

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



Fiscal Year 2019/2020 Annual Report

Letter from the IHSS Advisory Committee

Dear Community Members;

It is our pleasure to introduce the Fiscal Year 2019 – 2020 In-Home Supportive Services Public Authority Advisory Committee 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 as independently as possible in their own homes and communities. As current or past recipients of IHSS 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.

Each year brings forth different challenges and this year was certainly no exception. However, with patience and tenacity, the teams have ensured the continued delivery of IHSS Public Authority and Advisory Committee services; as well as embarked upon new ventures to further develop service delivery and program contributions.

The Committee looks forward to continued advocacy for the IHSS Program, the services of the IHSS Public Authority and continued collaboration for the benefit of recipients and providers in El Dorado County in the coming year.

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 2019/2020 Annual Report, which provides a brief overview of the Public Authority mandates, its role in supporting IHSS, and includes Advisory Committee achievements.

Mission Statement

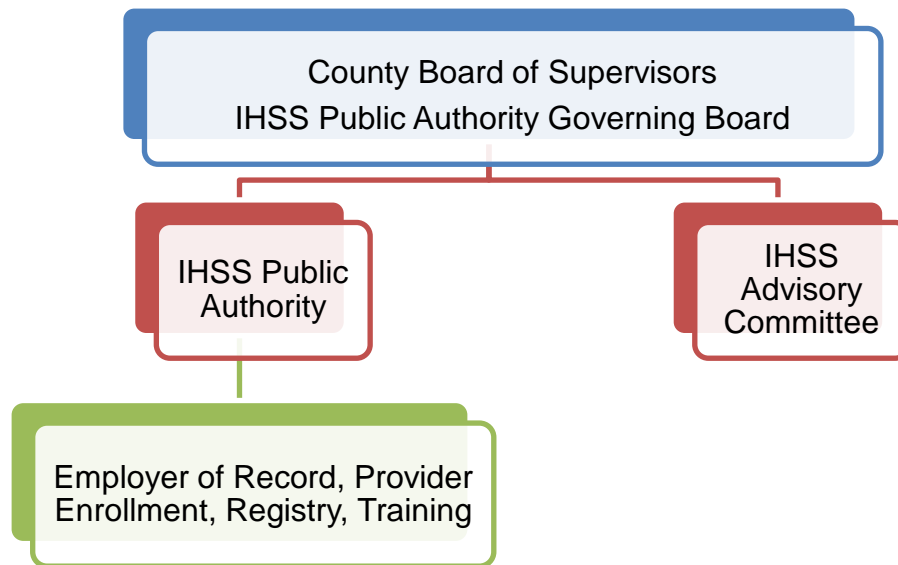
The mission of the IHSS Public Authority is to improve the lives of IHSS recipients by ensuring access to skilled providers who can help them sustain independent living, to provide training and support for positive working relationships, and to improve the delivery of the IHSS program.

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 for Fiscal Year 2019/2020 in excess of 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 new provider orientation program
- Submit two professional references and one personal reference

Registry Services include:

- Provider referrals to IHSS recipients
- Mediation/problem resolution
- Interview assistance
- Updates on State and County Program changes
- Pathway to additional community resources

2019/2020

Facts

396

*Non-Registry
Providers Enrolled*

26

*Registry Providers
Enrolled*

114

*Total Registry
Providers*

612

*DOJ Background
Checks*

31

*Emergency Back Up
Providers*

118

Registry Matches

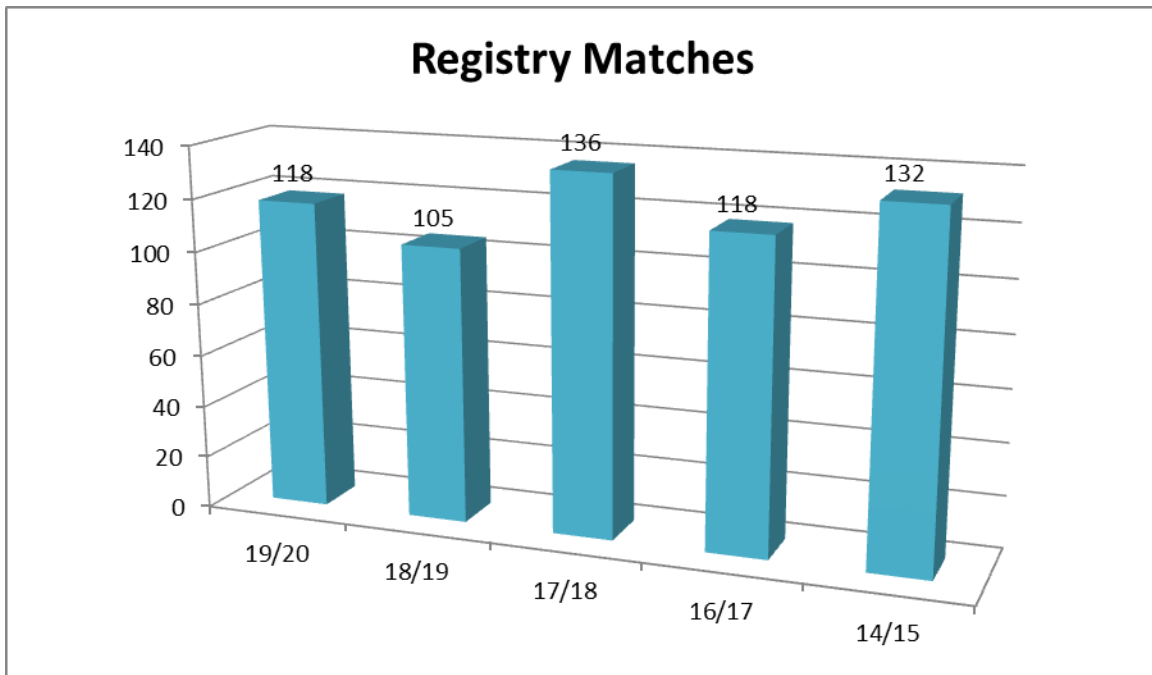
2,481,057

*Total Hours
Worked by Provider*

8

*Worker's
Compensation Claims
Filed*

Upon request, Registry staff sends out a provider referral list to recipients for their review. Registry referral lists are individualized and usually contain the names of up to 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 2019/2020, the Registry made 118 matches between providers and recipients.



Care Providers

Care providers who are family members (immediate and non-immediate) make up 70% of the total providers. Non-Family care providers make up 30% of the providers and consist of friends, neighbors, and providers hired from the Registry.

Effective January 1, 2020, the statewide minimum wage was increased to \$13.00/hour. This is the hourly rate for providers. CDSS and the EDC Board of Supervisors approved a .50 cent increase effective April 1st for all providers, thus increasing the hourly rate to \$13.50. The County continues to contribute 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.

In response to COVID-19 and statewide concerns that IHSS recipients could potentially be without their IHSS providers during the pandemic, an Emergency Backup Provider (EBUP) role was established. An EBUP is a provider who has agreed to be on call and may be placed with a recipient that has been affected by COVID-19 during an emergency situation. An Emergency Backup provider earns \$15.50 an hour.

During Fiscal Year 2019/2020, an average of 192,923 hours was worked each month.

FY 2019/2020 Achievements of the IHSS Public Authority

The major accomplishments for the Public Authority in Fiscal Year 2019/2020 include:

- Established an Emergency Back-Up Provider (EBUP) Registry list in response to COVID-19 whereby providers sign up to be available as an alternate provider for recipients who have been impacted by COVID-19. (Note: For FY 19/20, EDC did not have any situations which warranted the utilization of an emergency back-up provider.)
- In collaboration with County Information Technologies Department, the IHSS PA updated the current PRIMA system with the capability to generate an Emergency Back-Up Registry Referral list as needed. This enabled staff to generate task appropriate services for recipients who need emergency backup assistance due to the Pandemic.
- Restructured provider enrollment and orientation to an online process to meet the needs of electronic enrollment, orientations and on-boarding as a result of COVID-19 limitations for conducting face-to face orientation classes.
- Entered into an Agreement with JUMP Technology for their BOUNDS Program, a web-based provider portal which facilitates and tracks the provider enrollment and orientation processes, includes reporting and data management functions. The system incorporates a training component for provider management and the County is working with JUMP Technology to further develop the system to include the best functions of the current in-house system. BOUNDS provides EDC with a robust, cost-effective system that works with CDSS data, affords the County access to statewide best practices from other BOUNDS counties and enables the County to work in a current, well supported environment versus a working in a silo.
- Conducted 47 group orientations for IHSS care providers to learn about the IHSS program, regulations and rules, and responsibilities of being a care provider, as well as 120 one-on-one trainings regarding paper timesheet completion and electronic timesheet enrollment. (Since COVID-19, all in person contact has followed the County and Public Health Department guidelines to ensure the health and safety of providers, recipients and staff.)
- Prior to COVID restrictions, IHSS PA conducted new care provider orientations and Registry interviews monthly in South Lake Tahoe to increase access to the

Public Authority and assist care providers on the Eastern Slope in meeting regulations.

- Implemented new procedure for Essential Protective Gear (EPG) distribution, for State-provided masks and gloves, as well as gear purchased in compliance with the County's current agreement with the union.

Changes for IHSS and IHSS Public Authority

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

- **Electronic Timesheet Service (ETS):** allows IHSS providers and recipients to electronically submit and approve timesheets through a new ETS website. The ETS is a non-optional service that is meant to reduce the time for an IHSS timesheet to be received and processed by eliminating the reliance on the postal service. The ETS was implemented in El Dorado County in September 2017. However, as of 2020 this will no longer be an optional service, but a state requirement. El Dorado County has 91.49% of their recipients and providers enrolled in electronic timesheets.
- A new federal law, Families First Coronavirus Response Act FFCRA provides sick leave benefits for providers unable to work for reasons related to COVID-19 through December 2020. Providers who meet specific criteria could be paid up to two weeks of emergency paid sick leave.
- The statewide minimum wage will increase again on January 1, 2021 to \$14.00/hour.
- IHSS PA welcomed a new Program Coordinator, Alicia Hinkle, to the Program.

FY 2020/2021 Goals for Public Authority

The Public Authority plans to accomplish the following goals for Fiscal Year 2020/2021.

- Continue collaboration with JUMP Technology regarding the continued development of BOUNDS with the ultimate goal of moving to one system within the calendar year.

- Develop remote training program through BOUNDS to ensure relevant and useful training information and resources for providers countywide.
- Perform community outreach by expanding utilization of social, digital and print media platforms to recruit Registry providers in more geographically remote and/or underserved areas including: El Dorado Hills, Georgetown and South Lake Tahoe.
- Return to in person recruitment efforts as able, based on COVID-19 restrictions.
- Continue enhancements to the HHSIA IHSS Public Authority webpage to further develop it as a tool for the most effective dissemination of information in a user friendly format.

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 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.

While, vacancies continue to exist on the Advisory Committee for consumer representatives, in particular, the Committee is very happy to have welcomed a new community member this year and anticipates bringing forward two additional members to the Committee in the fall.

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, including more frequent press releases and outreach across community programs.

For an application, please contact the IHSS Public Authority at (530) 621-6287.

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

FY 19/20 Committee members:

- Ellen Yevdakimov, Chair
- Jodi Bailey, Rehabilitation Manager, Mother Lode Rehabilitation Enterprises (M.O.R.E), Community Member
- Brian Lordson, Community Member

The Committee would also like to give special appreciation to a dedicated community member, Gerald Lillpop, who (while awaiting a formal opening on the Committee) has continued to contribute and support the efforts of the Committee as a member of the public.

FY 20/21 Committee members:

- Ellen Yevdakimov, Chair
- Jodi Bailey, Rehabilitation Manager, Mother Lode Rehabilitation Enterprises (M.O.R.E), Community Member
- Brian Lordson, Community Member
- Gerald Lillpop, Community Member
- Linnea Marenco, Consumer Member

Under the auspices of the Health and Human Services Agency, the Program Manager - Protective Services, IHSS Public Authority Program Coordinator, Staff Services Analyst and Registry Training Specialists work collaboratively with the Committee in meeting mutual goals.

In Fiscal Year 2019/2020, the Advisory Committee did not have expenditures for member stipends and/or travel expenses due to shift in membership and a shift to online meetings due to COVID-19.

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. Prior to COVID-19, the meetings were held at the Health and Human Services Agency office located at 3057 Briw Road, Placerville. Post COVID-19, the meetings have been held virtually via ZOOM.

The meeting dates for Fiscal Year 2019/2020 were: July 8, October 21, January 20, June 17 (April meeting rescheduled due to COVID-19.)

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

<https://www.edcgov.us/Government/HumanServices/Protective%20Services/IHSS%20Public%20Authority/Pages/ihsspa.aspx>

IHSS Advisory Committee Achievements

In Fiscal Year 2019/2020, the IHSS Advisory Committee achieved the following:

- Refocused Committee efforts to evaluate and refine the Committees role.
- Rededicated itself to enhancing all committee members' knowledge of and understanding of the IHSS Program and the IHSS Public Authority to ensure the Committee is able to provide ongoing valued input to the Program and the Board of Supervisors.
- Expanded the reporting and data provided to the Committee by IHSS PA to help facilitate the above referenced broader understanding of the role and work of the Public Authority.
- Focused guest speakers to those which can best inform the Committee, either from a local or regional perspective, on issues pertaining to the program, trends, future changes.
- Reinstated an annual provider survey to solicit direct feedback from providers regarding their experience with the program.

- Expanded Committee membership for both FY 19/20 and FY 20/21.
- Presented the 2018/2019 IHSS Public Authority & Advisory Committee Report to the El Dorado County Board of Supervisors.

IHSS Advisory Committee FY 20/21

Objectives

- Expand social media and printed recruitment efforts to continue to expand Committee membership for FY 20/21.
- Complete review of Committee By-Laws and present recommended updates to the Board of Supervisors for consideration and approval.
- Continue to develop all committee members' knowledge of the IHSS Program and the IHSS Public Authority to ensure the Committee is able to provide ongoing valued input to the Program and the Board of Supervisors.
- Ensure guest speakers who can best inform the Committee, either from a local or regional perspective, on issues pertaining to the program, trends, potential future changes.
- Utilize the expanded reporting and data provided to the Committee by IHSS PA to help identify potential areas where the Committee may help facilitate the goals of the IHSS PA.
- Utilize annual provider survey to obtain direct feedback from providers regarding their experience with the program and use data from survey to inform committee recommendations.