



improving the lives of IHSS recipients

QUALITY SERVICES

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



2008-2009 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, 2009 has been a year filled with challenges characterized by staffing changes, financial difficulties, and the uncertain future of programs critical to the health and welfare of the most vulnerable in our community.

The Public Authority is a public agency 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 Advisory Board, with a new understanding of its role, looks forward to increased partnering with the Department of Human Services and the Board of Supervisors.

Sincerely,


Alex Ivanovsky, LCSW

Chair, IHSS Advisory Committee



Carol Keates
Co-Chair, IHSS Advisory Committee



Introduction

El Dorado County is experiencing an extraordinary increase in its older adult population. In 2000, there were 26,023 residents in our County who were age 60 and over, representing 16.7% of the total population. Between 2000 and 2020, the aging population is expected to more than double, with one in four residents over the age of 60. 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 2008-2009 Annual Report, which provides a brief overview of the IHSS program; the Public Authority's mandates and its role in supporting IHSS; and the IHSS Advisory Committee's functions. This report updates the Public Authority's activities and also highlights many of the accomplishments of this past year.

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.



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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

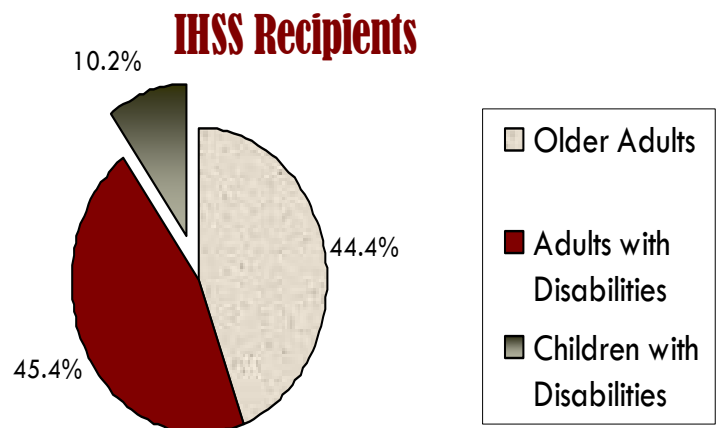
To be eligible for IHSS, a person must be either over 65 or disabled, and be receiving or meet the financial criteria for Medi-Cal and State Supplemental Security Income/State Supplementary Payment (SSI/SSP) benefits.

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.

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

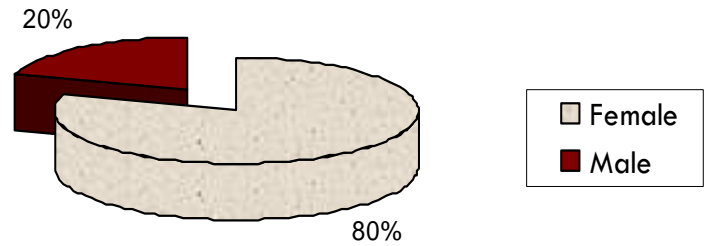
El Dorado County IHSS Demographics

As of June 2009, El Dorado County had 990 IHSS recipients authorized for services. IHSS recipients are adults living with disabilities (45%), older adults (44%), and children living with disabilities (10%).



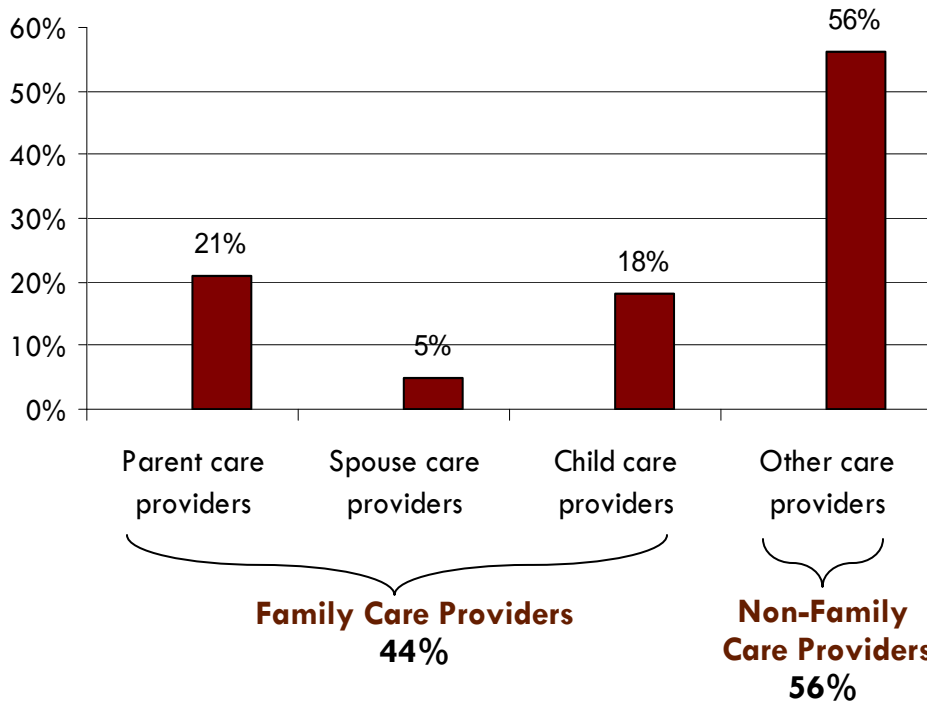
El Dorado County had 880 paid providers in June 2009. The majority of care providers are female (80%) and under the age of 60 (82%). The average number of paid hours per month in fiscal year 2008-2009 was 93,798. Care providers earned \$9.00 per hour.

Gender of Care Providers



Of the total number of care providers in June 2009 (1,053 providers), more than half (592) were non-family providers of care. Such individuals included relatives other than a parent, spouse, or child, friends, neighbors, or registry. Of the total number of family care providers (461), nearly half were parents providing care (222), most of whom were mothers (90%), followed closely by child care providers (188), most of whom were daughters (81%).

Care Providers by Type



Organization & 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) 621-6384

- 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) 642-4800

- Administers Medi-Cal, IHSS and IHSS Quality Assurance programs.

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) 642-7300; South Lake Tahoe (530) 573-3200

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

IHSS Case Work ☎ (530) 642-4800

- Performs initial recipient assessment and re-assessments
- Develops individualized care plan to identify needed services and linkages to community-based 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) 642-4839

- 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) 621-6384

- Provides a Care Provider Registry to match provider and recipients
- Enrolls, processes, and orients 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

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 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 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 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.



IHSS Public Authority Staffing & Expenditures

The IHSS Public Authority contracts with El Dorado County's Department of Human Services (DHS), Community Services Division, to administer and provide dedicated 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 2008-2009, the PA expenditures for salary and benefits, services, supplies, and other charges totaled approximately \$324,237.

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 three years
- Pass a one-on-one interview screen with *Registry* staff
- Attend an introductory workshop on IHSS program and *Registry* procedures
- Pass at least three references
- Pass the Department of Justice and court record criminal background check

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 and reached capacity in September 2008.

2008-2009 FACTS

461

Non-registry
(family-based)
enrollments

136

Registry
introductory workshops

149

Registry matches

200

Provider health
benefits enrollees
(June 2009)

230

Employment
verifications

21,123

Payroll warrants
(paychecks)

6

Work. comp. claims

Care Provider & Recipient Classes

During the fiscal year 2008-2009, 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 other senior and caregiver training and support group activities offered by the Department of Human Services. The Public Authority had 766 IHSS providers and recipients training hours in the fiscal year. In fiscal year 2008-2009, the following classes were provided:



- | | |
|---|----------------------|
| • Activities for the Homebound | Greenwood |
| • Alzheimer's Disease | El Dorado Hills, SLT |
| • Anticipatory Grief | Greenwood, SLT |
| • Arthritis | Greenwood |
| • Balance | SLT |
| • Behavior Issues | SLT |
| • Caregiver-Care Receiver Relations | SLT |
| • Cope with Dementia Behavior | El Dorado Hills |
| • CPR | Placerville |
| • CTAP/Vision Services | Placerville |
| • Dementia Whisperers | Placerville |
| • Journaling | SLT |
| • Legal | SLT |
| • Medications | Placerville |
| • Physical Therapy | Placerville |
| • Long-Distance Caregiving | SLT |
| • Long-Term Medical | Placerville |
| • Nutrition | Placerville |
| • Partnering with Your Doctor | El Dorado Hills |
| • Placement Issues | Placerville, SLT |
| • Practical Solutions for Everyday Problems | SLT |
| • Sandwich Generations/Setting Limits | SLT |
| • What To Do in an Emergency | SLT |
| • Why Do I Feel This Way? | Greenwood |



To learn about training classes, please visit
the IHSS Public Authority Program website at
<http://www.edcgov.us/humanservices/IHSSPublicAuthority.html>

Achievements of the IHSS Public Authority

The major accomplishments for the Public Authority (PA) in 2008-2009 include:

- Conducted 493 orientations and introductory Registry workshops 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.
- Provided orientations and introductory Registry workshops twice a month in South Lake Tahoe to increase access to the PA and care providers on the Eastern Slope.



- Continued labor negotiations with the United Domestic Workers of America to discuss provider wages, benefits, and other conditions of employment.
- Collaborated in the development of the Alzheimer's Association Education Conference: "2009 Understanding Memory Loss: Flexible Approaches" conference for family and professional caregivers, social workers, and anyone interested in learning more about Alzheimer's Disease and related dementias.
- Assisted with National Memory Screening Day throughout the County.
- Disseminated information about vital services such as the IHSS and PA programs, IHSS Advisory Committee, MSSP, Family Caregiver Support Program, and Department of Homeland Security's "Preparing for Disaster for People with Disabilities and Other Special Needs."
- Attended 83.5 hours of staff training in areas such as IHSS Training Academy Ensuring Quality, World Class Customer Service, Communication, Mandated Reporter, Working with Dementia Behaviors, etc.
- Represented IHSS PA at health fairs in Pioneer Park and Greenwood.

IHSS Public Authority Goals

Increasing IHSS recipient and provider services



Continuing quality customer services



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 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 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 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) 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 Secretary staff the Committee.

In fiscal year 2008-2009, the Advisory Committee expenditures totaled approximately \$7,000 for services and supplies.

IHSS Advisory Committee Members

RECIPIENTS

Roger Lanzini
Kenneth Poe II
Jane Thomas
Robin Wentland
David Wixom
Ellen Yevdakinov



PROVIDERS

Alex Ivanovsky (Chair)
Darryl Nelson



COMMUNITY

Dorrie Carlisle
Carol Keates



RESIGNATIONS

Betsy Moore, 6/09

Meeting Dates and Locations

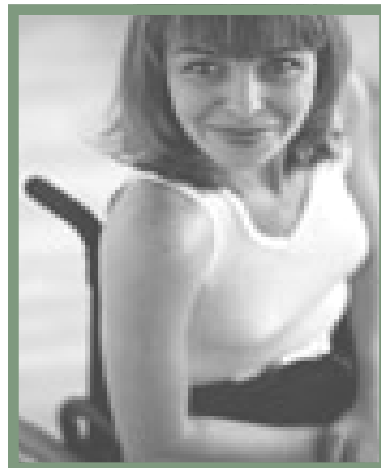
The IHSS Advisory Committee is subject to the Ralph M. Brown Open Meeting Act and the public is welcome to attend the meetings to learn about IHSS services and Public Authority policy and program development. The IHSS Advisory Committee meets normally on the third Monday of each month from 1:00-3:00pm at the M.O.R.E facility in Placerville and various 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.edcgov.us/humanservices/IHSSPublicAuthority.html>. Interested individuals can also subscribe for a free electronic service that provides automatic email notifications when selected Public Authority, Advisory Committee, or other County website information is updated.

IHSS Advisory Committee Achievements

In fiscal year 2008-2009, the IHSS Advisory Committee made the following achievements:

- Upon training received from the El Dorado County's Sheriff's Department on the El Dorado County Emergency Operations System, the AC prepared and distributed handouts on "Preparing for Disaster" through the Care Connection Newsletter, for distribution to all IHSS providers and recipients.
- 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.
- The AC developed and submitted a draft recipient binder in November 2008 to IHSS social workers for review and feedback.
- The AC provided continued financial support for the publication of the Care Connection Newsletter for distribution to IHSS providers and recipients.



IHSS Advisory Committee FY 2008-2009 Meeting Dates

August 18, 2008
South Lake Tahoe

September 15, 2008
Placerville

October 20, 2008
Georgetown
(cancelled)

November 17, 2008
Placerville

January 26, 2009
Placerville

February 23, 2009
Placerville

March 16, 2009
El Dorado Hills

April 27, 2009
El Dorado

May 18, 2009
Somerset

June 15, 2009
El Dorado

NOTE: No scheduled meeting in July or December

IHSS Advisory Committee Achievements continued

- A subcommittee was convened to prepare a draft IHSS Advisory Committee budget for the 2009-2010 fiscal year for submission to the Board of Supervisors.
- Held discussions regarding proposed modifications to the IHSS AC Operational Guidelines to enable appropriate mileage reimbursement to persons providing transportation to the AC meeting.
- A subcommittee was convened to determine the AC's role within County government structure.
- Two in-services were arranged on the available services and resources through the El Dorado Center for the Visually Impaired and CICA.
- Two guest speakers provided continuing education opportunities for AC members. An instructor and aging specialist from the El Dorado Center—Folsom Lake College discussed the changing needs of the aging population in El Dorado County and a representative from the Center for Non-Violent Relationships discussed potential indicators of abuse.

