

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



ITEM: 3.49  
(ID # 30624)

**MEETING DATE:**  
Tuesday, June 23, 2026

**FROM :** PUBLIC SOCIAL SERVICES

**SUBJECT:** DEPARTMENT OF PUBLIC SOCIAL SERVICES (COUNTY) / IN-HOME SUPPORTIVE SERVICES PUBLIC AUTHORITY: Submittal of the Riverside County In-Home Supportive Services Public Authority and Advisory Committee 2025 Annual Report; All Districts. [\$0] (Companion item to 30625)

**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 (AC) 2025 Annual Report.

**ACTION:Consent**

  
Charity Douglas, DPSS Director


6/3/2026

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**MINUTES OF THE BOARD OF SUPERVISORS**

On motion of Supervisor Perez, seconded by Supervisor Gutierrez 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 23, 2026  
xc: DPSS/IHSS

Kimberly A. Rector  
Clerk of the Board  
By:   
Deputy

(Companion Item 10.1)

**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: No</b>	
			<b>For Fiscal Year:</b> 2025/26	

**C.E.O. RECOMMENDATION:** Approve

**BACKGROUND:**

Effective July 2002, the Board of Supervisors approved County Ordinance 819, which requires the In-Home Supportive Services Public Authority (IHSS PA) to 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 2025.

**Summary:**

- The IHSS-PA received an average of 643 referrals per month in 2025 to conduct caregiving needs assessment 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. This resulted in 3,991 successful matches/hirings with in-home registry caregivers, a five (5) percent increase compared to the previous year. Response times also improved, averaging 1.2 business days for initial client contact and approximately three to four business days to provide caregiver referrals.
- The IHSS-PA Call Center Registry Dispatch Unit (RDU) continues to improve customer service and call answer rates. By the end of 2025, RDU had received 44,858 incoming calls and achieved a 96 percent answer rate, demonstrating strong responsiveness and service reliability.
- Recruitment of new registry caregivers remains a priority. The IHSS-PA continues to expand outreach through online social media marketing, workshops and community events. Through these efforts and others, the IHSS-PA registry successfully enrolled over 2,439 new registry caregivers for service.
- One of the primary 2025 training objectives was to encourage caregivers to participate in the optional, no-cost training opportunities provided by IHSS PA. The Training and

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

Recruitment Team (TRT) coordinated 159 virtual and in-person training sessions to support skill development and enhance program quality.

- Demand for the Caregiver Back-Up System (BUS) remained steady. In 2025, the IHSS-PA completed nineteen (19) Back-Up System (BUS) referrals and eleven (11) Public Authority Cleaning and Care (PACC) referrals, deploying caregivers to assist clients in urgent situations and help them remain safely in their homes. These programs continue to support vulnerable clients and provide cost-effective alternatives to institutional care and external service providers.

**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 2025 Annual Report

  
Stacey Pena, EO Management Analyst 6/10/2026



# MOVING FORWARD TOGETHER

Riverside County IHSS Public Authority  
**2025** 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.

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# Riverside County Leadership



**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

# Assistant Director's Message

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## **BARRY L. DEWING, MA LMFT**

Assistant Director, Adult Services Division  
County of Riverside  
Department of Public Social Services

The Public Authority plays a vital role in safeguarding the well-being of In-Home Supportive Services (IHSS) clients across Riverside County. With an extraordinary 13% increase in IHSS client cases this year, the demands placed on the Public Authority have grown substantially.

Despite these challenges, our Public Authority staff have demonstrated remarkable ingenuity, unwavering commitment, and deep compassion. Their efforts have resulted in a 47% increase in the number of active and available IHSS registry caregivers—an achievement that directly strengthens the safety and stability of thousands of vulnerable residents.

Without the sustained dedication of our Public Authority team, many IHSS clients would not be able to safely remain in their homes. Their work truly makes an immeasurable difference in the lives of those we serve.

It is with sincere appreciation that I extend my thanks to every member of the Public Authority staff for all they do.

Barry

***“Collaboration allows us to know more than we are capable of knowing by ourselves.”***

***~Paul Solarz***

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# Public Authority Director's Message

## Moving Forward Together

As I reflect on Calendar Year 2025, I am filled with gratitude for the dedication, professionalism, and shared mission that define the In-Home Supportive Services Public Authority (IHSS PA). This year's theme, Moving Forward Together, captures how we advanced our work: Teamwork, partnerships, and commitment to improving outcomes for caregivers, clients, and families across Riverside County.

In 2025, we remained focused on service excellence and operational stability, two prerequisites in a program where timeliness and trust directly impact quality of life. Through refined workflows, stronger cross-unit coordination, and continued collaboration with DPSS and community partners, we sustained performance that matters most to the people we serve.

A major driver of our progress this year was our continued investment in Continuous Quality Improvement (CQI) and Lean Six Sigma (LSS). In 2025, two Lean Six Sigma projects were completed, improving performance and outcomes for both caregivers and clients. As a result, we reduced the time to activate Registry caregivers from 55 days to 28 days, helping them become available to serve more quickly. We also improved our responsiveness to clients seeking Registry support, achieving an average of less than 1 day from referral to first contact and providing clients with a list of potential caregivers within 4 days. These results represent reduced barriers, improved customer experience, and enhanced support for independent living.

This year also marked an important organizational milestone. In November, the Provider Enrollment Region (PER) team joined the IHSS PA, expanding our capacity and strengthening our ability to deliver seamless, end-to-end support. With PER now part of the PA, we have increased bandwidth to better align enrollment, onboarding, and Registry connection efforts so that, together, we can further our shared mission of serving the clients and caregivers of this county with greater efficiency, consistency, and care.

***“We’re all in this together; ... we rise or fall as one.”***  
***~Barack Obama***

We also advanced our mission through continued growth of the Registry caregiver pool and targeted recruitment efforts to better meet demand in key regions. In particular, we strengthened outreach and partnerships to increase caregiver availability in areas with ongoing need, such as the East Region, Temecula, Corona, and Jurupa Valley, while also expanding visibility and access in remote and historically underserved communities.

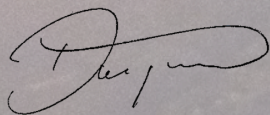
**2025 Highlights Include:**

- **Lean Six Sigma Results:** Completed two LSS projects that reduced Registry caregiver activation time from 55 days to 28 days, improved response time to clients to less than one day to first contact and delivered caregiver referral lists in less than four days.
- **Enhanced Community Collaboration:** Strengthened partnerships with local organizations, workforce partners, and stakeholders to connect caregivers and clients to essential resources.
- **High Customer Service Standards:** Maintained an average call answer rate of 95% or higher, ensuring reliable and responsive communication.

These achievements reflect the commitment of our IHSS PA staff and the continued support of our DPSS leadership and community partners. Together, we are strengthening a caregiving system that supports independence, dignity, and stability for those who rely on IHSS.

As we look ahead, the IHSS Public Authority remains committed to our mission of strengthening the caregiving workforce, enhancing service quality, and ensuring that individuals who depend on IHSS can live safely, independently, and with dignity.

With sincere gratitude,



**David Dai, MBA, MPT**  
Executive Director  
In-Home Supportive Services Public Authority



# Leadership Team



**Vanessa Johnson**  
PA Regional Manager



**Veronica Ortega**  
PA Executive Assistant II



**Sandy Villatoro**  
Social Services Supervisor II  
Registry Unit



**Alejandra Munoz**  
Social Services Supervisor II  
Registry Unit



**Michael Ponce**  
Social Services Supervisor II  
Registry Unit



**Eric Hernandez**  
Social Services Supervisor II  
Registry Dispatch Unit



**Jessica Garibay**  
Admin. Services Supervisor  
Data/DOJ Unit



**Deborah Okogba**  
Admin. Services Supervisor  
STARS



**Karen Ortiz**  
Admin Services Manager II



**Tiffany Nelson**  
Supervising Program Specialist Training  
and Recruitment Team



**Laura Castellon**  
Office Support Supervisor  
Provider Enrollment Region



**Cecilia Martinez Jimenez**  
Office Support Supervisor  
Provider Enrollment Region



**Cindy Peñaloza**  
Office Support Supervisor  
Provider Enrollment Region



**Anna Cortez**  
Office Support Supervisor  
Provider Enrollment Region

# IHSS Advisory Committee

The IHSS Advisory Committee serves as a strong advocate for all IHSS clients, working to support IHSS clients' 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.



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 clients and caregivers. With most members being current or former IHSS clients or caregivers, the committee's perspectives and recommendations are rooted in firsthand experience. This provides valuable insights into the challenges faced by those who rely on IHSS.

The Advisory Committee continues to offer recommendations on program services to the Public Authority and IHSS County Adult Services. Through their collective expertise, members help shape policies and decisions that directly impact IHSS clients in Riverside County.

## **2025 Highlights:**

- Caregiver Appreciation Events during November National Caregiver Month.
- Participation in monthly CICA meetings and statewide Advocacy for IHSS.
- Participation in the annual Riverside County Elder & Dependent Adult Abuse Symposium.
- Waiver Personal Care Services Overview training by Institute on Aging.
- CA IHSS Consumer Alliance (CICA) Overview training.
- Submitted revision to update the Committee By-Laws.
- Established a formal recruitment subcommittee to proactively address vacancies through a data-driven outreach model.
- Currently in a collaborative effort with IHSS PA to formally identify systemic "navigation roadblocks" within the IHSS digital interface to streamline recruitment and accessibility, including a commitment to expand language accessibility to reflect the full diversity of Riverside County.

## **Future Goals:**

- Efforts to fill board member vacancies on the Advisory Committee.



# 2025 Impact

**Emergency  
Response Caregivers**

**196**

Caregivers ready to provide  
BUS and PACC services  
increased 14% in  
comparison to 2024

**Reception  
Assisted Walk-Ins**

**11,970**

Assisted walk-Ins increased  
1.2% in comparison  
to 2024

**Client-Caregiver  
Matches**

**3,991**

Matches increased 5%  
in comparison to 2024

**Caregiver  
Background  
Clearances Processed**

**13,637**

Department of Justice  
Background Clearances

**New Caregivers  
Activated**

**2,439**

Caregivers ready to provide  
BUS and PACC services  
increased 14% in  
comparison to 2024

# A Look Back At Our Year



***“Interdependent people combine their own efforts with the efforts of others to achieve their greatest success.”***

***~Stephen R. Covey***

# Registry



2025 gave opportunity to improve processes for referring caregivers, which now allows our social service practitioners the ability to deliver stronger and consistent services, and improved efficiency when referring and matching clients and caregivers.

Our Public Authority Registry team is a remarkable and dedicated group of 21 social service practitioners who demonstrate, day in and day out, an extraordinary work ethic and strong commitment to supporting the well-being of our IHSS clients. Their efforts continue to make a meaningful and lasting impact on the lives of IHSS clients and Registry caregivers year after year. The team refer qualified caregivers from the Public Authority Registry list, facilitating communication, and linking caregivers to clients through the Case Management Information and Payrolling System (CMIPS). Through this work, they help ensure IHSS clients receive essential care services in their own homes so they can remain safely in their communities. Beyond referrals, this team serves as a strong advocate for the IHSS community by providing attentive, empathetic, and compassionate support, recognizing and addressing individual needs, connecting clients to resources throughout Riverside County, conducting in-person assistance through home visits, and advocating for clients through the enhanced case management process.

A major highlight this past year was the opportunity to participate in the Lean Six Sigma Green Belt project process. As part of this effort, a small group of social service practitioners from our Registry team was selected to take part in a two-day Rapid Implementation Event (RIE). During the event, the team reviewed and analyzed data and mapped the current caregiver referral process to identify opportunities for improvement –specifically to reduce the number of business days IHSS clients wait from referral creation to receiving their first caregiver referral.

The project aimed to improve the referral process by 20%, reducing the time a client waits to be referred to a caregiver from 7 business days to 4 business days. Following staff education on August 26, 2025, the new process was implemented on September 2, 2025. As a result, the average number of days to refer a caregiver improved from 7.07 to 3.2 days representing a 55% improvement and more than doubling the original goal.

## Mean Business Days to Refer a Caregiver

# 3.2 days

Best annual outcome (2025)

December best month:

**2.2 days**

## Mean Business Days to Contact Clients

# 1.2 days

Best annual outcome (2025)

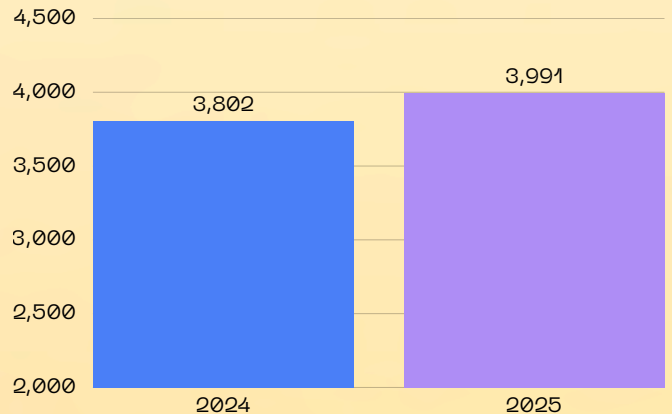
Oct-Nov months:

**0.8 days**

Please see notable achievements and accomplishments met by our social service practitioners in 2025:

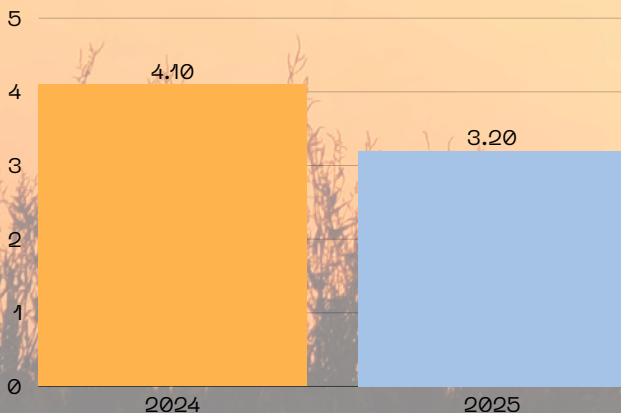
- Total number of referrals received: 7,717.
- Total mean business days to refer a caregiver: 3.2.
- Total mean business days to contact clients: 1.2.
- Total number of clients matched to a caregiver: 3,991.

## Total Clients Matched To Caregivers 2024 vs 2025



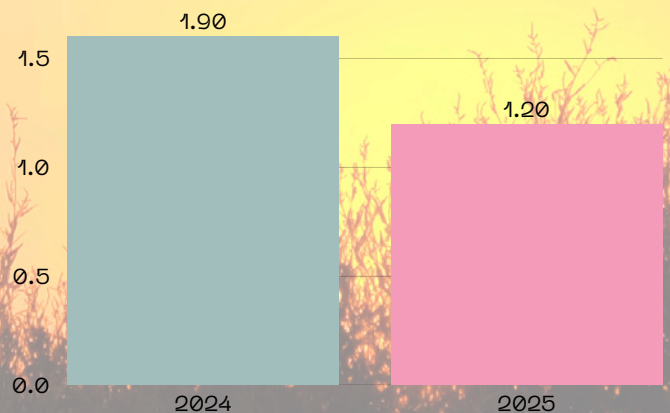
**5% increase was realized in 2025 vs 2024**

## Median Business Days to Refer Caregivers to Clients 2024 vs 2025



**0.95 days improvement in 2025 vs 2024**

## Median Business Days to Contact Clients 2024 vs 2025



**0.76 days improvement 2025 vs 2024**

# Emergency Response and Home Stabilization Services (BUS & PACC)

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The Public Authority's Emergency Backup Services (BUS) and Public Authority Cleaning and Care (PACC) programs provide essential short-term support to IHSS clients in urgent situations, helping them remain safely in their homes while longer-term arrangements are established. Through close collaboration with Adult Protective Services (APS) and other community partners, these programs serve clients who are at immediate risk due to severe impairment, lack of personal care support, or unsafe living conditions.

The BUS program is designed for severely impaired clients who live alone, depend on others for personal care, and may be at risk of hospitalization or out-of-home placement without immediate assistance. The PACC program complements this effort by providing emergency heavy-cleaning support for clients whose home environments have become unsafe. For both programs, Registry caregivers may choose to join specialized assignment lists, and both BUS and PACC caregivers receive an additional \$5.00 hourly incentive for accepting these assignments. The Public Authority also provides cleaning supplies and materials for PACC referrals based on identified client needs.

These programs make a meaningful difference not only in program outcomes, but in the lives of the clients they serve. This year, one client's experience highlighted the importance of the Public Authority's ability to respond quickly and compassionately when urgent needs arise.



**Before**

In February 2025, the Public Authority received a PACC referral for a client in Blythe experiencing severe hoarding conditions. Public Authority Social Worker Melissa Alcaraz coordinated the hiring of three caregivers and secured dumpster rentals. Through this coordinated response, the home was fully cleaned, allowing the client to sleep in her own bed for the first time in years and to safely welcome visits from her children.

In 2025, the Public Authority successfully completed 19 BUS referrals by matching clients with caregivers specialized in emergency care services and completed 11 PACC referrals by linking clients with caregivers skilled in heavy-cleaning support. In total, the Public Authority dispatched 30 BUS and PACC caregivers to help vulnerable IHSS clients remain safely in their homes and communities.



**After**



# Registry Dispatch Unit

**96%**

**Answer Rate**



**Customers reach a live agent 96% of the time.**

The Public Authority Registry Dispatch Unit (RDU) serves as the agency's first point of contact for IHSS customers and is structured to manage incoming inquiries with efficiency and care. The team conducts initial assessments for urgent health and safety concerns, ensuring that IHSS clients receive the appropriate level of priority for matching services.

**65**

**Second Wait Time**



**Customer average 65 second wait time, compared to the 90 second Service Level Agreement.**

IHSS caregivers who work with the Public Authority registry may also contact the registry dispatch line to verify their availability and request additional employment opportunities. These contacts are forwarded to our registry social service practitioners to assist with matching services.

Throughout 2025, the RDU managed 44,858 calls and achieved a 96% answer rate, exceeding the agency's goal of 95%. Customer service remains a central focus for the unit, which concluded the year with an average of 97% positive feedback across all survey categories. The RDU is committed to delivering high-quality support and consistently strives to provide best-in-class service to every customer.

**44,858**

**Calls Handled**



**Even as demand for services increase year by year, the Public Authority is trusted to support the community.**

**97%**

**Customer Satisfaction**



**Customers report 97% positive experiences averaged across all survey categories.**

# Training and Recruitment Team



The Training and Recruitment Team (TRT) serves as a cornerstone in building and sustaining a qualified IHSS caregiver workforce for Riverside County. Through strategic outreach, streamlined enrollment processes, and comprehensive training programs, TRT ensures caregivers are well-prepared to deliver high-quality, person-centered care. In 2025, TRT advanced its mission by expanding recruitment efforts, enhancing enrollment efficiency, and introducing innovative training opportunities, all aimed at strengthening caregiver skills and improving outcomes for IHSS clients. These achievements reflect TRT's ongoing commitment to supporting caregivers and promoting independence, safety, and dignity for those we serve.

TRT consists of Community Program Specialists and administrative support staff dedicated to outreach and recruiting caregivers to join the Public Authority Registry. TRT's enrollment team processes new caregiver applications monthly and partners with the United Domestic Workers' Union to coordinate and facilitate IHSS orientations across Riverside County. In 2025, 13,600 new caregivers completed the enrollment process through these efforts.

## **Outreach Expansion and Recruitment Growth**

In alignment with RivCoOne goals, TRT expanded its outreach footprint in the City of Blythe to improve access to health, housing, and employment services.

- 177 outreach events attended (resource fairs, job fairs, application workshops).
- 17 Blythe-focused outreach events, resulting in 18 new registry caregivers.
- 2,439 new registry caregivers added to the Public Authority Registry.

***“The better we get at getting better, the faster we will get better.”***

***~Douglas Engelbart***

## **Impactful Training Programs**

In 2025, caregivers continued to take advantage of monthly training opportunities. TRT strengthened its partnerships and introduced new training topics, including Community Health System and Vision y Compromiso, while continuing to deliver hands-on and virtual experiences.

### **Key training achievements include:**

- 159 virtual and in-person training sessions hosted.
- 1,892 caregiver participants engaged in skill-building and professional development.

As Riverside County continues to prioritize integrated service delivery and workforce development, the Training and Recruitment Team remains committed to innovation and excellence. Building on the progress achieved in 2025, expanded outreach, streamlined enrollment, and enhanced training opportunities; TRT will focus on leveraging technology, strengthening community partnerships, and introducing advanced caregiver education programs in 2026. These efforts will ensure a resilient, skilled caregiver workforce capable of meeting the evolving needs of IHSS clients and supporting their independence, safety, and quality of life.





# Caregiver Appreciation Month

In celebration of National Family Caregivers Month, Riverside County IHSS proudly honored caregivers during two Caregiver Appreciation events held on November 18th at the Classic Club in Palm Desert and November 20th at the Moreno Valley Conference Center. With the theme “The Real Stars in Our Lives,” this year’s red-carpet experience paid tribute to the compassion, resilience, and unwavering dedication of IHSS caregivers who enrich the lives of clients across the county every day.

A strong turnout reflected the importance of the occasion, with 184 caregivers attending in Palm Desert and 259 caregivers and 35 guests in Moreno Valley. Festivities included a 360-degree photo booth, live comedy by Jesus Trejo, a Frank Sinatra tribute performance by Danny Jacobson, chair dancing led by Tami Drayton, music by a live DJ, and raffle drawings held throughout the program. Attendees received a resourceful presentation on “Healthy Living for Your Brain and Body” from the Alzheimer’s Association and thought-provoking messaging on “Perceptions of Time” from Adult Services Deputy Director Ryan Uhlenkott.

A highlight of the celebration was the presentation of the Caregiver of the Year Awards to four exceptional caregivers selected by the planning committee for their outstanding service and commitment.

Special acknowledgments were shared by county representatives, including a proclamation presented on November 18th by Victoria Perez, Board Assistant for District 4. On November 20th, caregiver recognitions were delivered on behalf of District 1 by Supervisor Medina and District 5 by Supervisor Gutierrez.

Caregivers enjoyed a continental breakfast and a catered lunch. Sponsors and vendors were prominently recognized throughout the program, and Spanish interpretation services were available both days to ensure an inclusive and welcoming celebration for all.

The Public Authority Training and Recruitment team (TRT) coordinates this annual event alongside the United Domestic Worker’s Union, Office on Aging, Foundation on Aging, DPSS Adult Services Division, and the IHSS Advisory Committee.



# Working Together



***“Alone we can do so little; together we can do so much.”***  
***~Helen Keller***

# Provider Enrollment Region



The In-Home Supportive Services (IHSS) program provides in-home assistance to eligible aged, blind, and disabled individuals, allowing them to remain safely in their own homes as an alternative to out-of-home care.

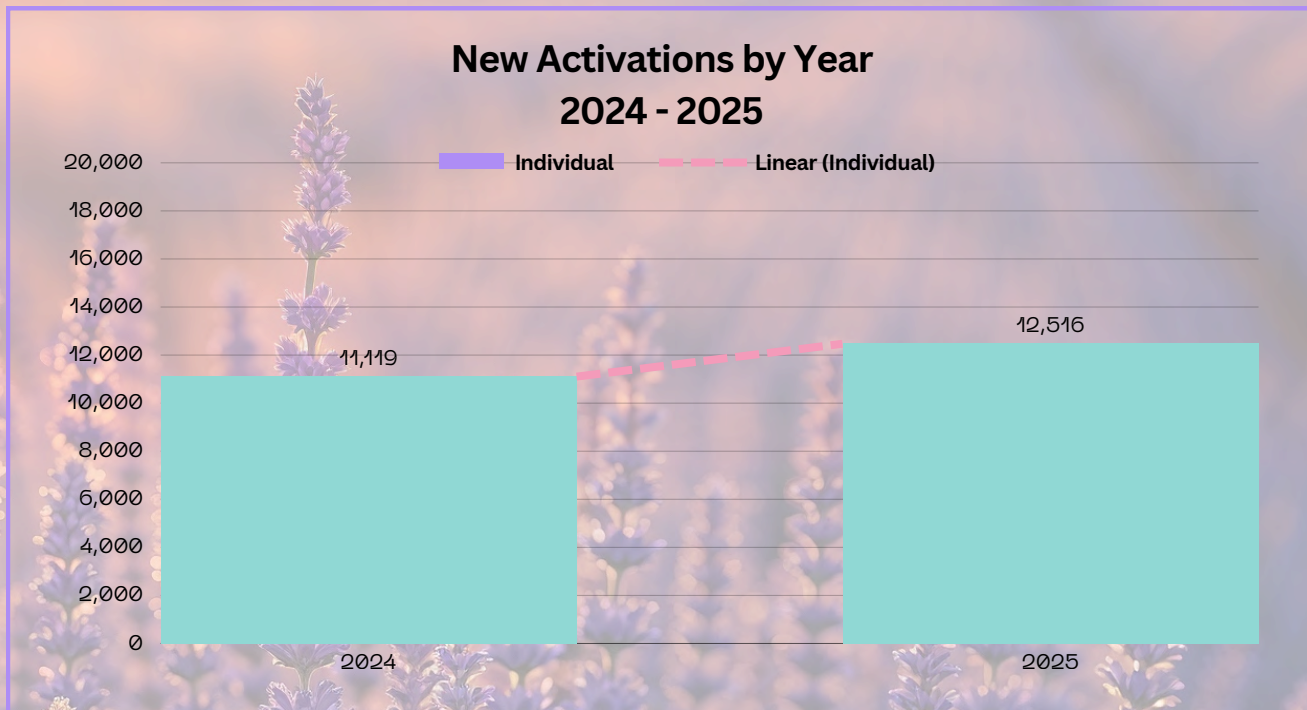
The Provider Enrollment Region (PER) plays a vital role by partnering with prospective caregivers, guiding them through the enrollment process, and ensuring they are successfully connected to a client's case. This collaborative approach enables caregivers to begin delivering essential care promptly, supporting the well-being of our clients.

In October 2025, PER officially joined Public Authority (PA). As a result of this transition, all new caregiver enrollments are now managed directly by the PA.

The Provider Enrollment Region is supported by a dedicated leadership team of four Supervisors: Anna Cortez, Cecilia Martinez-Jimenez, Cindy Penalosa, and Laura Castellon. Together, they guide the team's work and ensure caregivers receive clear, timely, and supportive assistance throughout the enrollment process.



In 2025, 12,516 caregivers were activated, representing a 12% increase from 2024. By the end of the year, 6.5% of clients remained without a caregiver, a proportion in line with previous years.



***“If everyone is moving forward together, then success takes care of itself.”***

***~Henry Ford***

# Special Tracking Analysis, and Reporting Services

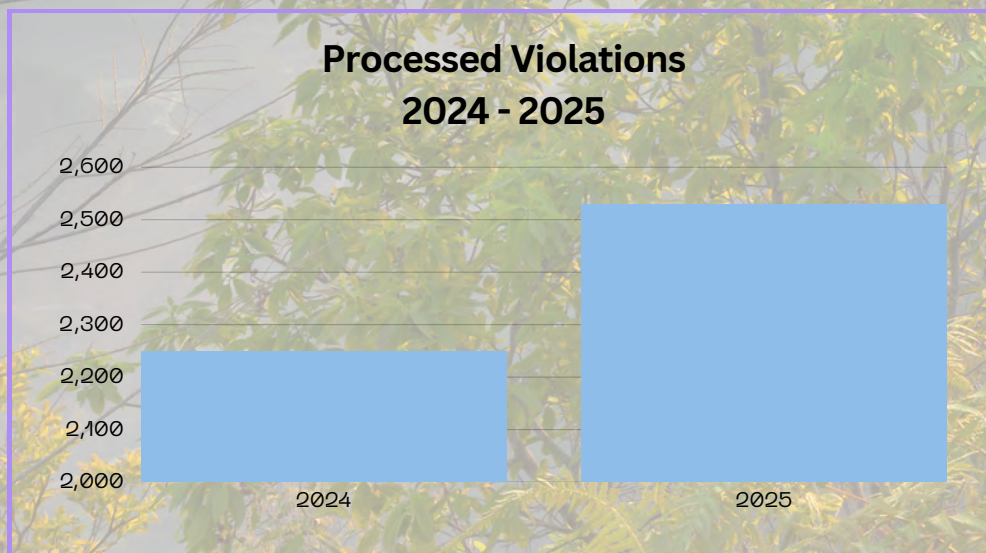
The Special Tracking, Analysis, and Reporting Services (STARS) Team is a key component of the In-Home Supportive Services (IHSS) program, ensuring regulatory compliance and communication among Riverside County, the California Department of Social Services (CDSS), and the State Controller's Office. Consisting of four functional units with complementary roles, the STARS Team offers specialized operational support and direct customer service, ensuring program integrity while meeting the needs of IHSS caregivers.

The Fair Labor Standards Act (FLSA) Unit oversees caregiver violations, overtime, and compliance with federal labor regulations. In 2025, the unit experienced a 12% increase in processed violations, reflecting expanded compliance efforts.

The Verification of Employment (VOE) Unit processes employment verification requests for all IHSS caregivers. Last year, the VOE Unit completed 5,038 employment verification requests, continuing to support caregivers' employment-related needs in a timely and efficient manner.

The Special Payments Unit (SPU) manages payment requests, corrections, and unique payment circumstances. During 2025, the unit processed 6,446 payment requests, maintaining consistent service levels despite the complexity of cases.

The Reception Unit serves as the primary point of contact for caregivers and the public, providing in-person assistance and referrals to appropriate services. In 2025, the Reception Unit assisted 11,970 walk-in visitors, underscoring the continued importance of accessible, front-line support.



Our unit actively participated in the Lean Six Sigma Green Belt project, contributing insights and collaboration to advance process improvement efforts. Our goal for 2026 is to streamline FLSA processes to improve efficiency and service delivery. As this work progresses, we look forward to implementing new processes.

Overall, the STARS Team has demonstrated sustained performance and adaptability amid increasing workload demands, with year-over-year growth in key service areas reflecting both the expanding needs of the IHSS program and the team's continued commitment to delivering efficient, accurate, and compliant services.



# DOJ & Data Reporting

The Administrative Services teams provide essential oversight, analysis, and compliance functions. These teams support IHSS clients by facilitating access to qualified caregivers and by ensuring that program operations are data-informed, transparent, and compliant with all applicable requirements.

## Data Reporting Team

The Data Reporting Team supports the effective administration of IHSS services by providing accurate, timely, and comprehensive data analysis. Through recurring reports and ad hoc analyses, the team delivers critical information that informs leadership decision-making and supports continuous program improvement.

Key areas of responsibility include:

- Monitoring caseload and service utilization trends.
- Analyzing workforce productivity and performance.
- Conducting program research and analytical support for leadership initiatives.

## Department of Justice (DOJ) Team

The Department of Justice Team is responsible for safeguarding program integrity and supporting client safety by managing caregiver background clearances and criminal history determinations. These processes help ensure that individuals providing IHSS services meet all statutory and regulatory requirements prior to delivering care.

In addition to background clearance responsibilities, the DOJ Team:

- Responds to subpoenas and other official legal requests.
- Processes public records requests.
- Supports internal and external audits through caregiver documentation verification.

During the reporting period, the DOJ Team monitored the clearance of 13,637 background checks for individuals interested in becoming IHSS caregivers, directly supporting the timely placement of qualified caregivers for IHSS clients.

Through these functions, the DOJ Team helps facilitate the placement of qualified caregivers, uphold legal and regulatory standards, and maintain public trust in the IHSS program.

Caregiver  
Background  
Clearances Processed

**13,637**



Highest annual  
outcome (2025)  
First quarter: 3,661  
clearances processed

# Client Spotlight

## **A Strong Client–Caregiver Match Enhancing Quality of Life**

The Public Authority is proud to highlight the successful match between client Taralyn and caregiver Mirella, a pairing that exemplifies the positive outcomes our services strive to create.

Ms. Taralyn shared an exceptional level of satisfaction with the care she receives from Mirella, describing her as energetic, consistently punctual, and a source of joy, laughter, and uplifting energy in her home. She praised Mirella's strong housekeeping skills, meticulous attention to detail, and her ability to reliably support all daily needs, including meal preparation. According to Ms. Taralyn, Mirella's presence not only ensures her comfort and safety but also enhances her overall well-being.

In recognition of this outstanding support, Ms. Taralyn awarded Mirella a 5-star rating and expressed heartfelt appreciation to the Public Authority and SSP Patti Tolle for facilitating such an excellent match. She emphasized her gratitude for being connected with a caregiver who aligns so well with her needs, preferences, and desire for compassionate, dependable care.

This successful pairing reflects the Public Authority's commitment to creating thoughtful, person-centered matches that make a meaningful difference in clients' daily lives.

## **A Meaningful Match That Enriched Two Lives**

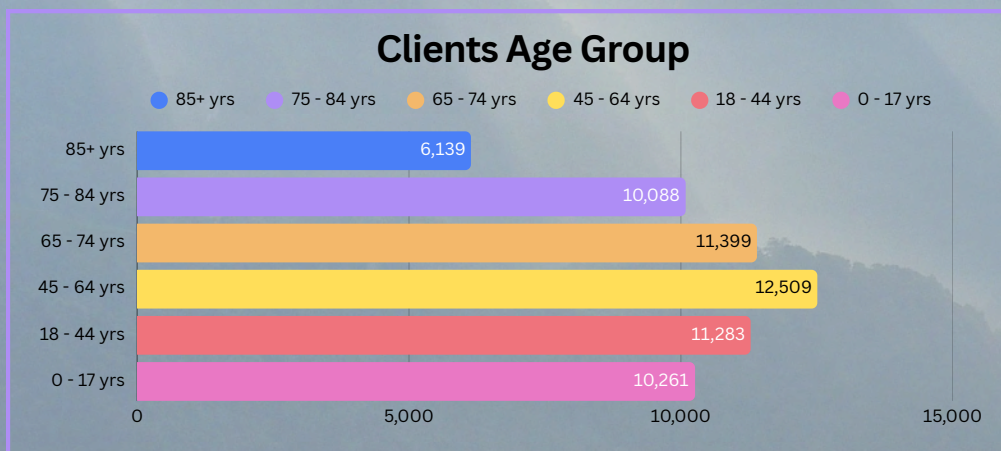
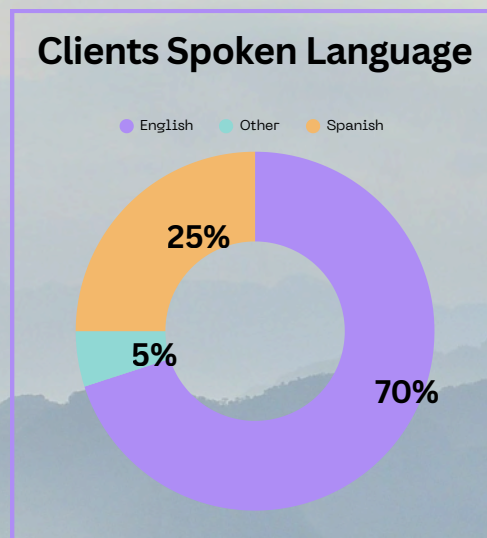
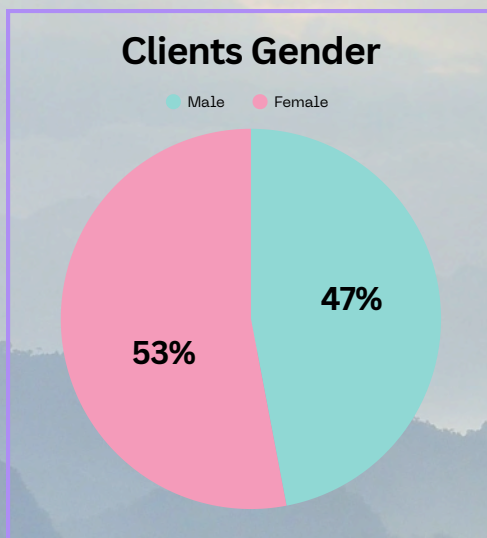
In August 2025, the Public Authority facilitated a match between client Ronnie and caregiver Raymon. What began as a request for assistance with heavy cleaning quickly grew into a strong and lasting care partnership. Raymon and Ronnie formed an immediate connection, and Raymon soon became Ronnie's permanent caregiver. Their bond extended naturally to Ronnie's wife as well, creating a warm and supportive environment for the entire household.

Raymon provided exceptional care, sharing that he approached his work with the same compassion and respect he would offer his own grandfather. His thoughtful gestures, such as purchasing a teddy bear for Ronnie and naming it after him, reflected the genuine friendship and trust that developed between them.

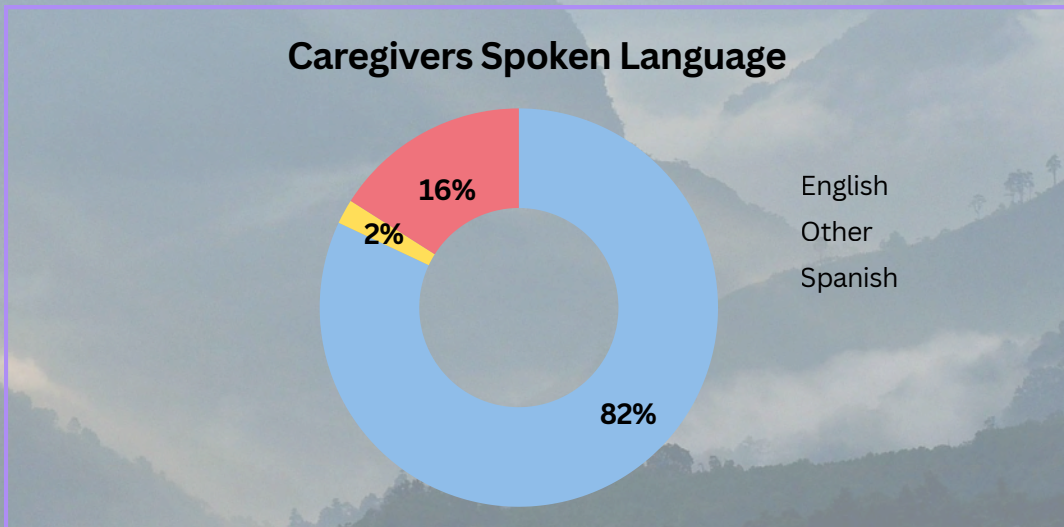
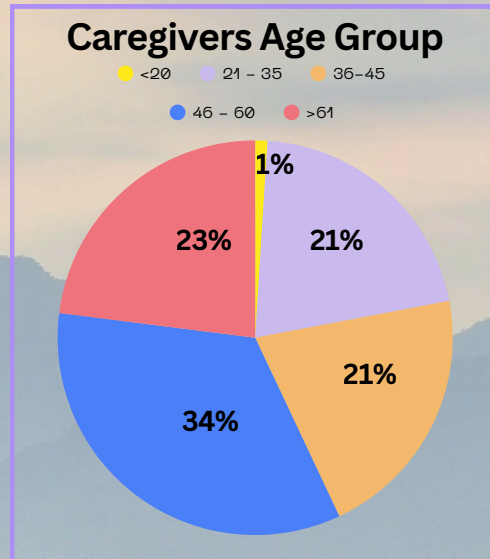
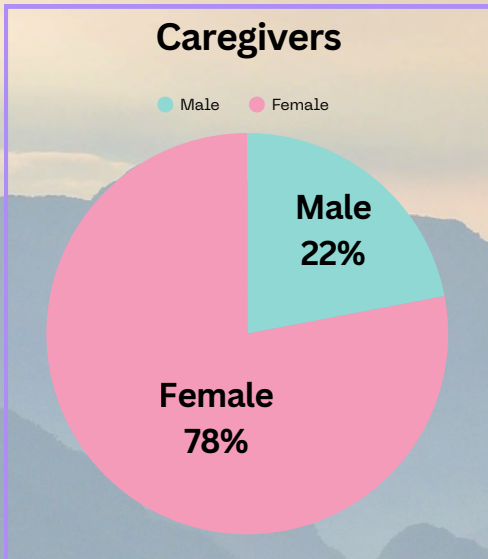
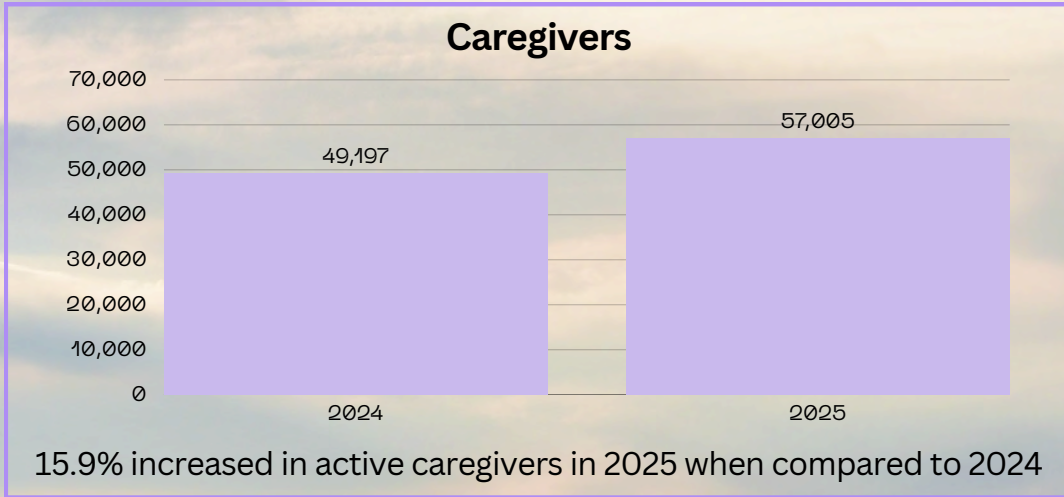
Stories like this illustrate the heart of the Public Authority's mission: Creating meaningful matches that support clients' independence while enriching the lives of the caregivers who serve them.



# IHSS Client Profile Data



# IHSS Caregiver Profile Data





**As We Move Forward**



# 2026 Goals

## IHSS Public Authority Goals & Measures

### Strengthen Continuous Quality Improvement and Sustain Gains

- Complete LSS projects: Deliver 2 Lean Six Sigma projects with documented baseline, target, and control plan.
- KPI governance: Maintain a monthly KPI review cadence with 100% metric owner coverage and action plans when thresholds are missed.
- Sustainment: Hold 2025 improvements.

### Integrate PER and Create a Seamless End-to-End Onboarding Experience

- Standard work alignment: Implement shared standard work.
- Application to Linking performance: Achieve  $\leq 40$  days and a stretch goal of  $\leq 35$  days.

### Reduce Caregiver Enrollment and Registry Activation Timelines

- Registry activation time: Maintain CY2025 improvement and further reduce average activation time to  $\leq 25$  days.

### Maintain Fast Referrals and Strengthen Follow-Through for Clients

- First contact: Maintain an average of  $\leq 3$  business days from referral receipt to first client contact for  $\geq 95\%$  of the requests.
- Referral timeliness: Provide caregiver referrals to clients within  $\leq 5$  business days and a stretch goal of  $\leq 4$  business days.

### Elevate Customer Service and Accessibility

- Call answer rate: Maintain an average of  $\geq 90\%$ , and with a stretch goal of  $\geq 95\%$  call answer rate.
- Telephone Customer Service Experience: Maintain an average of  $\geq 90\%$  and a stretch goal of  $\geq 95\%$  positive customer satisfaction across all survey categories.

### Grow and Strategically Strengthen the Registry Caregiver Pool

- Registry growth: Achieve net growth of  $\geq 2,300$  new caregivers.
- Targeted regional growth: Increase caregiver availability in priority regions (Desert Region, Temecula, Corona, Jurupa Valley) with region-specific targets and quarterly monitoring.

# Closing Thoughts

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We are proud of what our team accomplished in 2025 and grateful to the staff, caregivers, Advisory Committee members, county partners, and community organizations who made this progress possible. This report reflects more than performance measures and program outcomes; it reflects real people, real partnerships, and a shared commitment to helping IHSS clients remain safe, independent, and cared for in their homes. As we move forward together, we remain committed to continuous improvement, service excellence, and strengthening the caregiver support system across Riverside County so that every client and caregiver we serve is met with dignity, compassion, and respect.





***Coming together is a beginning, staying together is progress, and working together is success.”***

***~Henry Ford***



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