

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



2007-2008
Annual Report

Introduction

California has more people who are age 65 and older than any other state, and the number is expected to grow dramatically in the years to come. Most of the growth is predicted to occur between 2010 and 2030. According to the Assembly Committee on Aging and Long-Term Care report in 2006, by the year 2020, the number of people in California age 65 and older is projected to nearly double to more than 6.5 million. As the population ages and as individuals become less able to care for themselves, there will be an increasing demand for personal assistance services.

The In-Home Supportive Services (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.

I am pleased to bring you this annual report to describe El Dorado County's IHSS program, the IHSS Public Authority's responsibilities, and the IHSS Advisory Committee functions. This report also highlights many of the outstanding accomplishments of the 2007-2008 Fiscal Year.

The IHSS Public Authority and IHSS Advisory Committee will continue to impact the program by providing quality services, positive change, and continued improvement in order to meet the needs of an increasing aging population.

Submitted by,

Mame Polito
IHSS Public Authority Program Manager

Alex Ivanovsky
Chair of the IHSS Advisory Committee



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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 allows eligible recipients 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 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.

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. 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.

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. Using State IHSS guidelines, 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.).

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

In June of 2008, El Dorado County had 747 IHSS recipients authorized for services, with an average of 110.8 hours of services. IHSS recipients are adults with disabilities (48%), older adults (43%), and children with disabilities (9%). Of those served, 65 percent are women. In June of 2008, there were 774 paid providers. Average paid hours per month in FY 2007-08 was 82,680. Care providers earned \$9.00 per hour.

State IHSS Trend Forecasts

In May 2008, the State forecasted that the average monthly caseload for FY 2007-08 would average 396,612, an increase of 6.8% over the previous fiscal year. The State also predicts that the caseload in FY 2008-09 will increase by 4.8%. The growth rate has increased in the past four years.



IHSS Program

IHSS Program Structure & Contact Information

IHSS Governing Board (530) 621-5390 or (800) 491-6642

- Makes legally binding decisions for the IHSS Public Authority. The members of the El Dorado County Board of Supervisors represent the governing body.

IHSS Advisory Committee (530) 642-4870

- Provides ongoing advice and recommendations to the Governing Board on IHSS program operations and Public Authority program. Members are appointed by the Governing Board.

Department of Human Services (530) 642-7300

- Administers Medi-Cal, IHSS and IHSS Quality Assurance programs. Provides staffing for the IHSS Public Authority.

Information & Assistance (Intake) (530) 621-6369

- Interviews applicants to collect information for the application for Social Services and the IHSS program

Income Maintenance Placerville (530) 573-3200; South Lake Tahoe (530) 543-6740

- Determines County Medi-Cal Services eligibility
- Determines the Medi-Cal Share of Cost
- Grants and monitors Medi-Cal benefits

IHSS Case Work (530) 642-7300

- Performs initial recipient assessment and re-assessments
- Develops individualized care plan to identify needed services and linkages to community-base programs
- Assists recipients with long-term care planning, including assistance with placement and out of county transfers
- Responds to Fair Hearings
- Provides Homemaker functions

IHSS Quality Assurance (530) 642-7300

- Promotes effective case management and ensures quality of the IHSS program
- Monitors, records and reports quality initiative requirement
- Identifies and resolves discrepancies and potential fraud situations

IHSS Public Authority (530) 642-4870

- Provides a Care Provider Registry to match provider and recipients
- Enrolls, processes and orientates all IHSS care providers
- Conducts free trainings for care providers and recipients
- Administers care provider health benefits
- Conducts provider payroll & tax questions, workers' compensation processing, wage verification and adjustments
- Processes provider timesheets
- Provides support for the IHSS Advisory Committee

THE IHSS 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 (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.

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 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 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 recipient’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.



IHSS Public Authority Mission

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.



IHSS Public Authority

OFFICE LOCATION
3047 Briw Road, Ste A,
Placerville, CA 95667

MAILING ADDRESS
3057 Briw Road, Ste A,
Placerville, CA 95667

PHONE: (530) 642-4870

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, one Account Clerk and one Secretary position.

In fiscal year 2007-2008 the PA expenditures for salary & benefits, services, supplies, and other charges totaled approximately \$371,898.

IHSS Care Provider Registry

The *IHSS Care Provider Registry* is operated by the IHSS Public Authority and provides referral lists of screened care providers to IHSS recipients who need a care provider to assist them with personal care or household services. The free registry referral lists are generated to match care providers with recipients based on information such as services, location, gender and special skills. The Public Authority retains the exclusive right to screen applicants and suspend or terminate providers from the *IHSS Care Provider Registry*. Potential care providers must complete the following before they are accepted on the *Registry*:

- Complete a IHSS Registry Application & sign registry acknowledgements
- Obtain a Dept. of Motor Vehicles printout of the last five years
- Pass a one-on-one interview screen with *Registry* staff
- Attend a introductory workshop on IHSS program and *Registry* procedures
- Pass at least three references
- Pass the Department of Justice and court record criminal background check
- Once accepted on the *Registry*, report monthly to update registry status

IHSS Provider Health Benefits

The Public Authority is responsible for administering benefits for up to 200 eligible IHSS providers. Benefits include health, dental and vision with no monthly premiums to the provider. In order for providers to become eligible they must be paid 70 or more hours per month for two consecutive months and continue to work the minimum hours in order to remain enrolled. If all the benefit openings are filled, the providers are placed on a wait list. Since March of 2004, the number of participants in the Symetra plan has grown, nearing capacity. Due to adverse claims experience, the rate coverage was increased in 2008.

FY 2007/2008 Facts

410
Non-registry (family based) enrollments

96
Registry introductory workshops

93
Registry matches

189
Provider health benefit enrollees (June 2007)

152
Employment verifications

17,957
Payroll warrants (paychecks)

6
Workers' Compensation claims

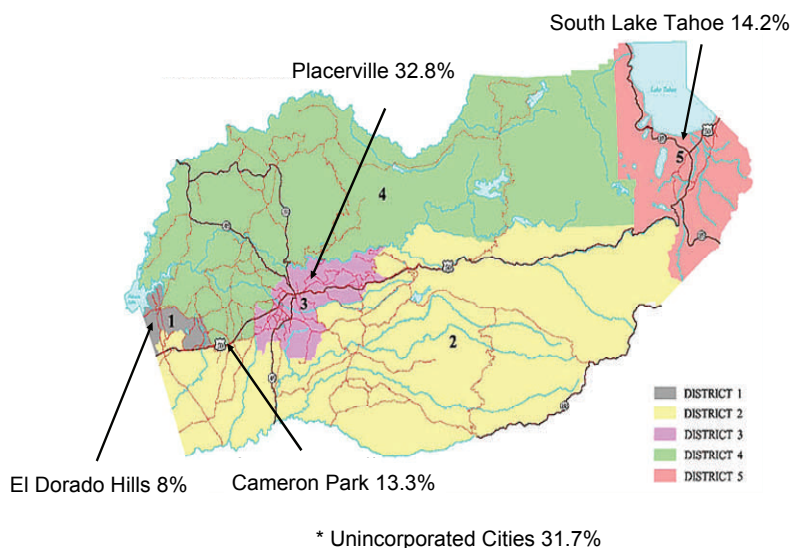


Care Provider & Recipient Classes

During the fiscal year 2007-2008, the Public Authority provided 22 free provider and recipient training workshops with the Family Caregiver Support Program to expand training opportunities to enhance the provider workforce throughout the county. 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 337 IHSS providers and recipients training hours in the fiscal year. In fiscal 2007-2008, the following classes were provided:

- Resources Available to Aging Veterans, Georgetown (GT)
- Home Safety Using a Medical Binder, GT
- Body Mechanics & Home Safety, GT
- Nutrition, South Lake Tahoe (SLT)
- Savvy Caregiver, SLT
- Personal Care/Foot Care, SLT
- Legal Issues of Aging, SLT
- CTAP & ED Vision Services, SLT
- Transfers & Physical Therapy, SLT
- Alzheimer's & Dementias, SLT
- Understanding Psychotropic Medications, SLT
- Caregiver Coping, SLT
- Family Dynamics & Communication, SLT
- Alzheimer's, El Dorado Hills (EDH)
- Recognizing Depression, EDH
- Family Communication, EDH
- Legal Issues, Somerset (SSET)
- Validation & Communication, SSET
- Placement Issues, SSET
- CPR/First Aid, Placerville

To learn about training classes, please look in the Public Authority's quarterly "Care Connection" newsletter and visit the Family Caregiver Support Program website for more information.



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

IHSS Public Authority Website Features

Public Authority Services

*IHSS Care Provider
Registry*

*Care Connection
(quarterly newsletter)*

*IHSS Advisory
Committee activities,
agendas, minutes*

*Forms & Publications:
recipient enrollment info,
provider handbook,
annual reports,
WC brochure*

<http://www.co.el-dorado.ca.us/humanservices/IHSSPublicAuthority.html>



Achievements of the IHSS Public Authority

In fiscal year 2007-2008, the IHSS Public Authority accomplished the following achievements:

- Conducted 399 orientations and introductory registry workshops for IHSS care providers to learn about the IHSS program, what their responsibilities are as caregiver, payroll guidelines, legal responsibilities, health and safety issues, etc.
- Begin providing orientations and introductory registry workshops twice a month in South Lake Tahoe to increase access to PA and care providers on the Eastern Slope.
- Incorporated the full IHSS payroll staff and functions into the Public Authority.
- Increased provider wage rate from \$8.50 to \$9.00 on July 1, 2007 to provide a steadier care provider workforce and begin labor negotiations with the United Domestic Workers of America to discuss provider wages, benefits, and other conditions of employment.
- Collaborated and sponsored the “2007 Seniors & Adults with Disabilities Health Fair” which attracted a record turn out of over 600 attendees and featured over 41 governmental and non-profit organizations, in conjunction with flu vaccination clinic for the first time.
- Helped to recruit new IHSS Advisory Committee members to fill the committee.
- Collaborated with the development of the “2008 Alzheimer’s ... Navigating the Journey” a conference for family and professional caregivers, social workers, counselors or anyone interested in learning more about Alzheimer’s Disease and related dementias.
- Assisted with the National Memory Screening Day throughout the County.
- Disseminated information about vital services such as the IHSS and PA programs, IHSS Advisory Committee, disABLEDperson Inc.’s “Virtual Online Job Fair for Disabled” and Fire Protection Districts’ “Free Installed Smoke Detectors for Seniors” program.
- Moved to Briw Road facility providing greater access and communication with the IHSS payroll clerk, IHSS social workers, and other Department of Human Services programs.
- Attended 89 hours of staff training in areas such as the IHSS Training Academy Medical Implications, Violence in the Workplace & HIPPA, Access, Excel, IHSS CMIPS, and supervisory training etc.
- Increase newsletter production to 1,800 copies due to increase in recipients, providers and interested community members

IHSS Public Authority Goals

Increasing IHSS recipient and provider services

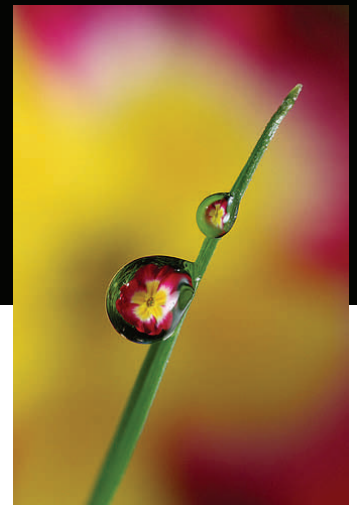
Continuing quality customer service

Strengthening IHSS Care Provider Registry

Enhancing educational / training opportunities for IHSS recipients 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 had to create 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 (AC) as an independent advisory 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. 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.

Over the past years, recruiting for committee members has been a difficult challenge. In Fiscal Year 2007-2008, the Chair of the Advisory Committee has been committed to working with the Public Authority to recruit and obtain a fully committed group. The 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. For an application please contact the IHSS Public Authority at (530) 642-4870.

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, Secretary, and Registry/Training Specialists staff the Committee.

In fiscal year 2007-2008 the Advisory Committee expenditures totaled approximately \$9,700 for services and supplies.

IHSS Advisory Committee Members

Recipients

*Roger Lanzini
Kenneth Poe II
Jane Thomas
Ellen Yevdakinov*

Providers

*Alex Ivanovsky
(Chair)
Darryl Nelson*

Community

*Dorrie Carlisle
Carol Keates
(Vice Chair)
Betsy Moore*

Resignations

*Randy Cummings
Nancy Morgan
Bonnie Neeley
Patricia Stanley*

IHSS Advisory Committee



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 at one o'clock in the afternoon. The AC meets primarily at the Dept. Human Services Agency's H.E.A.R.T. building at 3047 Briw Road, Ste. A, Placerville, but also at various senior centers throughout the County.

For upcoming Advisory Committee agendas and minutes please contact the Public Authority or visit the County website at <http://www.co.el-dorado.ca.us/humanservices/IHSSadvisory.html>. Interested individuals can also subscribe for a free electronic service that allows one to receive automatic email notifications when selected Public Authority, Advisory Committee, or other County website information is updated.

Achievements of the IHSS Advisory Committee

In fiscal year 2007-2008, the IHSS Advisory Committee made the following achievements:

- Creation and adoption of Mission Statement defining the Advisory Committee's goal and purpose
- Increased awareness in the community of the AC through health fairs, education to colleagues in professional arenas, Older American's Day, etc.
- Primary sponsor and participant of the Fall 2007 Heath Fair with over 600 attendees
- Increased attendance and filled vacancies at AC meetings
- Increased access to AC meetings by traveling to various areas of El Dorado County
- Added an AC secretary position
- Presentations by community organizations (Alert Community, Hands-On, InAlliance, Folsom Lake College, etc)
- Purchased "Caregiver Tips" pamphlets for providers and the community on topics such as Home Safety for Older Adults, the Basics of Daily Care, Bathing & Personal Care, etc
- Increased newsletter printing and distribution
- Draft of Recipient Binder

IHSS Advisory Committee FY 2007/2008 Meeting Dates

*August 13, 2007,
South Lake Tahoe*

*September 10, 2007,
Diamond Springs*

*October 15, 2007,
Georgetown*

*November 19, 2007,
Diamond Springs*

*January 14, 2008,
Placerville*

*February 11, 2008,
Placerville*

*March 3, 2008,
El Dorado Hills*

April 7, 2008, Placerville

May 5, 2008, Somerset

June 2, 2008, Placerville

*Note: No schedule
meeting in July or
December*

