



improving the lives of IHSS recipients

QUALITY SERVICES

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



2009-2010 Annual Report

Letter from the IHSS Advisory Committee

Dear Community Member,

As Chair of the In-Home Supportive Services (IHSS) Advisory Committee, I am pleased to introduce this annual report, which details the activities and accomplishments of the IHSS Public Authority this past year. More so than in previous years, Fiscal Year 2009-2010 has been a year filled with challenges attributable to the new provider enrollment process established by the 2009 Budget Act, a significant anti-fraud initiative passed to ensure the integrity of the IHSS program and protect consumer safety.

The Public Authority is a corporate public body established by state law to work in conjunction with the IHSS Program. It is our goal to help eligible low-income older adults and persons with disabilities to live high quality lives in their own homes and remain independent in the community by making funding available for them to employ a home care provider. Our efforts continue to be focused on enhancing the provision of services vital to those most in need who receive services through the IHSS Program and to the persons who provide the in-home care.

The IHSS Public Authority and IHSS Advisory Committee will continue to facilitate and further enhance the availability and quality of In-Home Supportive Services for both consumers and care providers. We remain committed to improving the lives of IHSS consumers and providing the best service possible with the resources available to us. We look forward to another year of working collaboratively with all IHSS stakeholders to secure this goal.

Sincerely,

Alexandra Ivanovsky, LCSW
Chair, IHSS Advisory Committee



Introduction

El Dorado County's aging and disabled services have been challenged in unprecedented ways and need to adequately prepare to provide a supportive and safe environment for its most vulnerable older adults who are at risk of accessing needed services amid budget and program cuts and the impending wave of baby boomers.

According to the U.S. Census Bureau, 2008 American Community Survey, approximately one in eight individuals is living at home in our community with a disability, of which, more than one-third are 65 years and older. There is a critical need for personal assistance services to people with chronic and disabling conditions to remain safely in their homes.

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, so they can 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 2009-2010 Annual Report, which provides a brief overview of the Public Authority's mandates and its role in supporting IHSS and includes Advisory Committee recommendations to the El Dorado County Board of Supervisors in their role as the Public Authority Governing Board. This report details the impact of service activities undertaken during the last fiscal year to support our most vulnerable community members.



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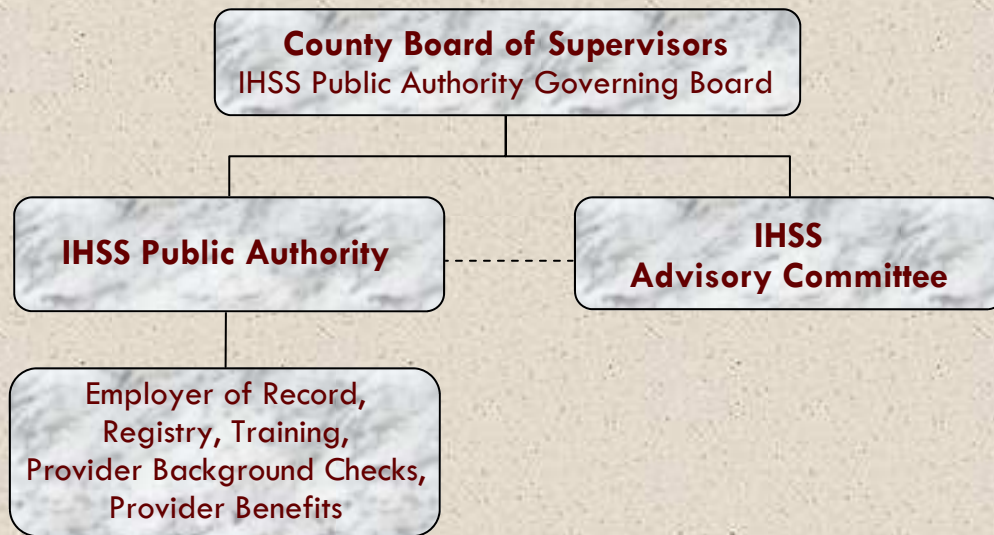
IHSS Public Authority (PA)

Governance

The El Dorado County In-Home Supportive Services 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 In-Home Supportive Services Program (IHSS).

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

Organizational Structure



IHSS Public Authority Governing Board El Dorado County Board of Supervisors



John Knight



James R. Sweeney



Ray Nutting



Ron Briggs



Norma Santiago

IHSS Public Authority Statutes

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 consumer-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 In-Home Supportive Services.

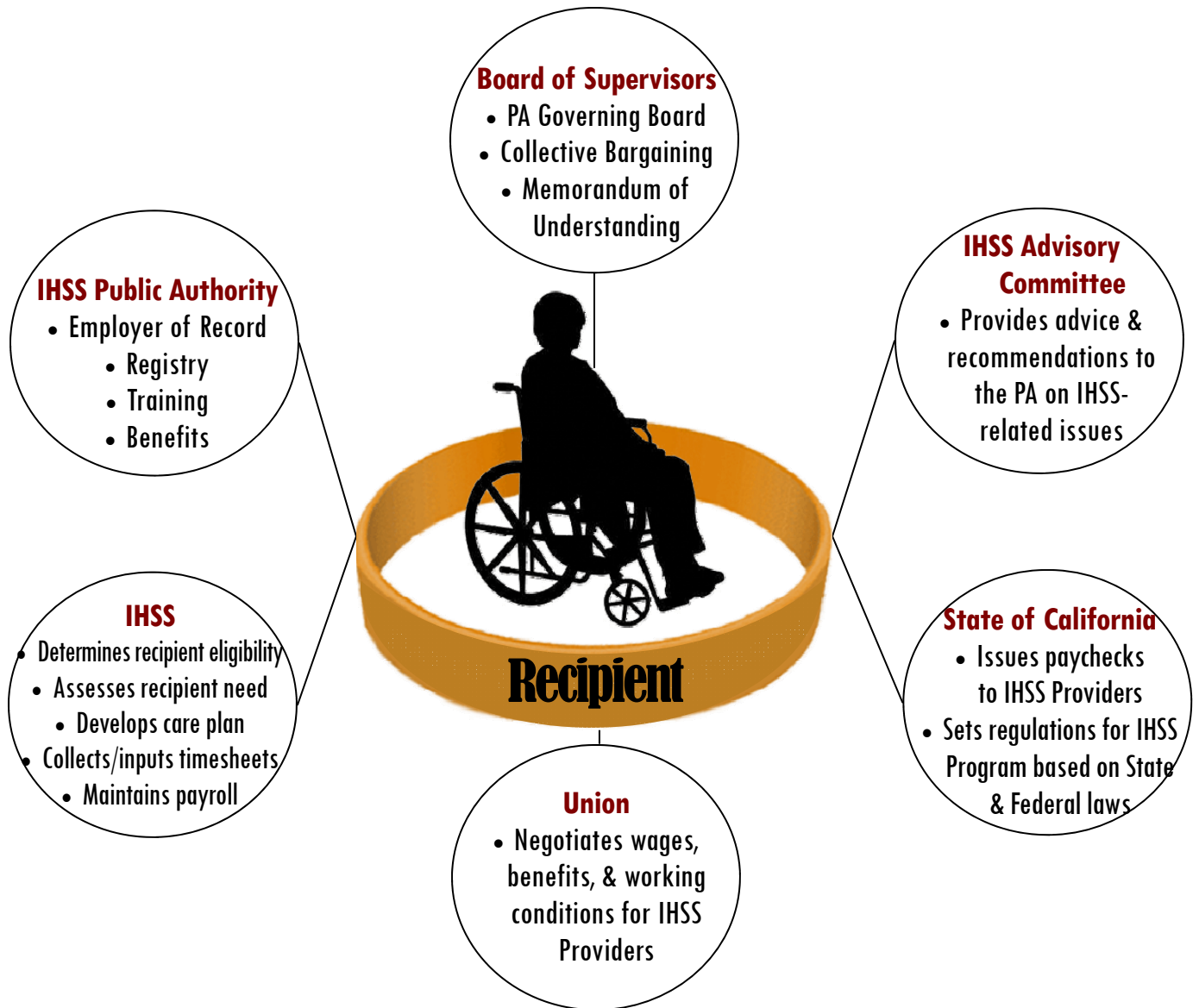


By statute, California Welfare and Institutions Code Section 12301.6, a Public Authority is required to do the following:

- Establish an IHSS Care Provider Registry and referral system under which IHSS providers may be referred to consumers
- Serve as the Employer of Record for IHSS Providers for the purpose of collective bargaining over wages, hours, and other terms and conditions of employment
- Provide information and referral regarding IHSS and related services
- Investigate background and qualifications of IHSS Registry Providers
- Provide access to training for providers and consumers
- Ensure that the requirements of the personal care option necessary to maintain federal financial participation are met
- Perform any other statutory functions related to the delivery of IHSS

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 has given care providers in El Dorado County a central location they can contact for any questions or concerns they may have about their consumer’s authorized hours, suspected abuse, IHSS procedures, IHSS provider enrollment, registry employment opportunities, free education and training, provider health benefits, worker’s compensation claims, timesheet and payroll questions, and assistance with resolving issues and conflicts. The IHSS Public Authority partners with IHSS consumers and care providers to foster the development of high quality personal assistance services.

In-Home Supportive Services



By working together, these six components improve the delivery of the IHSS Program to low-income elderly and disabled persons who are in need of assistance at home, possibly delaying or preventing institutionalization.

IHSS Public Authority Mission Statement

The mission of the IHSS Public Authority is to improve the lives of IHSS consumers 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.

New IHSS Provider Enrollment Requirements

In order to ensure the integrity of the IHSS program and protect consumer safety, the 2009 Budget Act passed by the Legislature and signed into law by the Governor included a significant anti-fraud initiative that required, among other things, a new IHSS provider enrollment process that contains four elements:

1. Complete and sign a *Provider Enrollment* form and return it in person to the Public Authority with original documentation verifying identity,
2. Submit fingerprints and pass a criminal background check by the California Department of Justice. Individuals who, in the last 10 years, have been convicted or incarcerated for child abuse, elder or dependent adult abuse, or fraud against a government health care or supportive services program may not receive payment to provide IHSS services,
3. Complete a provider orientation to receive information about the rules, regulations and requirements for being an IHSS provider, and
4. Complete and sign the *IHSS Program Provider Enrollment Agreement* form stating that they understand and agree to the rules of the IHSS program and responsibilities of being an IHSS provider.

As of November 1, 2009, all new IHSS provider applicants are required to complete all four elements before being eligible to receive payment for services provided to IHSS consumers. The law allows any providers already working or applying to work prior to November 1, 2009, through June 30, 2010 to re-enroll in order to continue to receive payment from the IHSS program.

Existing providers must begin at least one step of the new enrollment process by June 30, 2010 to continue being paid beyond that date. However, they must complete the entire new enrollment process no later than December 31, 2010. Those who did not complete at least one of the four elements by this deadline were terminated from the program. This applies to providers on the Public Authority's Registry, as well as all other IHSS providers hired by a consumer.



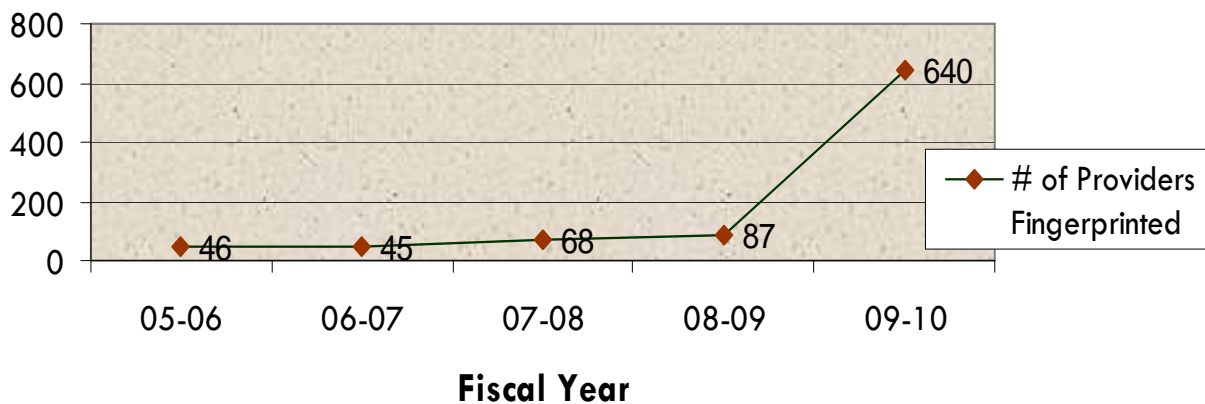


Due to the large number of existing IHSS providers that must re-enroll through the new provider enrollment process, PA staff have been diligently working to implement the process to accomplish all of the required elements. To date, approximately 671 existing and 163 new IHSS providers have begun or completed the new enrollment process. Only 12 (or <1%) of existing providers took no action to comply with the new enrollment requirements and subsequently were terminated from the program. Extensive efforts have been taken by the PA to assist providers and consumers through this process.

Criminal Background Checks

All providers are required to be fingerprinted using the automated Live Scan service to initiate the criminal history background check process with the California Department of Justice. Background checks are conducted at the provider's expense. In fiscal year 2009-10, 640 providers were fingerprinted, a more than seven-fold increase over the previous year, reflecting the expanded provider enrollment requirements.

Number of Providers Fingerprinted by Fiscal Year



IHSS Care Provider Registry

One of the IHSS Public Authority's primary missions is to provide assistance to IHSS consumers in finding IHSS providers through the establishment of a registry. The PA operates the *IHSS Care Provider Registry*, which is a customized database that matches the needs of IHSS consumers with pre-qualified care providers to assist them with personal care or household needs. The Registry referral lists are generated based on the consumer's preferences for services, location, 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 consumer 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 and voluntary and is not a requirement to receive IHSS benefits.

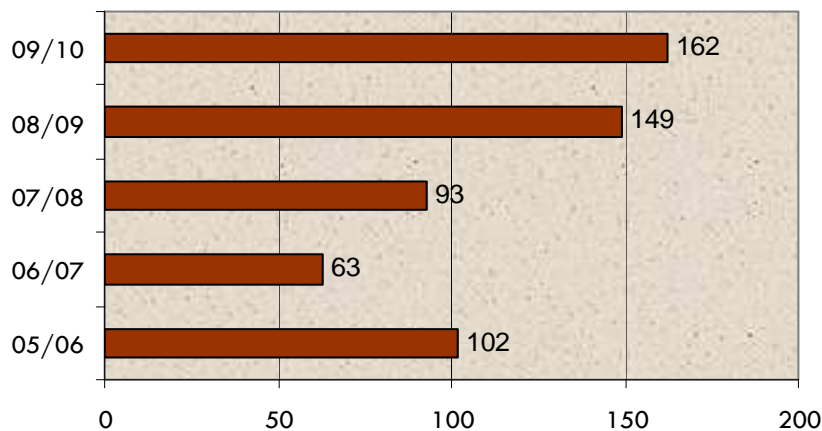


Registry services include:

- ◆ Provider referrals to IHSS consumers
- ◆ Interview assistance
- ◆ Problem resolution
- ◆ Mediation
- ◆ Criminal background investigation
- ◆ Reference checks
- ◆ Provider follow up visits
- ◆ Updates on State and County program changes

Registry staff sent out 294 provider referral lists in FY 09-10 from which consumers could hire a worker of their choice. Registry referral lists, usually containing names of 6 to 7 possible providers matched to their needs, are forwarded to the consumer. It is the consumer's responsibility to contact the providers to arrange for interviews and possible hiring. In FY 09-10, the Registry made 162 matches.

Registry Matches



Provider Recruitment

The Public Authority staff recruits, interviews and screens all potential Registry providers. The safety and well-being of the Registry consumers is of paramount concern to the PA. The PA is required to investigate the qualifications and background of potential providers before inclusion on the Registry. All Registry applicants are screened and interviewed by an IHSS Registry/ Training Specialist to assess the potential provider's ability to deliver reliable, quality care. The PA seeks qualified applicants who demonstrate compliance with IHSS regulations and willingness to assist individuals living with physical, mental, or age-related impairments.

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
- Clear a criminal background investigation as administered by the California Department of Justice verifying that they have no disqualifying criminal convictions*
- Participate in a two-hour new provider orientation
- Submit two professional references and one personal reference

* *The current State criteria prohibits any individual from being an IHSS provider who in the last 10 years has been convicted for, or incarcerated following a conviction for, a crime involving fraud against a government health care or supportive services program or abuse of a child, elder or dependent adult.*

2009-2010 FACTS

372

Non-registry
(family-based)
enrollments

640

DOJ Background checks

64

Registry Provider
Interviews

162

Registry matches

199

Provider health
benefits enrollees
(June 2010)

191

Employment
verifications

19,218

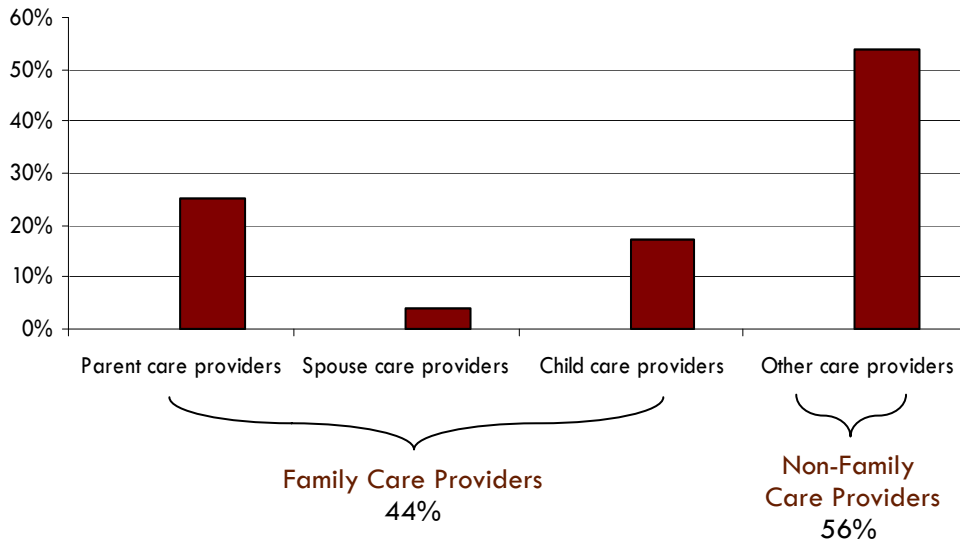
Payroll warrants
(paychecks)

5

Workers'
compensation claims

Of the total number of eligible care providers as of June 2010 (939 providers), more than half (507) were non-family providers of care. These providers included relatives other than a parent, spouse, or child; friends; neighbors; or persons hired from the registry. Of the total number of family care providers (431), more than half were parents providing care (235), most of whom were mothers (89%), followed closely by child care providers (158), the majority of whom were daughters (78%). The average number of paid hours per month in fiscal year 2009-2010 was 93,798. Care providers earned \$9.00 per hour

Care Providers by Type



Outreach Activities

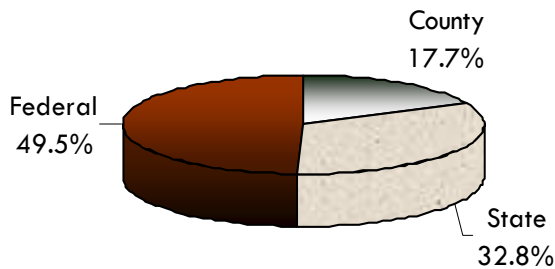
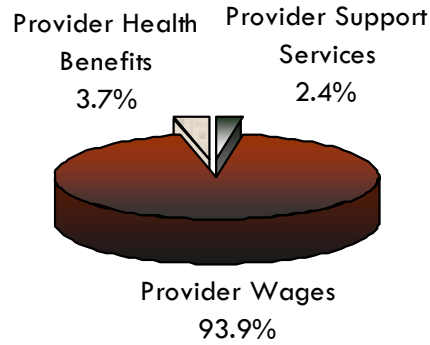
The Public Authority educates the community about IHSS and consumer-directed services, as well as advocates for consumers and their providers. Press releases are regularly disseminated to local newspapers and radio stations advertising provider employment opportunities. Representation is maintained at the local Connections—One Stop employer forums, health fairs, and other community events providing information about the Registry and process for application and utilization of services. The Care Connection Newsletter, a quarterly IHSS PA and IHSS Advisory Committee publication for distribution to IHSS providers and recipients, was not published FY 09-10 due to budget constraints. Resumption will be proposed for consideration by the IHSS PA Governing Board for the upcoming fiscal year.



PA Expenditures

During Fiscal Year 2009-2010, IHSS providers delivered more than 1 million service hours to El Dorado County IHSS consumers through the auspices of the Public Authority. Over \$11 million dollars were spent to provide these in-home care support services to eligible elderly, blind or disabled consumers to stay in their own homes.

The largest portion (\$10,402,346/93.9%) of the PA expense distributions are utilized to pay provider wages. The PA spent \$413,175 for provider health benefits. The balance of the funds (\$263,507/2.4%) was spent for provider support services.



PA Funding Sources

The PA receives program funding from federal, state, and local sources. Federal funds finance approximately 50 percent of PA services and state funds total approximately 33 percent. In FY 09-10, total funding for provider support services was reduced by 52 percent, including PA staff salaries and benefits, services, and supplies.

IHSS Provider Health Benefits

The Public Authority offers quality, affordable health care coverage for eligible IHSS providers. Benefits include health, dental and vision care with no monthly premiums to the provider. In order for providers to become eligible, they must have worked a minimum of 70 hours for 2 consecutive months and it is on a first-come first served basis. If all the benefit openings are filled, the providers are placed on a wait list as administered by the PA. The average number of providers on the waiting list during FY 09-10 was 30.

Health Benefits Expenses and Enrollment

Fiscal Year	Annual Cost	Average Number of Providers Enrolled
FY 05-06	\$275,163	151
FY 06-07	\$291,421	160
FY 07-08	\$341,072	184
FY 08-09	\$396,790	200
FY 09-10	\$413,175	200

Achievements of the IHSS Public Authority

The major accomplishments for the Public Authority (PA) in 2009-2010 include:

- Conducted 231 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. Three hundred and thirty-four new care providers attended orientations.
- Conducted new care provider orientations and registry interviews twice a month in South Lake Tahoe to increase access to the PA and assist care providers on the Eastern Slope meet new regulations.
 - Continued labor negotiations with the United Domestic Workers of America (UDWA) to discuss benefits and other conditions of employment. The memorandum of understanding between the EDC IHSS PA and the UDWA was ratified and signed by the governing board on April 13, 2010.
 - Participated in the 2010 Alzheimer's Association Education Conference: "Alzheimer's... Navigating the Journey" for family and professional caregivers, local health professionals, and anyone interested in learning more about Alzheimer's Disease and related dementias.
- Disseminated information about vital services such as the IHSS and PA programs, IHSS Advisory Committee, MSSP, Family Caregiver Support Program, and other programs of benefit to providers and consumers.
- Attended 12 hours of staff training in areas such as Understanding and Working with Dementia Behaviors, Aging and Cognition, Nutrition for Older Adults, and Memory Screening Training.
- In addition, the PA is the local portal to the new IHSS provider enrollment process that has evolved from the 2009 IHSS Reform Legislation and Fraud Initiatives. More than eight hundred care providers began or completed the new enrollment process between November 2009 and June 2010.



IHSS Public Authority Goals

Increasing IHSS consumer and provider services



Continuing quality customer services



Strengthening IHSS Care Provider Registry



Enhancing educational/training opportunities for IHSS consumers and care providers



Enhancing the IHSS Advisory Committee services



Building stronger ties with the community

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 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 Department of Human Services. The Committee looks for individuals who are familiar with in-home care and can provide valuable input regarding issues that confront both consumers and providers of in-home services for the elderly and disabled in the community. For an application, please contact the IHSS Public Authority at (530) 621-6384.

IHSS Advisory Committee Mission Statement



The County of El Dorado In-Home Supportive Services Advisory Committee's mission is to support in 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 Department of Human Services, the IHSS Public Authority Program Manager and Department Analyst staff the Committee.

In fiscal year 2009-2010, the Advisory Committee expenditures totaled approximately \$2,500 for member stipends, travel expenses, services, and supplies.

IHSS Advisory Committee Members

CONSUMER REPRESENTATIVES

Lyle Azevedo
Roger Lanzini
Jane Thomas
Robin Wentland
David Wixom
Vacant



PROVIDER REPRESENTATIVES

Alexandra Ivanovsky
(Chair)
Darryl Nelson



COMMUNITY MEMBERS

Dorrie Carlisle
Carol Keates
(Vice Chair)
Ellen Yevdakinov

Meeting Dates and Locations

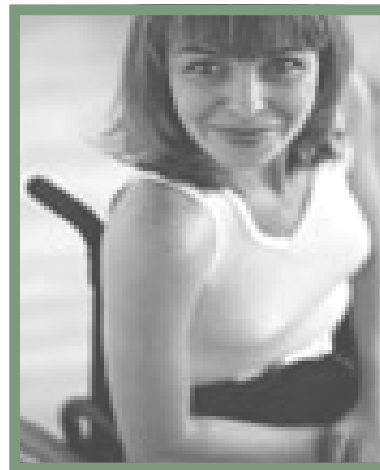
The IHSS Advisory Committee is subject to the Ralph M. Brown Open Meeting Act and the public is welcome to attend the meetings to learn about IHSS services and Public Authority policy and program development. The IHSS Advisory Committee meets normally on the third Monday of each month from 1:00-3:00pm at the M.O.R.E. facility in Placerville and various locations throughout the County.

Advisory Committee meeting agendas and minutes can be accessed by contacting the Public Authority or visiting the County website at <http://www.edcgov.us/humanservices/IHSSPublicAuthority.html>. A free electronic subscription service is available which provides automatic email notifications when selected Public Authority, Advisory Committee, or other County website information is updated.

IHSS Advisory Committee Achievements

In fiscal year 2009-2010, the IHSS Advisory Committee (AC) made the following achievements:

- Two new members were welcomed to participate on the AC.
- Researched and will continue to pursue possible participation in a Tri-County IHSS Advisory Committee Training and a California In-Home Supportive Services (CICA) conference.
- A subcommittee was convened to prepare a draft IHSS Advisory Committee budget for the 2010-2011 fiscal year for submission to the Board of Supervisors.
- A subcommittee was convened to determine the AC's role within County government structure.
- Two guest speakers provided continuing education opportunities for AC members: Daniel Nielson, Director of Department of Human Services and Alison Clement from Marshall Community Health Library.



IHSS Advisory Committee FY 2009-2010 Meeting Dates

August 17, 2009
South Lake Tahoe

September 21, 2009
Placerville

October 19, 2009
Greenwood

November 16, 2009
Placerville

January 11, 2010
Placerville

February 8, 2010
Placerville

March 15, 2010
El Dorado Hills

April 19, 2010
Placerville

May 17, 2010
Somerset

June 21, 2010
Placerville

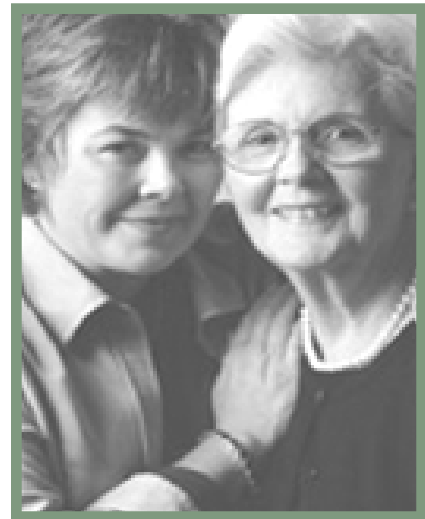
NOTE: No scheduled meeting in July or December

IHSS Advisory Committee Achievements continued

- By-laws were amended November 10, 2009 extending the officer terms and adding a secretary position.
- Purchased educational pamphlets for providers and consumers, including Creating a Safe Environment, Bathing and Personal Care, Food Safety, Home Safety for Older Adults, and Making Communication Easier.

IHSS Advisory Committee Recommendations to the Governing Board

- Approve requested funds and staffing support necessary for participation in a 2010-2011 Health Fair. Due to changes in staffing and budget constraints, a 2009-2010 Health Fair was delayed.
- Approve requested funds and staffing support necessary for the publication of an IHSS PA and IHSS Advisory Committee Newsletter, to be published and disseminated at least quarterly. Changes in staffing structure and budget constraints prohibited the Newsletter from publication during the 2009-2010 fiscal year.
- Approve requested funds and staffing support necessary to conduct a comprehensive survey of consumers and providers to assess perceived quality and satisfaction with services and determine needs and concerns.



2010-2011 Goals for the IHSS Advisory Committee

- Conduct a comprehensive survey of consumers and providers to assess perceived quality and satisfaction with services and determine training needs and care concerns. Complete an analysis, develop a summation of findings, and present outcomes to the Governing Board and the community.
- Host a community Health Fair to enhance knowledge of resources available in our community.
- Design and disseminate an informative IHSS PA and IHSS Advisory Committee Newsletter to providers, consumers and interested individuals.

The IHSS Program

California's In-Home Supportive Services (IHSS) program, created in 1973, was designed as an alternative to out-of-home care. Through a funding mix of federal, state and county dollars, the IHSS program enables eligible consumers who are elderly, blind or disabled to stay in their own homes by paying providers to assist them with tasks that they are not able to manage on their own. Without IHSS services, many consumers 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. By preventing—or at least delaying—the move to an institutional setting, the program saves money for the State. The IHSS Program provided care for over 1,010 recipients in FY 2009-10.



IHSS Eligibility

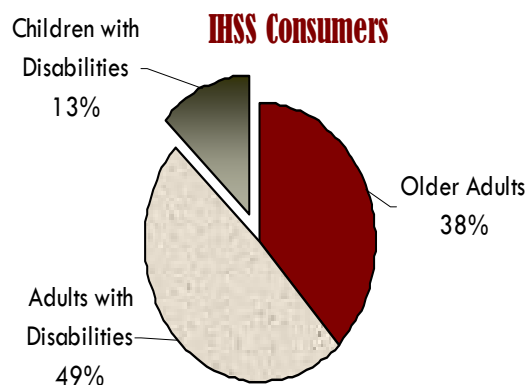
To be eligible for IHSS, a person must be either over 65 or disabled, and be receiving or meet the financial criteria for Medi-Cal and State Supplemental Security Income/State Supplementary Payment (SSI/SSP) benefits.

El Dorado County IHSS is responsible for determining eligibility for IHSS, assessing the types of services needed, developing individualized care plans, and determining the number of hours of home care the consumer is eligible to receive.

Once a consumer has been assessed and determined eligible, a Notice of Action is sent to the consumer which lists the number of authorized hours for each task approved under the IHSS Program. The consumer, upon receiving the Notice of Action, may then begin working with a care provider in order to have his/her needs met.

El Dorado County IHSS Demographics

As of June 2010, El Dorado County had 730 IHSS consumers authorized for services. IHSS consumers are adults 19-64 years of age living with disabilities (357), older adults 65 years and older (277), and children living with disabilities 18 years of age and younger (96).



Care Provider & Consumer Training

The IHSS Public Authority assists providers and consumers access a variety of training opportunities throughout the community. Training supports the daily routine of all care providers.

During the fiscal year 2009-2010, the Public Authority provided 27 free provider and consumer training workshops in collaboration with the Family Caregiver Support Program to expand educational and training opportunities to enhance the provider workforce throughout the county. Consumers are encouraged to participate in training opportunities by inviting their providers to accompany them. Providers are also encouraged to participate in other senior and caregiver training and support group activities offered by the Department of Human Services. The Public Authority had 390 IHSS providers and consumers training hours in the fiscal year.



In fiscal year 2009-2010, the following classes were provided:

- Skin Care and Treatment
- Physical Therapy and Body Mechanics
- Alzheimer's Disease and Dementias
- Parkinson's
- Behavior Issues
- Legal
- Practical Solutions to Everyday Problems
- Health Coping Strategies for Caregivers
- Talking To Your Doctor
- Family Mediation
- When to Seek Hospice, What To Expect?
- Placement Options
- Community Resources
- Diabetes and Nutrition
- Humor in Caregiving
- Home Safety and Transition to Placement
- Grief, Loss and Art Therapy
- Medication Management
- Healthy Cognitive Aging vs. Dementia Aging

