



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



Fiscal Year
2006-2007 Report



INTRODUCTION

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.

According to the El Dorado County (EDC) Area Agency on Aging Area Plan 2005-2009, between 1990 and 2000, the county experienced a 25 percent growth in the population of those aged 60 or over, which is two times greater than the state and three times greater than the national average. 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.

Over the past several years, El Dorado’s IHSS Public Authority (PA) has made significant progress in improving the quality of the IHSS program. The purpose of this report is to describe the IHSS program, the IHSS PA’s responsibilities, and the IHSS Advisory Committee functions. This annual report highlights many of the 2006-2007 Fiscal Year outstanding accomplishments and the results of the 2007 IHSS Care Provider Survey.

This year’s report features the celebration of quilting - patches from the past, stitched with love. Quilting is a craft that has roots deeply sewn into the heart of America which helped to bond generations together. Like our dedicated caregivers, quilt makers helped build healthy communities by working together to shelter and support their loved ones.

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IHSS Public Authority Program Manager Message

Working as the IHSS Public Authority Program Manager over the years has been a rewarding experience. The Public Authority has seen many positive accomplishments since I was hired in 2003 to establish the program.

During the fiscal year 2006-2007, the Public Authority has been committed to helping seniors and persons with disabilities to remain safely in the community by providing quality in-home care as an alternative to institutionalization. The most significant change for the Public Authority program has been incorporating the administration of IHSS wage verifications and adjustments, paycheck inquiries, timesheet replacements, provider enrollment into Case Management, Information and Payrolling System (CMIPS), worker's compensation processing, and answering payroll and tax questions. The Public Authority is also very proud of its recruiting efforts to obtain eight committed IHSS Advisory Committee members.

I would like to recognize the superior staff of the Public Authority this year, particularly during my extended leave of absence. Without these dedicated and compassionate individuals, the program's successes could not have been possible.

Mame Polito
IHSS Public Authority Program Manager



IHSS Advisory Committee Chairperson Message

On behalf of the Advisory Committee, I am pleased that after a long search for a full board, we have accomplished this feat. We are looking forward to our bi-annual Health Fair in October 2007, which was a huge success in 2005, and we're sure that it will be successful again. We've also started having meetings in outlying areas to enable more people to attend the meetings to see what is going on with our Committee.



Though my term is now expired, it has been an honor and a privilege to serve as this Committee's Chairman. However, I look forward to working with the new advisory members this next year and to the continuing success of the IHSS Advisory Committee.

Jane Thomas
IHSS Advisory Committee Chairman

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. 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 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.

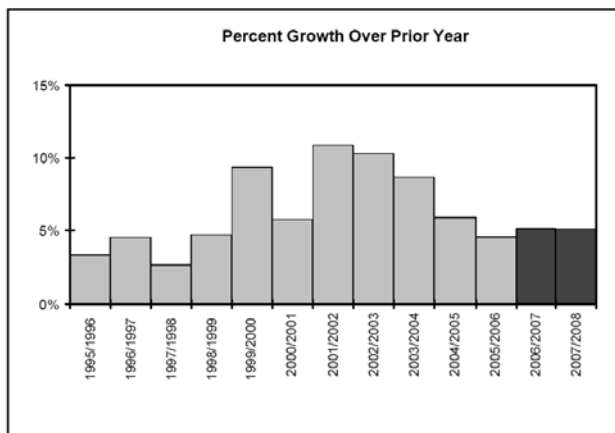
IHSS Eligibility



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. 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.



State IHSS Trend Forecasts

In May 2007, the state forecasted that the average monthly caseload for FY 2006-07 would average 370,270, an increase of 5.2% over the previous fiscal year, and that the caseload in FY 2007-08 would increase by 5.1%. The growth rate has increased in the past three years.

Chart from the California Department of Social Services Estimates and Research Services Branch, "May 2007 Revise Caseload"



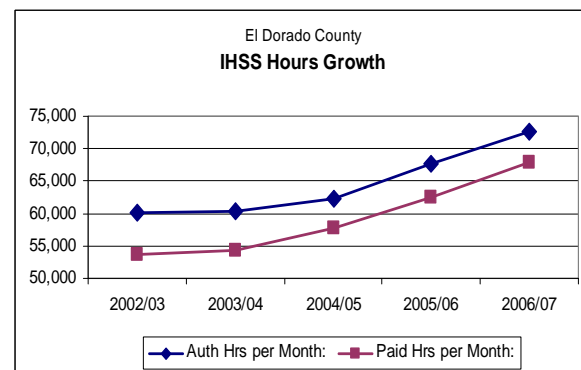
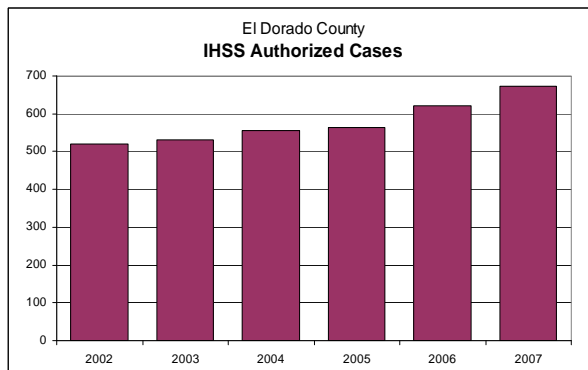
El Dorado County IHSS Demographics

IHSS Authorized Cases

Since 2002, El Dorado County has had a 29% growth in the number of IHSS authorized cases, from 521 in June of 2002 to 672 in 2007. In June of 2007, IHSS recipients were authorized an average of 113.2 hours of services.

IHSS Hours Growth

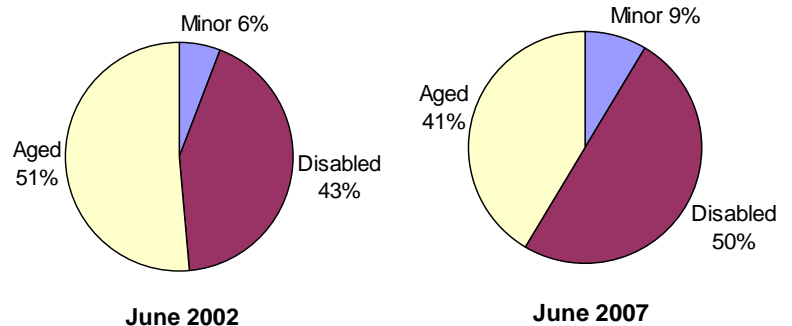
IHSS paid hours rose 1% in FY 2003-04; 6% in FY 2004-05, 8% in FY 2005-06, and 6% in FY 2006-07. Average paid hours per month in FY 2006-07 was 67,985. Care providers earned an averaged of \$1,028 in pay in June of 2007.



IHSS Recipient Age Breakdown

Since June of 2002, El Dorado County has had an increase in the number of minor disabled children and adults with disabilities on the IHSS program and had a decrease in the number of older adults.

Minor – Disabled children under age 18
Disabled – Disabled adults aged 18 to 64 years
Aged – Adults aged 65 or older



IHSS Program Structure & Contact Information

IHSS Governing Board (530) 621-5390 or (800) 491-6642
<ul style="list-style-type: none"> • 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) 295-2748
<ul style="list-style-type: none"> • 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
<ul style="list-style-type: none"> • Administers Medi-Cal, IHSS and IHSS Quality Assurance programs. Provides staffing for the IHSS Public Authority.
Information & Assistance (Intake) (530) 621-6369
<ul style="list-style-type: none"> • 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
<ul style="list-style-type: none"> • Determines County Medical Services eligibility • Determines the Medi-Cal Share of Cost • Grants and monitors Medi-Cal benefits
IHSS Case Work (530) 642-7300
<ul style="list-style-type: none"> • 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
<ul style="list-style-type: none"> • 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) 295-2748
<ul style="list-style-type: none"> • 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 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 (PA) 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 nearly 700 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.

IHSS Public Authority's 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.



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



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.

In fiscal year 2006-2007 the PA expenditures for salary & benefits, services, supplies, and other charges totaled approximately \$416,962.



IHSS Public Authority Staff: (left to right): Mame Polito, Program Manager; Kara Peaker, Registry/Training Specialist; Heather Longo, Registry/Training Specialist; Alicia Leahy, Former Registry/Training Specialist; Mary Lou Nutting, Secretary

Care Provider Registry

The 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. Potential care providers must complete an application and pass a Department of Justice criminal background check, interview screening and reference check.

Care Provider & Recipient Classes

During the fiscal year 2006-2007, the Public Authority provided 26 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 the caregiver support group activities offered by the County. In fiscal 2006-2007, the following classes were provided:

Senior Law and Estate Planning, Georgetown (GT)	To Place or Not to Place, EDH
Understanding Placement, GT	Dementia and Validation Therapy, EDH
Nutrition Fun and Simple, GT	Introduction to Memory Loss and Alzheimer's Disease, SLT
Validation Therapy, GT	Welcome to Planet Alzheimer's, SLT
CA Telephone Access Program, GT	Distinguishing Dementia, Delirium and Depression, SLT
Alzheimer's & Dementia, South Lake Tahoe (SLT)	Law and Long Term Care, SLT
Communicating with People with Alzheimer's, SLT	Maintaining Your Memory, SLT
Managing Arthritis, Gout and Joint Disease, SLT	Coping with Grief and Loss, SLT
Psychotropics Made Simple, SLT	When is it No Longer Safe to Drive, Placerville (P)
Elements of Good Communication for Caregivers, SLT	Body Mechanics and Home Safety, P
Learn to Transfer without an Aching Back, SLT	More Body Mechanics and Home Safety, P
Living with Dementia and Difficult Behaviors, El Dorado Hills (EDH)	CPR/First Aid, Diamond Springs

To learn about future classes, please look in the Public Authority's quarterly "Care Connection" newsletter. Also available to providers and recipients are classes and support groups held at the Placerville Senior Center and Senior Day Care Centers. You can also visit the Public Authority website for training classes and events calendar at <http://www.co.el-dorado.ca.us/humanservices/IHSSPublicAuthority.html>

IHSS Public Authority Services and Achievements



In fiscal year 2006-2007, 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 the year, the Public Authority has increased the IHSS program's organization effectiveness by assuming many of the IHSS payroll functions to assist the care providers and recipients.



The following are major PA accomplishments in fiscal year 2006-2007:

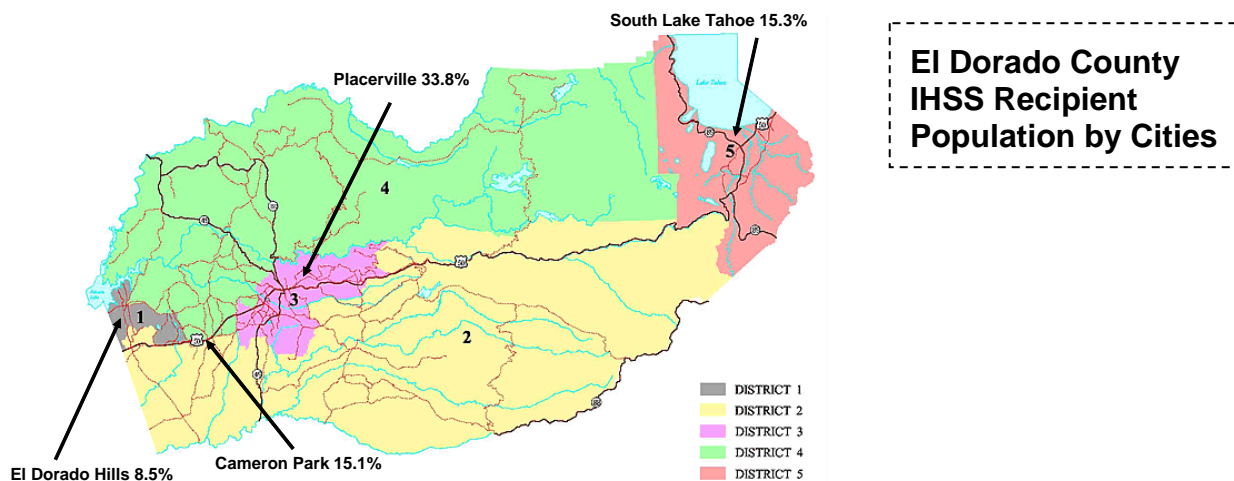
- Enhanced the *Care Provider Registry* by expanding the number of successful IHSS recipient and care provider registry matches for those who are in need of critical in-home care.
- Increased provider wage rates from \$8.25 to \$8.50 on July 1, 2006 to provide a steadier care provider workforce.
- Expanded the number of care providers enrolled in the health, dental and vision plan to an average of 160 providers.
- Provided public outreach and education on the IHSS program and Public Authority functions through community engagements with the Senior Health Education Program health fair.
- Assisted with the Older American's Day celebration.
- Conducted 267 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.
- Helped to recruit new IHSS Advisory Committee members to fill the committee.
- 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 assistance to providers and recipients by answering payroll & tax questions, provider employment processing, workers' compensation processing, wage verification and adjustments.
- Installed the Public Authority case management database allowing the ability to look up recipient and provider information, collect training information, input case notes of all contacts, generate automatic registry lists and letters and administer health benefits.
- Hired two new staff members, Mary Lou Nutting, Secretary, and Heather Longo, Registry/Training Specialist.
- Converted the Public Authority computer systems from Macintosh to personal computers.
- Passed the California Department of Justice inspection.
- Collaborated to prepare for the "Seniors & Adults with Disabilities Health Fair" in October of 2007.
- Responded to an inquiry by the 2006 Grand Jury.
- Attended 153 hours of staff training in areas such as the IHSS Training Academy, IHSS Training Material, Adult Abuse, Neglect & Exploitation, Health & Welfare Trusts, Supervisory Training, HIPAA, Access, Word, etc.

The following chart outlines some Public Authority monthly and/or yearly statistics for the 2006-2007 fiscal year:

Fiscal Year 06-07

Average monthly recipients	627
Average monthly providers	631
Total non-registry enrollments	223
Total registry introductory seminars	49
Provider and recipient interactions (e.g. program & payroll questions, conflict resolutions, etc.)	7,536
Total provider & recipient training hours	245
Current number of Registry providers*	58
Current number of Registry recipients*	168
Total registry matches	63
Total number of Registry complaints a against a provider	6
Total number of Registry complaints a against a recipient	3
Current providers enrolled for health benefits*	167
Total workers' compensation claims	3
Total employment verifications	78
Total payroll warrants (paychecks)	15,631

*As of June 2006



* Unincorporated Cities 27.3%

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 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 2006-2007, 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 In-Home Support Network at (530) 295-2748.

Meeting Dates, Times 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 second Monday of each month. The Committee held the following meetings in Fiscal Year 2006-2007:

July 10, 2006, Georgetown	November 13, 2006, Diamond Springs
August 24, 2006, Diamond Springs	April 9, 2007, Diamond Springs
September 11, 2006, Diamond Springs	May 14, 2007, Somerset
October 9, 2006, Diamond Springs	June 11, 2007, Diamond Springs

Note: No meeting scheduled in December 2006. January, February, March 2007 meetings were cancelled.

For upcoming Advisory Committee agendas and minutes please 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 you to receive automatic email notifications when selected Public Authority, Advisory Committee, or other County website information is updated. Visit <http://www.co.el-dorado.ca.us/emailsubscription.html> to learn more.

IHSS Advisory Committee Members

The following individuals served on the Advisory Committee in fiscal year 2006-2007:

Recipients

Randy Cummings, 2007-2009
Roger Lanzini, 2007-2008
Nancy Morgan, Vice Chair, 2006-2008
Bonnie Neeley, Vice Chair, 2006-2008
Patricia Stanley, 2007-2009
Jane Thomas, Chair, 2005-2007

Providers

Alex Ivanovsky, 2007-2009
Darryl Nelson, 2007-2009

Community

Dorrie Carlisle, 2007-2009
Carol Keates, 2007-2009
Betsy Moore, 2007-2009

Resignations

Claudia Lowe, 9/2006
Jack Podsedly, 10/2006
Roberta Rimbault, 7/2007



IHSS Advisory Committee:

Front row left to right: Nancy Morgan, Alex Ivanovsky, Jane Thomas, Carol Keates.
Back row left to right: Bonnie Neeley, Darryl Nelson, Betsy Moore, Roger Lanzini.

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 2006-2007 the Advisory Committee expenditures totaled approximately \$8,322.25 for services and supplies.



Achievements of the IHSS Advisory Committee

In fiscal year 2006-2007, the IHSS Advisory Committee made the following achievements:

- Recruited eight new advisory members filling all the Advisory Committee positions.
- Published and distributed four (4) quarterly “Care Connection” newsletters.
- Supported and attended community events, trainings, and workshops (including participation in the Georgetown’s Senior Health Fair and Older Americans Day).
- Provided on-going advocacy for IHSS recipients.
- Had guest speakers from the IHSS Quality Assurance team to discuss the results of the 2006 Recipient Survey and a representative from the Alert Community to discuss financial scams targeted at seniors.
- Received training on Ethics Training, the Brown Act and By-Laws review.
- Adopted the IHSS Advisory Committee Operational Guidelines.
- Provided input and distributed the 2006 IHSS Provider Survey.
- Presented the annual report to the IHSS Public Authority Governing Board and had a representative from the Governing Board attend a Committee meeting.
- Responded to an inquiry by the 2006 Grand Jury.
- Committed to co-sponsor the “Seniors & Adults with Disabilities Health Fair” in October 2007 to provide a unique opportunity for seniors, adults with disabilities, caregivers, community and families to receive information about local community resources and participate in free healthcare screenings.

2007 IHSS PROVIDER SURVEY

Objective

The IHSS Advisory Committee, as one of its projects for fiscal year 2006-2007, conducted a care provider survey that would measure care providers satisfaction with the In Home Supportive Services (IHSS) program, the In-Home Support Network (IHSS Public Authority) and the services it provides, their knowledge about the IHSS Advisory Committee, what types of trainings they would be interested in attending, as well as whether they knew that, as a care provider, they were mandated reporters. During June of 2007, the IHSS Advisory Committee mailed 556 care provider surveys and had a 17% return rate.

Care Provider Demographics

Of those who participated, the main reason they became a care provider was to care for a family member (76%). Seventy-seven percent of survey respondents were female. The average amount of hours worked providing IHSS care was 135 per month. Over half (55%) of these providers have been providing care for over two years and most providers plan to continue to provide care as long as they are able to, or until the person they are caring for passes away.

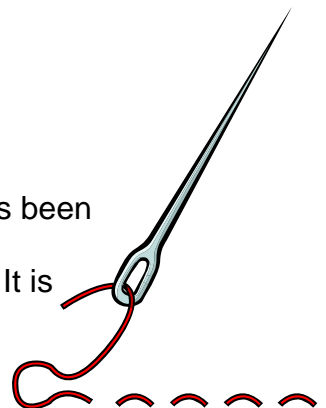
From the data collected, there was a higher percentage (54%) of providers aged who are 55 or older, reflecting the increased numbers of disabled adults being cared for at home by aging parents or older spouses. Providers report they are providing more than one service to the person they are caring for. Sixty percent of providers have other income other than IHSS wages, but only 31% are employed outside of the IHSS program.

Nearly all providers think the IHSS program is beneficial in keeping seniors and disabled people in their own homes as long as possible, as well as making it possible for recipients to be cared for by loved ones rather than strangers. A little over half of those who responded (55%) think the authorized hours are adequate. The challenges of being a care provider are a lack of respite care; not having enough personal time off, or time to themselves; watching a loved one's health, abilities and reasoning decline; problems with time management, taking care of everything; or feeling overwhelmed.

Conclusions and Program Recommendations

IHSS Advisory Committee

The Committee's efforts to increase awareness about the Committee has been effective, with 67% of providers responding that they are aware of the Committee and it's functions, compared to only 50% in the 2005 survey. It is recommended that efforts to increase community awareness and to educate current and new care providers about the IHSS Advisory Committee's purpose and functions should continue. Next year the



Committee will be sponsoring the Senior & Adults with Disabilities Health Fair and will be working on an IHSS Recipient Binder project.

IHSS Public Authority

The majority of providers (82%) reported they were aware of the Public Authority and the services it provides. The most used PA services are the newsletter, payroll assistance and provider enrollment and processing. The majority of providers (85%) rated their interactions with the PA and its services as either very satisfied or satisfied.

Providers also found the information and materials given by the PA to be useful and 91% of providers find the quarterly “Care Connection” newsletter to be informative and educational. Nearly all care providers (95%) are aware that they are mandated reporters. It is recommended that the PA should continue its efforts to provide quality assistance and information to providers, recipients and the public. Requiring providers to attend an orientation is an important Public Authority function that needs to continue.

Providers are aware that the PA offers free classes, but only 37% are interested in attending free trainings. Providers did indicate that they might attend if they were offered respite care and payment while attending trainings. It is recommended that the PA continue to offer the same types of classes (e.g. CPR/First Aid, Nutrition, and Lifting and Fall Prevention) as currently being offered in conjunction with the Family Caregiver Support Program at the various county locations. The PA should also research trainings/curriculum pertaining to childhood disability issues, as well as long term care plans for adult dependants of aging caretakers.

Eighty-five percent of providers are also satisfied with their interactions with the IHSS payroll department. Of those that were unsatisfied, lost timesheets, or late paychecks were the reasons. Provider satisfaction with payroll is largely due to the PA administering the majority of the payroll functions to ensure an effective and efficient process for the providers, recipients, social workers, and public. It is recommended that the PA continue to move forward and oversee all payroll functions, including timesheet entry. Also, reinforcing provider training on timesheet procedures would help to increase satisfaction ratings.

IHSS Case Work

The majority of providers overall (85%) are satisfied with the interactions they have with their recipients’ IHSS social workers. Comments from providers indicate that more information/explanation of how regulations affect assessments and authorized hours would be beneficial. Comments provided indicate that shorter waiting time for assessments, and expeditious responses from social workers would increase satisfaction ratings.

