

**EL DORADO COUNTY IHSS PUBLIC AUTHORITY  
AGENDA ITEM TRANSMITTAL**

**Meeting of  
October 7, 2006**

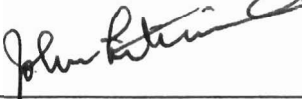
**AGENDA TITLE:** In-Home Supportive Services (IHSS) Public Authority and IHSS Advisory Committee FY 2005/2006 Annual Report

**DEPARTMENT:** Human Services (CS)

**DEPT SIGNOFF:**

**CAO USE ONLY:**

**CONTACT:** John Litwinovich



IHSS - wsg

**DATE:** 9/15/2006

**PHONE:** 6163

**DEPARTMENT SUMMARY AND REQUESTED BOARD ACTION:**

Department of Human Services, Community Services Division, recommends that the Board:

1. Convene as the In-Home Supportive Services (IHSS) Public Authority Board.
2. Receive a brief presentation about the IHSS Public Authority and IHSS Advisory Committee FY 2005/06 Annual Report from Bonnie Neeley, IHSS Advisory Committee member.
3. Accept and file said report.

**CAO RECOMMENDATIONS:** Receive / file. Laura A. Hill 9/18/06

Financial impact? ( ) Yes (X) No

Funding Source: ( ) Gen Fund (X) Other  
Other:

**BUDGET SUMMARY:**

Total Est. Cost \$0.00

**Funding**

Budgeted \_\_\_\_\_

New Funding \_\_\_\_\_

Savings\* \_\_\_\_\_

Other \_\_\_\_\_

Total Funding \_\_\_\_\_

Change in Net County Cost \$0.00

**CAO Office Use Only:**

4/5's Vote Required ( ) Yes (X) No

Change in Policy ( ) Yes (X) No

New Personnel ( ) Yes (X) No

**CONCURRENCES:**

Risk Management \_\_\_\_\_

County Counsel \_\_\_\_\_

Other \_\_\_\_\_

\*Explain

**BOARD ACTIONS:**

**Vote:** Unanimous \_\_\_\_\_ Or

**Ayes:**

**Noes:**

**Abstentions:**

**Absent:**

Rev. 5/04 ISKW001 Agenda

**I hereby certify that this is a true and correct copy of an action taken and entered into the minutes of the Board of Supervisors**

**Date:** \_\_\_\_\_

**Attest: Cindy Keck, Board of Supervisors Clerk**

**By:** \_\_\_\_\_

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EL DORADO COUNTY  
DEPARTMENT OF HUMAN SERVICES  
John Litwinovich  
Director

September 15, 2006

El Dorado County Board of Supervisors  
330 Fair Lane  
Placerville, California 95667

Members of the Board:

**Title:** In-Home Supportive Services (IHSS) Public Authority and IHSS Advisory Committee FY 2005/06 Annual Report

**Recommendations:**

Department of Human Services, Community Services Division, recommends that the Board:

1. Convene as the In-Home Supportive Services (IHSS) Public Authority Board.
2. Receive a brief presentation about the IHSS Public Authority and IHSS Advisory Committee FY 2005/06 Annual Report from Bonnie Neeley, IHSS Advisory Committee member.
3. Accept and file said report.

**Reasons for Recommendations:**

The FY 2005/06 IHSS Public Authority and IHSS Advisory Committee Annual Report reflects activities and accomplishments during the fiscal year and outlines a plan of action to achieve the ongoing goal of improving the lives of both IHSS recipients and care providers. The report also describes the IHSS program, the IHSS Public Authority's responsibilities, and the IHSS Advisory Committee functions. The report details the wide array of activities conducted during the past year that have improved both services and community awareness. A copy of the report is on file with the Board Clerk.

**Fiscal Impact:** N/A

**Net County Cost:** None by this action.

**Action to be Taken Following Approval:**

Board Clerk to file the In-Home Supportive Services (IHSS) Public Authority and IHSS Advisory Committee FY 2005/06 Annual Report.

Sincerely,

John Litwinovich  
Director of Human Services

**El Dorado County  
In-Home Supportive Services  
Public Authority &  
In-Home Supportive Services Advisory  
Committee**



**Fiscal Year**  
2005–2006 Report

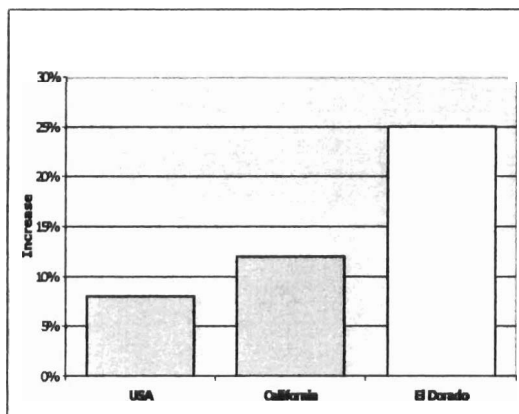
# INTRODUCTION

The purpose of this report is to describe the In-Home Supportive Services (IHSS) program, the IHSS Public Authority's (PA) responsibilities, functions and accomplishments, and the IHSS Advisory Committee functions throughout the 2005-2006 Fiscal Year.

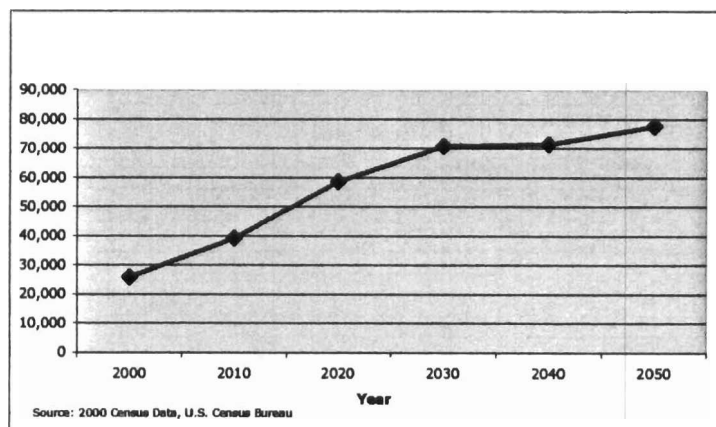
The IHSS program allows eligible recipients who are elderly, blind or disabled to be cared for by individual providers of their choice in the security, comfort, and control of their own home, rather than in a more costly and less desirable out-of-home placement facility. IHSS is a necessary component of maintaining essential services to those most in need, and has successfully met the needs of its recipients effectively and efficiently for years.

According to the El Dorado County Area Agency on Aging Area Plan 2005-2009, between 1990 and 2000, the county experienced a 25 percent growth in the aged 60 or over population, which is two times greater than the state and three times greater than the national average. Based on projections from the California Department of Finance, between the year 2000 and 2050, El Dorado County's population of those aged 60 or over is projected to increase by 198 percent resulting in almost 78,000 residents over the age of 60 by 2050. The IHSS program will be a crucial factor in allowing these El Dorado County residents to remain safely in the comfort of their own homes.

**Increase in Senior Population from 1990 to 2000**



**Projected Senior Population Growth**



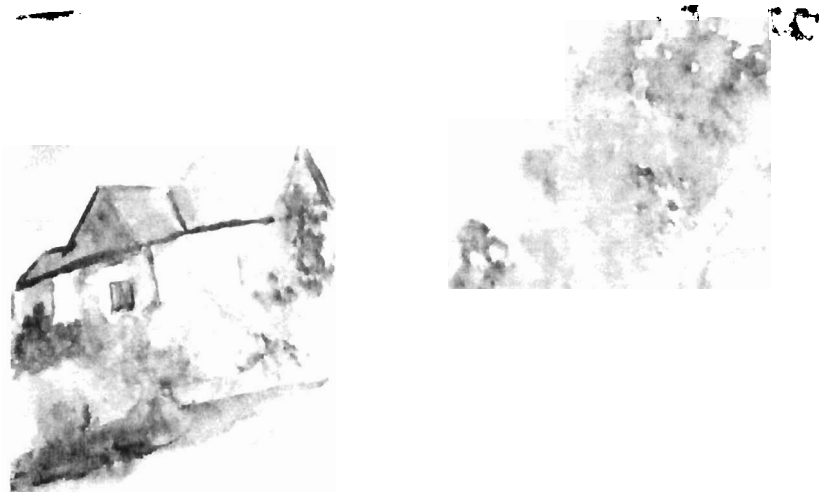
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## SPECIAL NOTE

The pictures in this report were painted by El Dorado County Senior Day Care/ Alzheimer's Day Care Resource participants especially for this report. Most of the paintings are watercolors done by individual participants who were delighted to have this opportunity to display their creativity. Thank you to all the participants for the wonderful art work, and thank you also to Jackie Ravera, Senior Day Care Activity Director, for all her efforts in coordinating this project!

- IHSS Public Authority staff



## **IHSS PA AND ADVISORY COMMITTEE MESSAGES**

### **A MESSAGE FROM THE IHSS PUBLIC AUTHORITY PROGRAM MANAGER**

I am pleased to provide you with the third annual report, highlighting the Public Authority's achievements during the period of July 1, 2005 through June 30, 2006. During the fiscal year, the State was able to secure a Federal Medical waiver, called the "IHSS Plus Waiver", for Federal funding of the State's IHSS Residual Program. This Federal waiver will enable spouses and parents of disabled children to continue to provide paid care to their loved one and permit recipients with domestic only services to remain safely in their home with a paid caregiver. The State law was changed to include a new IHSS Quality Assurance Program for each county to enhance needs assessment, program integrity, fraud detection, and fraud prevention. Another notable activity was the care provider wage increase to \$8.25 per hour, as stipulated in the three-year contract between the Public Authority and the United Domestic Workers Of America. Also, the *Care Provider Registry* has expanded significantly nearly tripling the total number of matches from last year's amount. I am pleased that the Public Authority has been an integral part of the IHSS program, and thank all of our partners for their support and dedication to the program. I look forward to developing and enhancing high-quality services to both IHSS recipients and providers.

Mame Polito  
IHSS Public Authority Program Manager

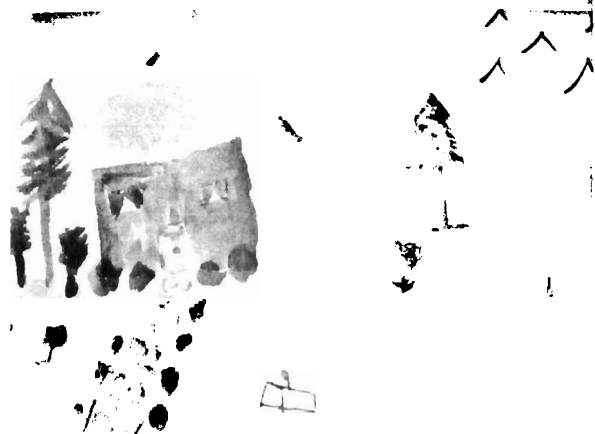
### **A MESSAGE FROM THE IHSS ADVISORY COMMITTEE CHAIRPERSON**

On behalf of the IHSS Advisory Committee, I am pleased at this years' accomplishments and look forward to assisting the IHSS and IHSS Public Authority programs to promote and enhance in-home care. With the growing older adult population, it is vital to keep our older adults living safely and comfortably in their own homes so they can be active members of our community. Together, we have made a difference and will continue to do so.

Jane Thomas  
IHSS Advisory Committee President

## THE IN-HOME SUPPORTIVE SERVICES PROGRAM

California's In-Home Supportive Services (IHSS) program, created in 1973, was designed as an alternative to out-of-home care. Recipients on this program are unable to live safely in their own homes without domestic (shopping, housecleaning, etc.) and personal care (feeding, bathing, dressing, etc.) assistance. IHSS allows eligible



recipients who are elderly, blind or disabled to stay in their own homes by paying providers to come and assist them with tasks that they are not able to manage on their own. Without IHSS services, many recipients would be forced to find more costly, and less desirable, out-of-home care such as nursing homes or board and care facilities to meet their needs.

Though IHSS is funded by a mix of federal, state and county dollars, it is considered a state mandated, county run program and is provided to over 369,000 low-income recipients statewide.

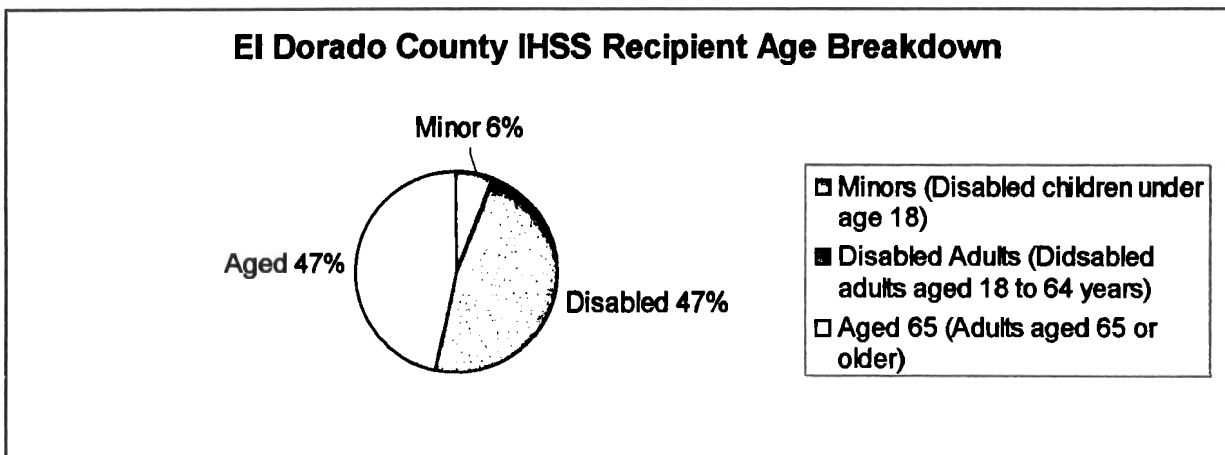
### IHSS ELIGIBILITY

To be eligible for IHSS, a person must be either over 65 or disabled, and either be receiving State Supplemental Security Income (SSI) or be low-income. It is the El Dorado County IHSS Social Workers who are responsible for determining eligibility and assessing a recipient's need for specific services and determining the number of hours of home care the recipient can receive. This assessment is done at the time of initial application, and then again every 12 months or sooner if a recipient's situation changes (income level or level of physical, cognitive functioning, etc.). After the assessment is completed, the IHSS social worker(s) will then determine the number of hours of home care the recipient can receive using State IHSS guidelines.

Once the recipient has been determined eligible and the assessment is done, the IHSS social worker will then send the recipient a "Notice of Action" which lists the number of authorized hours for each task as well as a description of each authorized task for which they have been approved for. The recipient, upon receiving his/her Notice of Action can then decide how, when, by whom and in what manner, those services are to be provided.

## EL DORADO COUNTY IHSS DEMOGRAPHICS

During May of 2006, in El Dorado County, there were 616 recipients that were eligible for the IHSS program and 611 individuals providing the services that allowed them to safely remain at home. The following graph shows the age characteristics for El Dorado County's IHSS recipients for May of 2006.



For May, 2006, IHSS recipients were authorized an average of 115.8 hours of services, the IHSS payroll department processed 1194 timesheets, and care providers earned an average of \$1,021 in pay.





## THE IHSS PUBLIC AUTHORITY

In July 1999, the State of California's 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. By statute, WIC Section 12301.6, a Public Authority is required to do the following:

- Establish an IHSS Care Provider Registry and referral system under which IHSS providers may be referred to recipients
- Perform provider background checks on IHSS Registry Providers
- Provide training for providers and recipients
- Comply with any requirements of the personal care option necessary to maintain federal financial participation
- Perform any other statutory functions related to the delivery of IHSS

The IHSS Public Authority is a legal, corporate entity within the State of California, established by the Board of Supervisors, pursuant to the California Welfare and Institutions Code Section 12301.6. The IHSS Public Authority's Governing Board is comprised of the five (5) members of the County of El Dorado's Board of Supervisors. They look to the IHSS Advisory Committee for information and recommendations regarding In-Home Supportive Services.

The El Dorado County IHSS Public Authority became operational in September of 2003, with full staffing in March of 2004. Since its inception, the IHSS Public Authority, better known as the "In-Home Support Network", has given the 600+ care providers in El Dorado County a central location they can contact for any questions or concerns they may have about their recipient's health, suspected abuse, care provider health benefits, IHSS procedures, and their timesheets.



**In-Home Support Network**  
694 Pleasant Valley Road, Suite #9  
Diamond Springs, CA 95619  
(530) 295-2748



## **IHSS PUBLIC AUTHORITY'S MISSION**

The mission of the IHSS Public Authority (PA) 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. The IHSS Public Authority's objectives for the ensuing year are to recruit and appoint more Advisory Committee members; develop and implement a new PA case management system; coordinate and co-sponsor the Seniors & Adults with Disabilities Fall Health Fair; and enhance care provider skills through education and training with the Family Caregiver Support Program.

## **IHSS PUBLIC AUTHORITY GOALS**

The goals of the In-Home Support Network are dedicated to serving the IHSS care providers and IHSS recipients of our community by offering the following services:

- Providing a registry to match care providers and recipients
- Enrolling/processing and orientating all IHSS care providers
- Fostering positive working relationships between recipients and their care providers
- Offering free trainings for both care providers and recipients
- Providing recipient and care provider input through the IHSS Advisory Committee

## **IHSS PUBLIC AUTHORITY STAFFING AND EXPENDITURES**

The IHSS Public Authority contracts with El Dorado County's Department of Human Services (DHS), Community Services Division, to administer and provide dedicated full-time personnel for the Public Authority functions. The IHSS Public Authority staff consists of one Program Manager, two Registry/Training Specialists and one Secretary position.



**Mame Polito,  
Program Manager**



**Kara Peaker,  
Registry/Training  
Specialist**



**Alicia Leahy,  
Registry/Training  
Specialist**

In fiscal year 2005-2006 the PA expenditures for salary & benefits, services, supplies, and other charges totaled approximately \$359,700.

The following chart outlines some Public Authority monthly and/or yearly statistics for the 2005-2006 fiscal year:

### Fiscal Year 05-06

Average monthly recipients	585
Average monthly providers	554
Average monthly paid hours	62,560.3
Total non-registry enrollments/orientations	230
Total registry introductory seminars/orientations	59
Current number of Registry providers*	58
Current number of Registry recipients*	168
Total registry matches	102
Provider & recipient training hours	370
Recipient and/or care provider one-on-one assistive interactions	4424
Providers enrolled for health benefits*	165

\*As of May 2006



## **IHSS PUBLIC AUTHORITY ACHIEVEMENTS**

In fiscal year 2005-2006, the Public Authority has been committed to helping IHSS recipients remain safely in the community by referring and educating quality in-home care providers as an alternative to institutionalization. During fiscal year 2005-2006, the Public Authority made the following achievements:

- Enhanced the *Care Provider Registry* by expanding the number of successful IHSS recipient and care provider registry matches for those that are in need of critical in-home care.
- Increased provider wage rates from \$8.00 to \$8.25 and maintained provider health benefits to provide a steadier care provider workforce.
- Provided public outreach and education on the IHSS program and Public Authority functions through community engagements with the Placerville Lion's Club, and Job One Employer Forums.
- Was the main coordinator of the "Senior & Adults with Disabilities Health Fair", which had over 225+ attendees, including 96 vendors.
- Conducted 290 orientations and introductory seminars for IHSS care providers to learn about the IHSS program, what their responsibilities are as a caregiver, payroll guidelines, legal responsibilities, health and safety issues, etc.
- Provided 21 care provider training workshops and support group activities with the Family Caregiver Support Program to expand training opportunities to enhance the provider workforce.
- Helped to recruit new IHSS Advisory Committee members, and facilitated and participated in two tri-county IHSS Advisory Committee workshops.
- Created and distributed the quarterly "Care Connection" newsletters to both IHSS providers and recipients, the Family Caregiver Support Program clients; doctor's offices, public health centers, libraries and other community agencies with a circulation of 1,700.
- Provided critical program notifications about Medicare Part D, IHSS Quality Assurance, Medi-Cal eligibility, and Share of Cost changes to recipients and care providers.
- Provided assistance to the IHSS Payroll department by answering payroll & tax questions, provider employment processing, workers' compensation processing, wage verification and adjustments.
- Was the author of the El Dorado County's IHSS Quality Assurance/Quality Improvement Plan to establish a dedicated Quality Assurance Unit to improve the quality of IHSS service need assessments, enhance program integrity, and detect and prevent program fraud and abuse.
- Attended 178 hours of staff training in areas such as the IHSS Training Academy, Alzheimer's Conference, Long Term Integration Workshop, Supervisory Training, HIPAA, etc.
- Two employees, Alicia Leahy & Kara Peaker, were selected the "Employee of the Month" in 2006 for their outstanding service to the Public Authority & IHSS program.



# THE IHSS ADVISORY COMMITTEE

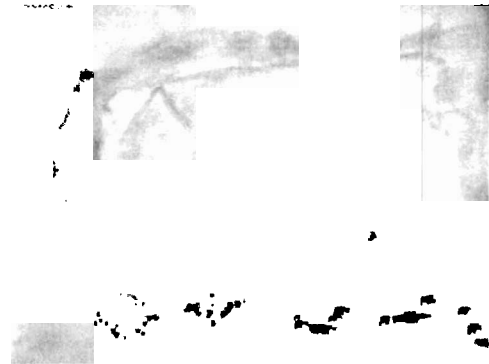
El Dorado County, under the statutory authority of the Welfare and Institutions Code 12301.6, had to create an Advisory Committee for In-Home Supportive Services (IHSS) within the county. In September of 2002, by Ordinance No. 4612, the El Dorado County Board of Supervisors established the In-Home Supportive Services Advisory Committee as an independent advisory committee.

The eleven (11) member IHSS Advisory Committee is to be comprised of no less than 50 percent of its membership by past or current users of personal assistance services. Members are appointed by the Public Authority Governing Board to provide ongoing advice and recommendations regarding In-Home Supportive Services to the Governing Board.

## MEETING DATES, TIMES AND LOCATIONS

The IHSS Advisory Committee meets on the second Monday of each month from 1:00 to 3:00 at the In-Home Support Network office in Diamond Springs, unless otherwise specified. The Committee held the following meetings in Fiscal Year 2005-2006:

July 11, 2005  
August 16, 2005  
October 10, 2005  
November 14, 2005  
January 9, 2006  
February 15, 2006 (Tri-County Meeting)  
March 13, 2006  
April 10, 2006  
May 11, 2006 (Special Meeting)  
May 15, 2006



*Note: No meeting scheduled in December 2005 or June 2006 and September 2005 meeting was cancelled.*

## IHSS ADVISORY COMMITTEE STAFF

Under the auspices of the Department of Human Services, the IHSS Public Authority Program Manager, Secretary, and Registry/Training Specialists staff the Committee.

## IHSS ADVISORY COMMITTEE STRUCTURE

The eleven (11) member committee, is composed of six (6) representatives of current or past recipients of home care services, two (2) representatives of current or past providers of private or IHSS homecare services, and three (3) representatives of community members, preferably from a community based organization, either volunteer or paid positions.

## IHSS ADVISORY COMMITTEE EXPENDITURES

In fiscal year 2005-2006 the Advisory Committee expenditures totaled approximately \$9,044.00 for services and supplies.

## IHSS ADVISORY COMMITTEE MEMBERS

The following individuals served on the Advisory Committee in FY 05-06:

### Recipients

Jane Thomas, 2005-2007

Sarah DeStefano, 2003-2005

*(End of term)*

Bonnie Neeley, 2006-2008

### Providers

Jack Podsedly, 2005-2007

### Community

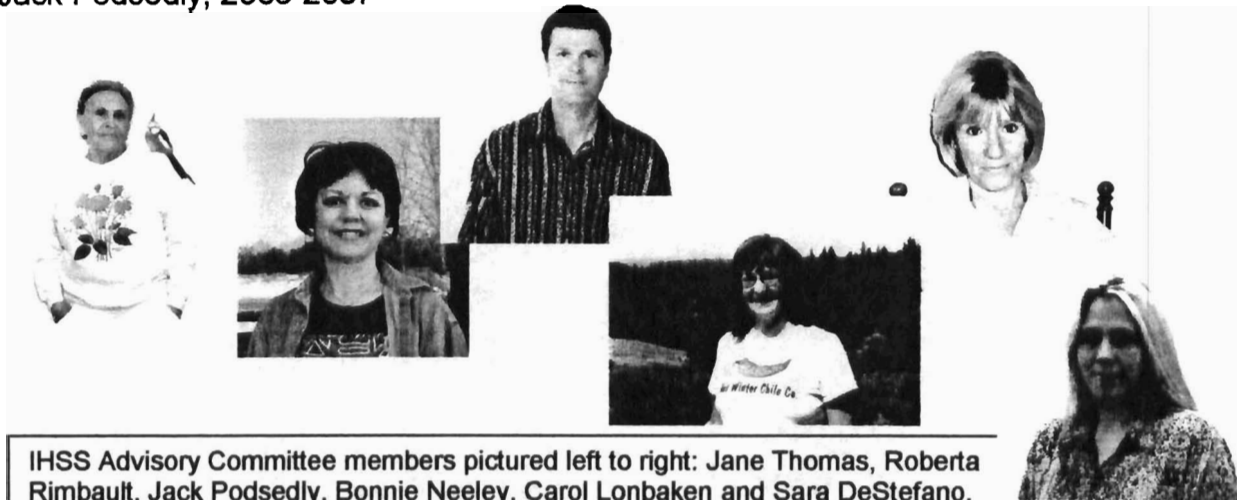
Roberta Rimbault, 2004-2006

Claudia Lowe, 2006-2008

### Resignations

Carol Lonbaken, 2005-2007

*(Resigned 1/2006)*



IHSS Advisory Committee members pictured left to right: Jane Thomas, Roberta Rimbault, Jack Podsedly, Bonnie Neeley, Carol Lonbaken and Sara DeStefano.  
*(No picture on file for Claudia Lowe)*

## ACHIEVEMENTS OF THE IHSS ADVISORY COMMITTEE

In fiscal year 2005-2006, the IHSS Advisory Committee made the following achievements:

- Recruited two new advisory members
- Co-sponsored the "Senior & Adults with Disabilities Health Fair"
- Distributed four (4) quarterly "Care Connection" newsletters
- Supported and attended community events, trainings, and workshops (including the IHSS Advisory Committee Spring Conference)
- Provided on-going advocacy for IHSS recipients

## **FUTURE GOALS OF THE IHSS PUBLIC AUTHORITY**

The El Dorado County IHSS Public Authority's future goals are aimed at improving the lives of both IHSS recipients and care providers. This goal will be accomplished by:

1. **Strengthening the Care Provider Registry -**
  - Continue to actively recruit new Registry care providers and build the Registry to offer all IHSS recipients access to skilled home care
  - Continue to pay for DOJ background checks to screen potential Registry care providers
  - Continue to follow up on all referral lists to monitor referral system
2. **Enhancing educational/training opportunities for IHSS recipients and care providers -**
  - Continue to collaborate with the Family Caregiver Support Program to design, develop, and implement provider and recipient educational and support group activities
  - Create and produce a "Community Care Series" videos/DVD's for those that are interested in a training class, but cannot attend
3. **Building stronger ties with the community -**
  - Establish collaborations with the disability & senior community
  - Continue to attend workshops and functions relating to seniors, home care and other similar topics in the community
4. **Increase IHSS recipient and care provider support services -**
  - Continue supporting recipients with employment issues, including hiring, supervising and terminating care providers
  - Continue to offer assistance with enrollment, payroll, and payment inquires
  - Continue to provide conflict resolution services for recipients and their care providers
  - Continue to update IHSS social workers of changes affecting recipient eligibility, complaints, fraud, abuse situations and other pertinent information
  - Continue to be available for both recipients and care providers for support and information
5. **Enhancing the IHSS Advisory Committee -**
  - Continue to recruit new members on the Advisory Committee and promote awareness of its activities

**Governing Board**  
 (Board of Supervisors)  
 District I- Rusty Dupray  
 District II- Helen K. Baumann  
 District III- James R. (Jack) Sweeney  
 District IV- Vacant  
 District V- Norma Santiago

**El Dorado County  
 IHSS Public Authority  
 Organizational Chart  
 FY 2005-2006**

**Advisory Committee**  
 Jane Thomas  
 Jack Podsedly  
 Sarah DeStefano  
 Roberta Rimbault  
 Carol Lonbaken  
 Bonnie Neeley  
 Claudia Lowe

**IHSS  
 Public Authority**

**Department  
 of  
 Human Services**

**Director**  
 John Litwinovich

**Assistant Director**  
 Doug Nowka

**Program Manager**  
 Mame Polito

**Registry/Training  
 Specialists**  
 Kara Peaker  
 Alicia Leahy

**Secretary**  
 Vacant

**El Dorado County  
 IHSS Recipient  
 Population by Cities**

