

# **El Dorado County In-Home Supportive Services**

## **Public Authority & Advisory Committee**



**Fiscal Year 2016/2017 Annual Report**

## **Letter from the IHSS Advisory Committee**

Dear Community Members;

It is our pleasure to introduce this annual report, which details the past year's activities and accomplishments of the El Dorado County IHSS Public Authority and IHSS Advisory Committee.

Each one of us serving on the IHSS Advisory Committee represents a sector of the community with a vested interest in the success of older adults and persons with disabilities to live high quality lives in their own homes and remain in the community. As current or past recipients of IHSS Services or other in-home care services, providers of in-home services, and community members, we are appointed by the IHSS Governing Board to facilitate and further enhance the availability and quality of In-Home Supportive Services for both recipients and care providers.

It is important to remain steadfast in our advocacy of IHSS services. As the baby boomers become seniors and seniors continue to grow older, we will see an increase in the need for caregiver services. As life spans increase, there are now several layers of seniors, all of whom may need assistance in caring for their spouses, parents, children and other family members.

We look forward to another year of working collaboratively with all IHSS stakeholders to ensure the delivery of quality in-home care to those in need.

Sincerely,

*Ellen Yevdakimov*

Ellen Yevdakimov, Chair  
IHSS Advisory Committee

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# **IHSS Public Authority (PA)**

## **Introduction**

In-Home Supportive Services (IHSS) is an alternative to costly out-of-home care, providing financial assistance for services to eligible older adults and persons with disabilities to enable them to remain safely in their own homes. The Public Authority was established to provide and promote a service delivery model through skilled providers who assist in maximizing the potential of these vulnerable individuals to live independently and participate in their community.

The El Dorado County IHSS Public Authority is pleased to present the 2016/2017 Annual Report, which provides a brief overview of the Public Authority mandates, its role in supporting IHSS, and includes Advisory Committee achievements.

## **Mission Statement**

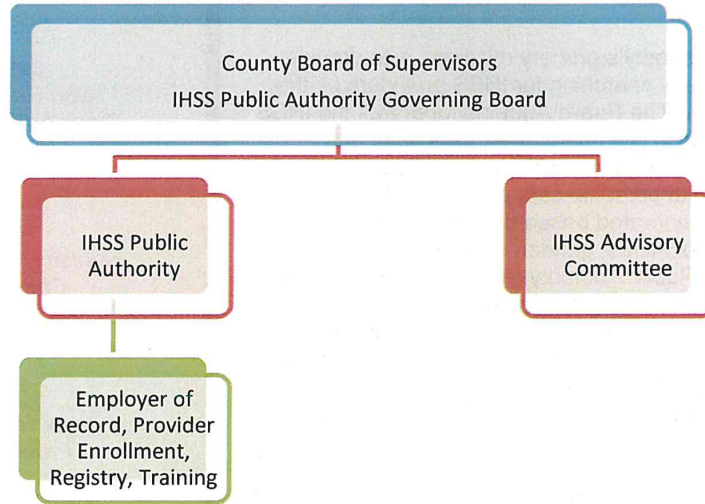
The mission of the IHSS Public Authority is to improve the lives of IHSS recipients by ensuring access to skilled providers who can help them sustain independent living, to provide training and support for positive working relationships, and to improve the delivery of the IHSS program.

## **Governance**

The El Dorado County IHSS Public Authority is a corporate public body established by an Ordinance enacted by the El Dorado County Board of Supervisors. The purpose of the Public Authority, separate and apart from the County of El Dorado, is to provide for the delivery of the IHSS program.

While the Public Authority is technically not a department of the County, we work very closely with the County, particularly the Health & Human Services Agency (HHSA). The Public Authority contracts with the HHSA Community Services Division for supportive services necessary to carry out the delivery of IHSS services. The Public Authority also collaborates with the IHSS Program and the IHSS Advisory Committee to assure that IHSS services are effectively rendered in an accessible manner.

# Organizational Structure



## Public Authority

In July 1999, the California Legislature enacted AB 1682, requiring that all California counties act as, or establish, an “Employer of Record” for IHSS workers and establish a recipient-majority advisory committee by January 2003. The El Dorado County Board of Supervisors established the El Dorado County IHSS Public Authority in September 2002. The IHSS Public Authority’s Governing Board is comprised of the five members of the County of El Dorado’s Board of Supervisors. They look to the IHSS Advisory Committee for information and recommendations regarding IHSS.

The El Dorado County IHSS Public Authority became operational in September of 2003. Since its inception, the IHSS Public Authority has given care providers in El Dorado County a central location they can contact for any questions or concerns they may have about their recipient’s authorized hours, suspected abuse, IHSS procedures, IHSS provider enrollment, registry employment opportunities, free education and training, Worker’s Compensation claims, and assistance with resolving issues and conflicts. The IHSS Public Authority partners with IHSS recipients and care providers to foster the development of high quality personal assistance services.

## Public Authority Funding Sources

The Public Authority receives program funding from Federal, State, and local sources. The County’s share of this program’s expenses is limited to the required Maintenance of Effort (MOE) defined by the State. Expenditures for Fiscal Year 2016/2017 in excess of the MOE are paid by the State and the Federal government.

# IHSS Care Provider Registry

One of the IHSS Public Authority's primary missions is to provide assistance to IHSS recipients searching for IHSS providers by the establishment of a registry. The Public Authority operates the IHSS Care Provider Registry, which is a customized data base that matches the needs of IHSS recipients with pre-qualified care providers to assist them with personal care or household needs. The Registry referral lists are generated based on the recipient's preferences for services, locations, gender, special skills and authorized services. The Public Authority retains the exclusive right to screen applicants and suspend or terminate providers from the Registry. The IHSS recipient retains the right to hire providers of their choice, terminate providers from their service, and supervise the work of any IHSS care provider they have hired. Participation in the Registry is free, voluntary and is not a requirement to receive IHSS benefits.

Potential care providers must complete the following before they are accepted on the Registry:

- Complete an IHSS Registry Application and sign an acknowledgement of Registry policies and procedures
- Submit a Department of Motor Vehicles three-year driver history record
- Pass a one-on-one screening interview with a Registry staff member
- Undergo a criminal background investigation as administered by the California Department of Justice and pass the minimum requirements set by the State to become an IHSS provider
- Participate in a 90-minute new provider orientation
- Submit two professional references and one personal reference

Registry Services include:

- |   |   |
|---|---|
| • Provider referrals to IHSS recipients | • Mediation                                   |
| • Interview assistance                  | • Updates on State and County program changes |
| • Problem resolution                    |   |

## *2016/2017 Facts*

**329**  
*Non-Registry  
Providers Enrolled*

**32**  
*Registry Providers  
Enrolled*

**127**  
*Total Registry  
Providers*

**371**  
*DOJ Background Checks*

**42**  
*Registry Provider Interviews*

**118**  
*Registry Matches*

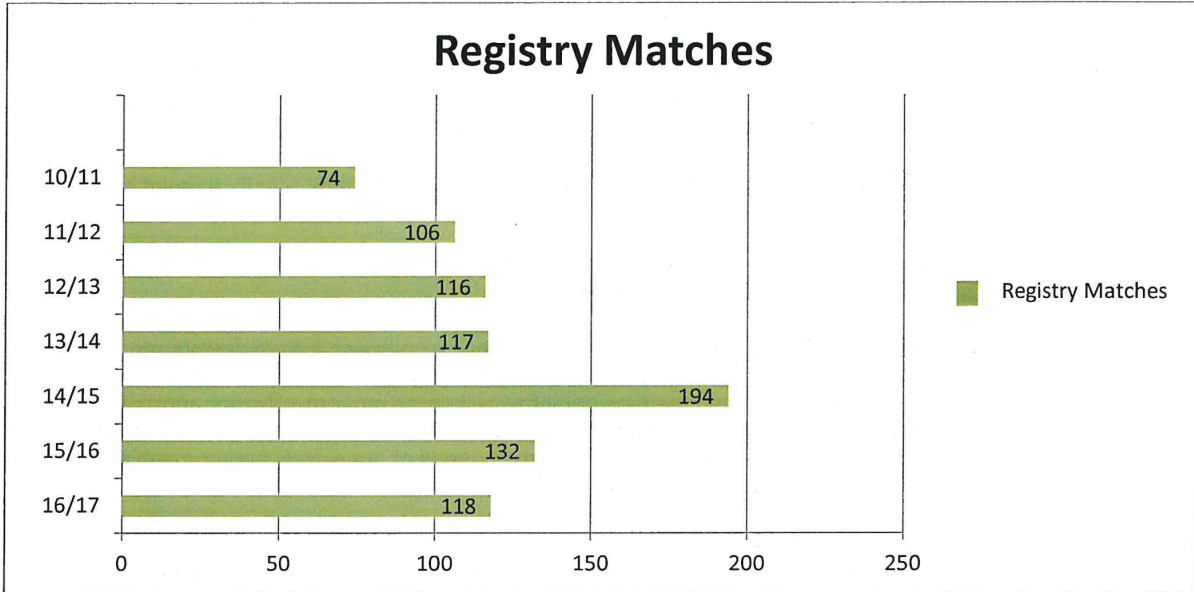
**232**  
*Employment Verifications*

**27,289**  
*Payroll Warrants  
(Paychecks)*

**5**  
*Worker's Compensation  
Claims Filed*



Upon request, Registry staff sends out a provider referral list to the recipients for their review. Registry referral lists are individualized and usually contain the names of six possible providers matched to the recipient's specific needs. It is the recipient's responsibility to contact the providers to arrange for interviews and possible hiring. During Fiscal Year 2016/2017, the Registry made 118 matches.



## Care Providers

Care providers who are family members (immediate and non-immediate) make up 63% of the total providers. Non-Family care providers make-up 37% of the providers and consist of friends, neighbors, and persons hired from the Registry.

The majority of care providers are women, i.e. mothers, wives, and daughters. The percentage split for adult children is 71% daughters and 29% sons. Couples are split with 58% wives caring for husbands and 42% of husbands caring for their wives.

Effective July 1, 2016, the hourly rate for providers was increased to \$10.60/hour. The County contributes 20 cents per hour to the Union Health Care Trust Fund for the sole purpose of providing dental and vision benefits. The provider dental and vision benefits continue to be administered by the Union.

During Fiscal Year 2016/2017 an average of 147,345 hours were worked each month.

# **FY 2016/2017 Achievements of the IHSS Public Authority**

The major accomplishments for the Public Authority in Fiscal Year 2016/2017 include:

- Established a Strategic Plan with the intention of maximizing efficiency, improve provider recruitment, while providing excellent customer service. The Strategic Plan focuses on three core areas: Operations, Provider Registry and Communication.
- Developed IHSS provider specific trainings in collaboration with other county agencies. The following training was provided:
  - June 20, 2017: *Taking Care of Yourself While Taking Care of Others*, Jillien Smith, El Dorado County Adult Day Services
- In collaboration with County Information Technologies Department, began development of a new data base for providers with the increased capacity for Registry matches. The current data base has been in use since 2003 and the new database will utilize modern software applications and result in more efficiency and better customer service. This increased capacity will allow the Public Authority to meet the ever growing individual needs of our elderly and/or disabled population by finding the right provider for IHSS consumers.
- Continued to coach all new and existing IHSS providers on the changes related to the implementation of the Fair Labor Standard Act. Effective February 1, 2016, IHSS providers became eligible for overtime, travel time, and medical wait time.
- Conducted group orientations and Registry interviews for IHSS care providers to learn about the IHSS program, regulations and rules, responsibilities of being a care provider, payroll guidelines, legal responsibilities, health and safety issues, fraud reporting, etc.
- Continued to conduct new care provider orientations and Registry interviews once a month in South Lake Tahoe to increase access to the Public Authority and assist care providers on the Eastern Slope in meeting regulations.
- Disseminated information about available services such as the IHSS and Public Authority programs, IHSS Advisory Committee, Multipurpose Senior Services Program (MSSP), Family Caregiver Support Program (FCSP) and other programs of benefit to providers and recipients.
- Distributed bi-annual newsletter for providers and recipients.

## **Changes for IHSS and the Public Authority**

The State of California has proposed several changes for IHSS and the IHSS Public Authorities:

- The 2017-18 state budget package and Senate Bill (SB) 90 includes changes to financing for the IHSS program. SB 90 contains specific steps about how the County's IHSS Maintenance of Effort (MOE) is calculated. The MOE for El Dorado County is approximately \$2,693,000 for Fiscal Year 2017/2018. Several factors can affect the MOE for El Dorado County into the foreseeable future. Due to the potential for increased cost to the County for the IHSS program, the IHSS Public Authority is currently not filling the vacant Office Assistant I/II position.



- The 2017-18 state budget package and SB 90 also includes changes to collective bargaining for the IHSS program. SB 90 alters the landscape for local IHSS collective bargaining by repealing the provisions that would have eventually transitioned these responsibilities to the IHSS Statewide Authority. This ensures that IHSS bargaining will remain a local function for the foreseeable future, thereby encouraging both counties and provider unions to focus their efforts on reaching local agreements.
- On June 5, 2017, the California Department of Social Services (CDSS) implemented a new Electronic Timesheet Service (ETS) that allows IHSS providers and recipients in three pilot counties to electronically submit and approve timesheets through a new ETS website. The ETS is an optional service that is meant to reduce the time for an IHSS timesheet to be received and processed by eliminating the reliance on the postal service. The ETS will be implemented in El Dorado County in September 2017.
- The statewide minimum wage will increase again on January 1, 2018 to \$11.00/hour.
- The State of California will implement paid sick leave for IHSS providers on July 1, 2018. The California Department of Social Services (CDSS) is forming two workgroups to identify changes needed in the statewide database to track time and to work on a backup system.

## **FY 2017/2018 Goals for Public Authority**

The Public Authority plans to accomplish the following goals for Fiscal Year 2017/2018.

- Continue to coach all new and existing IHSS Providers on the overtime regulations that are now in effect. Provide on-going support to answer questions and assist providers navigating the new regulations.
- Provide support to those providers and/or recipients that enroll into the Electronic Timesheet Service and have questions.
- Continue to provider quarterly IHSS provider specific trainings in collaboration with other county agencies such as Public Health and IHSS.
- Complete implementation of the new data base for IHSS providers with the increased capacity for Registry matches.
- Provide orientation to all new IHSS Providers. One session each month will be provided in South Lake Tahoe.
- Conduct the annual Customer Satisfaction Survey of IHSS providers.
- Perform community outreach to recruit Registry providers.
- Hire and train a new IHSS Registry Specialist.

# **The IHSS Advisory Committee**

Under the statutory authority of the Welfare and Institutions Code 12301.6, the County created an Advisory Committee for In-Home Supportive Services. In September of 2002, by Ordinance No. 4612, the El Dorado County Board of Supervisors established the In-Home Supportive Services Advisory Committee as an independent advisory committee.

## **IHSS Advisory Committee Structure**

The eleven member committee is composed of six representatives of current or past recipients and/or consumers of home care services, two representatives of current or past providers of private or IHSS homecare services, and three representatives of community members, preferably from a community based organization either volunteer or paid positions. Members are appointed by the IHSS Public Authority Governing Board to provide ongoing advice and recommendations regarding In-Home Supportive Services and the Public Authority services to the County Board of Supervisors, the Public Authority Governing Board, and the Health and Human Services Agency. The Advisory Committee looks for individuals who are familiar with in-home care and can provide valuable input regarding issues that confront both recipients and providers of in-home services for the elderly and disabled in the community.

Vacancies continue to exist on the Advisory Committee for consumer representatives. During FY 2016/2017 there were three consumer representative vacancies. The Advisory Committee continues to prioritize appointment of all eleven membership slots to ensure the varied perspectives of the aging and recipient communities are represented. Continuous recruitment efforts are being conducted. For an application, please contact the IHSS Public Authority at (530) 621-6287.

The FY 2016/2017 members were:

**Consumer Representatives:** Myrna Glick, Chantal Villalobos, and Linda Feigley

**Provider Representatives:** Kew Horton, Lisa Scott,

**Community Representatives:** Ellen Yevdakimov, Dorrie Carlisle and Jody Bailey

## **IHSS Advisory Committee Mission Statement**

The County of El Dorado IHSS Advisory Committee's mission is to support the development of quality services for individuals in their homes, to maintain independent living, and to provide relevant community education.

# **IHSS Advisory Committee Staff & Expenditures**

Under the auspices of the Health and Human Services Agency, the IHSS Public Authority Program Manager and the IHSS Public Authority Program Coordinator staff the Committee.

In Fiscal Year 2016/2017, the Advisory Committee expenditures totaled approximately \$3,720 for member stipends, travel expenses, services, and supplies.

## **Meeting Dates and Locations**

The IHSS Advisory Committee is subject to the Ralph M. Brown Open Meetings Act and the public is welcome to attend the meetings to learn about IHSS services and Public Authority policy and program development. The IHSS Advisory Committee meets on the third Monday of the first month of each quarter from 1:00-3:00pm at the Mother Lode Rehabilitation Enterprises, Inc. (M.O.R.E.) facility in Placerville.

The meeting dates for Fiscal Year 2016/2017 were July 18, 2016, October 17, 2016, January 23, 2017, and April 17, 2017. The guest speakers for the meetings were: Wendy Goossen, Director of Cancer Services, Marshall Cancer Resource Center; and Joseph Malki, Program Coordinator, IHSS Public Authority discussed the Public Authority's Strategic Plan. Both speakers provided valuable information on the services available for the elderly and disabled from their respective organization.

The Advisory Committee agendas and minutes can be accessed by contacting the Public Authority or visiting the County website at

<https://www.edcgov.us/Government/HumanServices/Protective%20Services/IHSS%20Public%20Authority/Pages/ihsspa.aspx>

## **IHSS Advisory Committee Achievements**

In Fiscal Year 2016/2017, the IHSS Advisory Committee achieved the following:

- Guest speakers provided continued education opportunities for Advisory Committee members on various services available within the community.
- Continued to be updated and informed about the IHSS Provider Time Sheet process, the IHSS Provider Overtime Regulation and overall State of California budget issues related to the IHSS Program and the Public Authority.
- Presented the 2015/2016 IHSS Public Authority & Advisory Committee Report to the El Dorado County Board of Supervisors.
- Remained within the budget by continuing to meet quarterly.