

El Dorado County In-Home Supportive Services

Public Authority & Advisory Committee



Fiscal Year 2015/2016 Annual Report

Letter from the IHSS Advisory Committee

Dear Community Members;

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

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

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

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

Sincerely,

Ellen Yevdakimov

Ellen Yevdakimov, Chair
IHSS Advisory Committee

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IHSS Public Authority (PA)

Introduction

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

The El Dorado County IHSS Public Authority is pleased to present the 2015/2016 Annual Report, which provides a brief overview of the Public Authority mandates, its role in supporting IHSS, and includes Advisory Committee achievements.

Mission Statement

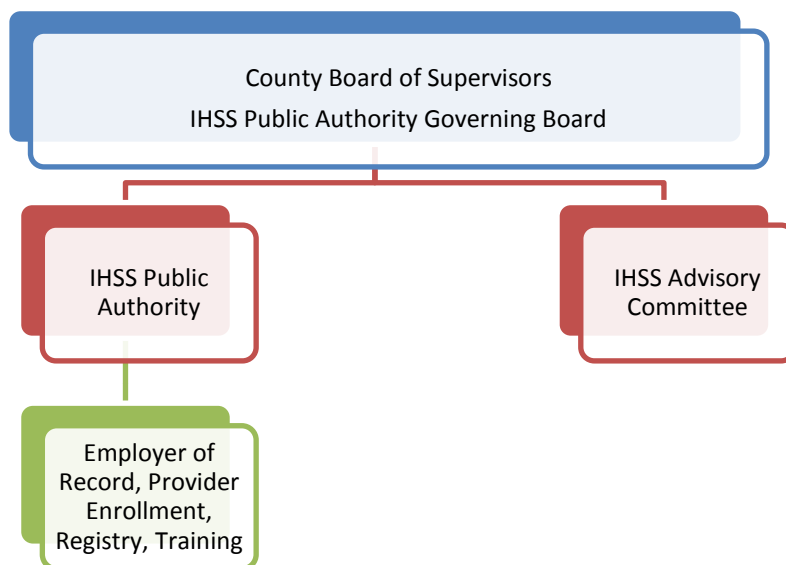
The mission of the IHSS Public Authority is to improve the lives of IHSS recipients by ensuring access to skilled providers who can help them sustain independent living, to provide training and support for positive working relationships, and to improve the delivery of the IHSS program.

Governance

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

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

Organizational Structure



Public Authority

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

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

Public Authority Funding Sources

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

IHSS Care Provider Registry

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

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

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

Registry Services include:

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

2015/2016 Facts

308
*Non-Registry
Providers Enrolled*

35
*Registry Providers
Enrolled*

116
*Total Registry
Providers*

350
DOJ Background Checks

42
Registry Provider Interviews

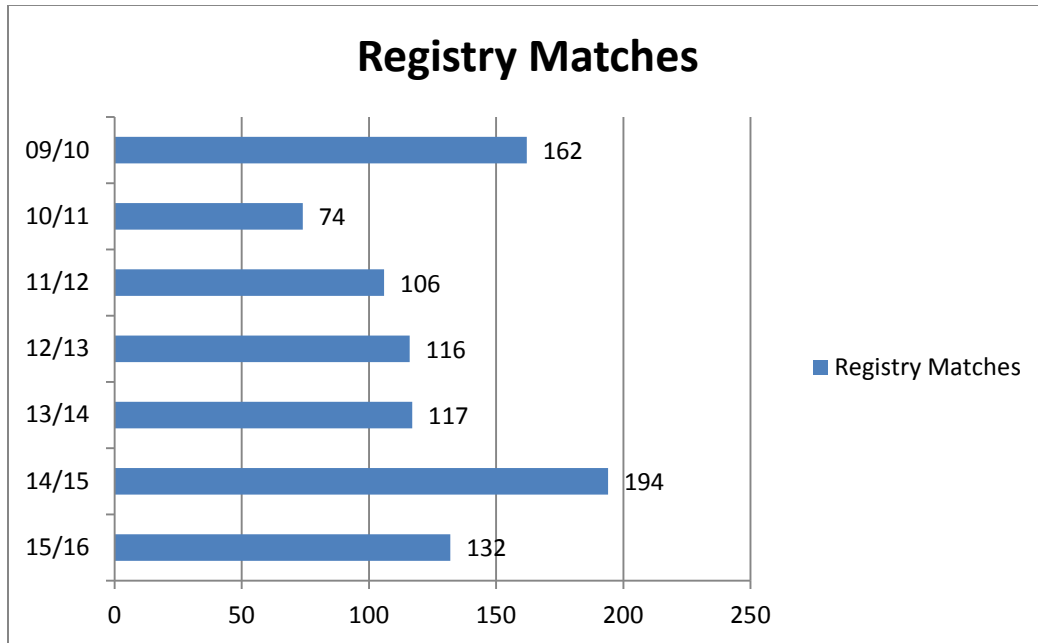
132
Registry Matches

221
Employment Verifications

26,598
*Payroll Warrants
(Paychecks)*

6
*Worker's Compensation
Claims Filed*

Upon request, Registry staff sends out a provider referral list to the recipients for their review. Registry referral lists are individualized and usually contain the names of six possible providers matched to the recipient's specific needs. It is the recipient's responsibility to contact the providers to arrange for interviews and possible hiring. During Fiscal Year 2015/2016, the Registry made 132 matches.



Care Providers

Care providers who are family members (immediate and non-immediate) make up 65% of the total providers. Non-Family care providers make-up 35% of the providers and consist of friends, neighbors, and persons hired from the Registry.

The majority of care providers are women, i.e. mothers, wives, and daughters. The percentage split for adult children is 82% daughters and 18% sons. Couples are split with 61% wives caring for husbands and 39% of husbands caring for their wives.

Effective January 1, 2016, the State of California increased the minimum wage from \$9.00/hour to \$10.00/hour. In addition to the required \$10/hour minimum wage, effective March 1, 2016, the hourly rate for providers was increased to \$10.40 and the County contribution to provider benefits was decreased by a corresponding 40 cents per hour. The County now contributes 20 cents per hour to the Union Health Care Trust Fund for the sole purpose of providing dental and vision benefits. The provider dental and vision benefits continue to be administered by the Union.

During Fiscal Year 2015/2016 an average of 133,862 hours were worked each month.

FY 2015/2016 Achievements of the IHSS Public Authority

The major accomplishments for the Public Authority in Fiscal Year 2015/2016 include:

- Effective April 2016, the Public Authority hired a new Office Assistant II, Jasmine Wingfield. She is the first point of contact for new and existing providers. Jasmine is assisting new providers with the enrollment process, answering questions regarding time sheets and payroll processing, as well as assisting and providing back-up for the Registry/Training Specialists, Matthew Potter and Linda Vallerga.
- Effective May 1, 2016, the Public Authority transitioned from a part time supervisor (Star Walker) to a full time Supervisor (Joseph Malki). Michelle Hunter is the Program Manager responsible for the Public Authority. The Public Authority is now fully staffed with a total of four full time employees.
- Effective May 2016, Health & Human Services Agency (HHS) hired a Fiscal Assistant, Lindsay Moffett. Lindsay's position is devoted solely to dealing with provider time sheet issues. This has helped to provide better customer service for our providers' payroll related questions.
- Conducted group orientations and Registry interviews for IHSS care providers to learn about the IHSS program, regulations and rules, responsibilities of being a care provider, payroll guidelines, legal responsibilities, health and safety issues, fraud reporting, etc.
- Continued to conduct new care provider orientations and Registry interviews once a month in South Lake Tahoe to increase access to the Public Authority and assist care providers on the Eastern Slope in meeting regulations.
- Disseminated information about available services such as the IHSS and Public Authority programs, IHSS Advisory Committee, Multipurpose Senior Services Program (MSSP), Family Caregiver Support Program (FCSP) and other programs of benefit to providers and recipients.
- Distributed bi-annual newsletter for providers and recipients.
- Streamlined customer calls to a single entry point, allowing callers to speak to a Public Authority staff person and obtain immediate response.
- Conducted a survey of provider needs.

Changes for IHSS and the Public Authority

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

- Implementation of the Fair Labor Standards Act (FLSA): Effective February 1, 2016, In-Home Supportive Services (IHSS) providers became eligible for overtime, travel time, and medical wait time. The California Department of Social Services (CDSS) has made changes to the IHSS program's rules regarding these benefits and mailed several informational notices and forms to

IHSS providers and recipients. The El Dorado IHSS Public Authority will continue in its roll of coaching IHSS providers on these new program changes.

- The statewide minimum wage will increase again on January 1, 2017 to \$10.50/hour. El Dorado County providers are currently paid \$10.60/hour.
- The State of California is exploring paid sick leave for IHSS providers and stakeholder meetings are currently taking place. The proposed implementation date is January 1, 2018.

FY 2016/2017 Goals for Public Authority

The Public Authority plans to accomplish the following goals for Fiscal Year 2016/2017.

- Coach all new and existing IHSS Providers on the new overtime regulations that are now in effect. Provide on-going support to answer questions and assist providers navigating the new regulations.
- Provide orientation to all new IHSS Providers. One session each month will be provided in South Lake Tahoe.
- Conduct the annual Customer Satisfaction Survey of IHSS providers.
- Develop quarterly IHSS provider specific trainings in collaboration with other county agencies such as Public Health.
- Perform community outreach to recruit Registry providers.
- Implement a new data base for providers with the increased capacity for Registry matches. The current data base has been in use since 2003 and the new database will utilize modern software applications and result in more efficiency and better customer service. This increased capacity will allow the Public Authority to meet the ever growing individual needs of our elderly and/or disabled population by finding the right provider for IHSS consumers.
- Conduct monthly timesheet trainings to providers identified as having ongoing timesheet issues and/or providers who need additional assistance with filling out the timesheets.
- Identify satellite sites in rural areas to host orientations and conduct home visits, as needed.
- Hire and train a new Registry Specialist to replace Linda Vallerga, who will be retiring in October 2016.

The IHSS Advisory Committee

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

IHSS Advisory Committee Structure

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

Vacancies continue to exist on the Advisory Committee for consumer representatives. During FY 2015/2016 there were three consumer representative vacancies. The Advisory Committee continues to prioritize appointment of all eleven membership slots to ensure the varied perspectives of the aging and recipient communities are represented. Continuous recruitment efforts are being conducted. For an application, please contact the IHSS Public Authority at (530) 621-6287.

The FY 2015/2016 members were:

Consumer Representatives: Myrna Glick, Chantal Villalobos, Lyle Azevedo (resigned)

Provider Representatives: Kew Horton, Lisa Scott Vincent DiVittorio (resigned)

Community Representatives: Carol Keates, Ellen Yevdakimov, and Dorrie Carlisle

The IHSS Advisory Committee was saddened by the passing of Carol Keates. Carol was a member of the IHSS Advisory Committee for many years serving many terms as the Chair and/or Vice Chair. Carol was a wonderful person full of positive energy and will be greatly missed by all.

IHSS Advisory Committee Mission Statement

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

IHSS Advisory Committee Staff & Expenditures

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

In Fiscal Year 2015/2016, the Advisory Committee expenditures totaled approximately \$5,600 for member stipends, travel expenses, services, and supplies.

Meeting Dates and Locations

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

The meeting dates for Fiscal Year 2015/2016 were July 20, 2015, October 19, 2015, January 25, 2016, and April 18, 2016. The guest speakers for the meetings were: Pam Carter, Program Manager for Adult Protective Services (APS) and In-Home Supportive Services (IHSS), Debbie Stark, Program Manager, provided information on Medi-Cal and the Affordable Care Act, Laurie Blazich, Job Coach, In-Alliance and Love Miller, Outreach Specialist, California Telephone Access Program. All provided valuable information on the services available for the elderly and disabled from their respective organization.

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

http://www.edcgov.us/government/humanservices/protective_services/IHSS_Public_Authority/IHSS_Public_Authority.aspx.

IHSS Advisory Committee Achievements

In Fiscal Year 2015/2016, the IHSS Advisory Committee achieved the following:

- Guest speakers provided continued education opportunities for Advisory Committee members on various services available within the community.
- Continued to be updated and informed about the new IHSS Provider Time Sheet process, the upcoming IHSS Provider Overtime Regulation and overall State of California budget issues related to the IHSS Program and the Public Authority.
- Presented the 2014/2015 IHSS Public Authority & Advisory Committee Report to the El Dorado County Board of Supervisors.
- Remained within the budget by continuing to meet quarterly the Advisory Committee.