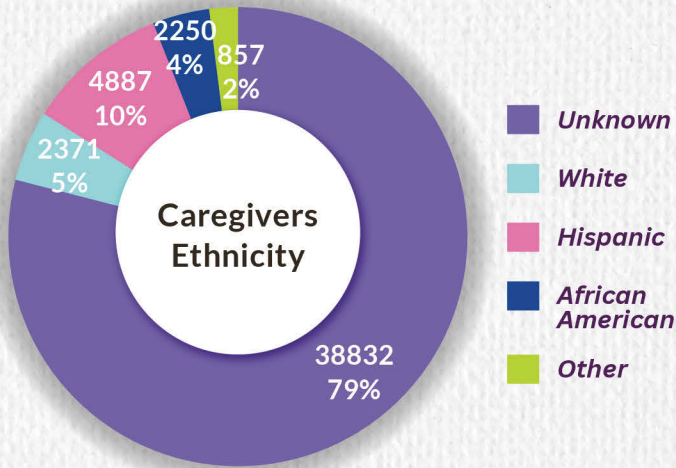
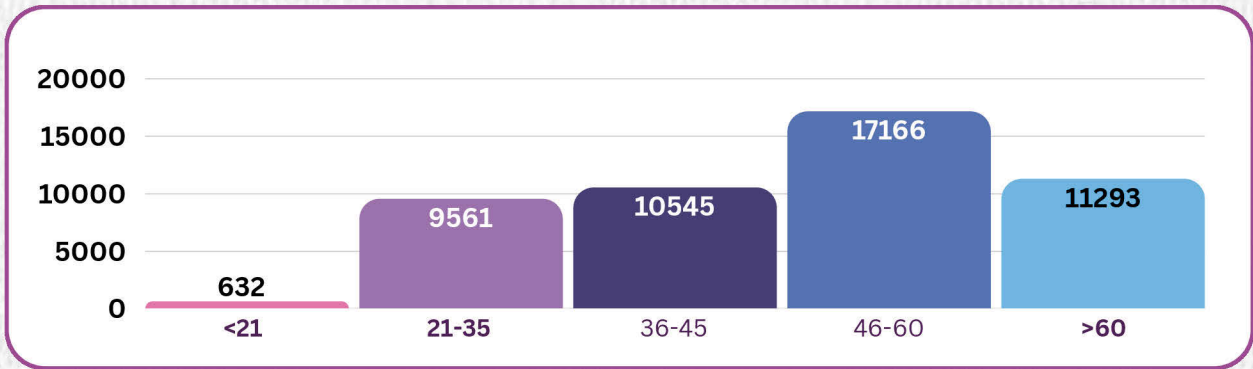


## Clients Gender



# Profile of IHSS Clients

## Caregiver Age Groups



## Caregivers Gender





# CLOSING THOUGHTS

Reflecting on our accomplishments in 2024, we remain inspired by the dedication and collaborative spirit that has driven our success. Looking forward to 2025, we commit ourselves to continuous improvement, innovation, and collaboration, ensuring that the IHSS Public Authority remains a vital source of reliable and compassionate support for our caregivers, clients, and community.



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