

El Dorado County In-Home Supportive Services

Public Authority & Advisory Committee



Fiscal Year 2013/2014 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,



Carol Keates, 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, 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 2013/2014 Annual Report, which provides a brief overview of the Public Authority mandates and its role in supporting IHSS and includes Advisory Committee achievements.



From left to right: Mary Lou Nutting (Registry/Training Specialist), Star Walker (Program Coordinator), Michelle Hunter (Program Manager), Linda Vallerga (Registry/Training Specialist)

Mission Statement

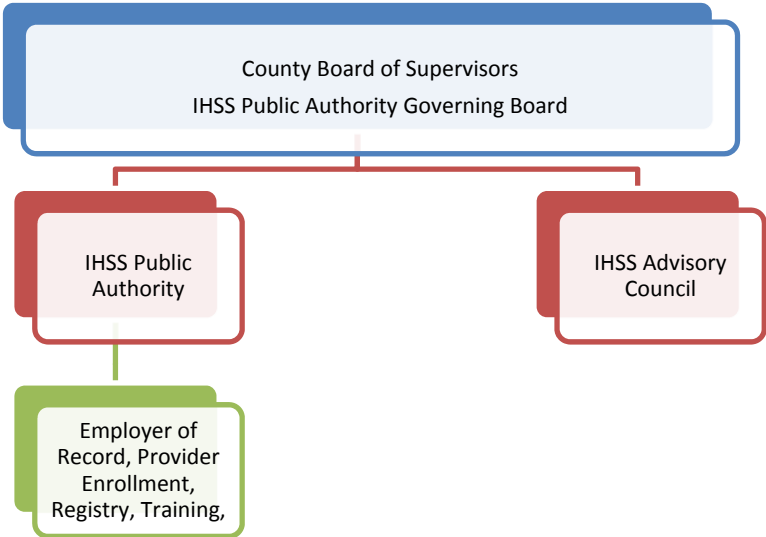
The mission of the IHSS Public Authority is to improve the lives of IHSS recipients by ensuring access to skilled providers who can help them sustain independent living, to provide training and support for positive working relationships, and to improve the delivery of the IHSS program.

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.

Components of the IHSS Program Delivery

By working together, the following six components improve the delivery of the IHSS Program to low-income elderly and disabled persons who are in need of assistance at home, possibly delaying or preventing more restrictive living environments.



Each component has a unique set of structures and duties which affect the Recipient of IHSS services.

El Dorado County Board of Supervisors: This is the Public Authority Governing Board and engages in collective bargaining with the Union to develop a Memorandum of Understanding.

IHSS Advisory Committee: Provides advice and recommendations to the Public Authority on IHSS related issues.

State of California: The State has oversight of the IHSS program and sets regulations based upon State and Federal laws. Paychecks for the IHSS providers are issued by the State.

Union: Negotiates wages, benefits and working conditions for the IHSS Providers with the Governing Board. Effective June 2012, the Union began administering the benefit program for the IHSS Providers.

IHSS: Determines the recipient eligibility by accessing the recipient's needs and developing a care plan to meet those needs.

IHSS Provider Enrollment Process

All providers must complete the following steps:

- ✓ Complete all Provider Enrollment Forms provided by Public Authority
- ✓ Submit fingerprints and undergo a criminal background check by the California Department of Justice
- ✓ Attend the State video orientation on the rules, regulations, and requirements for being an IHSS provider
- ✓ Complete and sign the IHSS Program Provider Enrollment Agreement (SOC 846)

IHSS Care Provider Registry

One of the IHSS Public Authority's primary missions is to provide assistance to IHSS recipients in finding IHSS providers through 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 and voluntary and it 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
- Criminal background investigation
- Reference checks
- Updates on State and County program changes

2013/2014 Facts

279

*Non-Registry
Enrollments*

268

DOJ Background Checks

27

Registry Provider Interviews

18

*Registry Provider
Enrollments*

117

Registry Matches

212

Employment Verifications

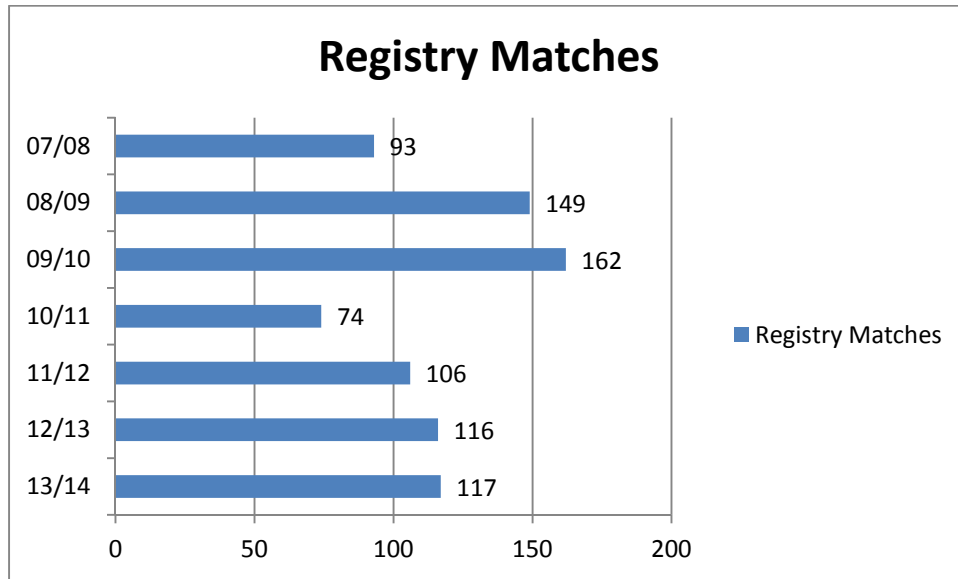
21,388

*Payroll Warrants
(Paychecks)*

2

*Worker's Compensation
Claims Filed*

When requested, Registry staff sends out a provider referral list to recipients for their review. Registry referral lists are individualized and usually contain the name 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 2013/2014, the Registry made 117 matches.



Care Providers

Care providers who are family members make up 47% of the total. Non-Family care providers are equal to 53% and consist of friends, neighbors, persons hired from the Registry and non-immediate family members.

The majority of care providers are women, mothers, wives, and daughters. The percentage split for adult children is 74% daughters and 26% sons. Couples are split with 61% wives caring for husbands and 39% of husbands caring for their wives.

All care providers are paid \$9.00/hour. During Fiscal Year 2013/2014 an average of 94,850 hours were worked each month.

Achievements of the IHSS Public Authority

The major accomplishments for the Public Authority in Fiscal Year 2013/2014, include:

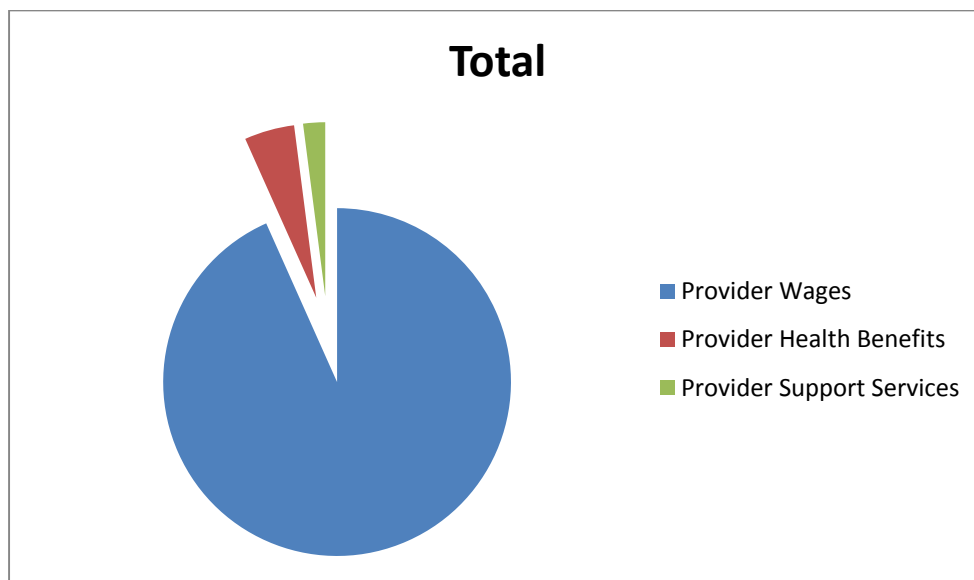
- Conducted group orientations and Registry interviews for IHSS care providers to learn about the IHSS program, regulations and rules, responsibilities of being a care provider, payroll guidelines, legal responsibilities, health and safety issues, fraud reporting, etc.
- Conducted new care provider orientations 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.

- On November 4, 2013, El Dorado County IHSS implemented a new computer system, CMIPS II. This changed the way IHSS time sheets look and how they are processed. Time sheets are no longer submitted and processed locally, but are mailed to a centralized timesheet processing facility in Chico, California. IHSS Public Authority staff hosted three workshops for providers and recipients to educate them about the changes. The workshops were held on October 2nd and 9th in Placerville and October 16th in South Lake Tahoe. IHSS Public Authority staff continues to provide one-on-one training as needed.
- Disseminated information about available services such as the IHSS and Public Authority programs, IHSS Advisory Committee, Multipurpose Senior Services Program, Family Caregiver Support Program and other programs of benefit to providers and recipients.
- Created a bi-annual newsletter for providers and recipients.
- Attended over 75 hours of staff training on various topics including courses specific to aging and in-home care. Public Authority also provided one-on-one trainings to providers assisting them with the new time sheet totaling an additional 208 hours.

Public Authority Expenditures

During Fiscal Year 2013/2014, IHSS providers delivered more than one million service hours to El Dorado County IHSS recipients through the auspices of the Public Authority. Over \$11 million dollars were spent to provide these in-home care support services to eligible elderly, blind or disabled recipients to stay in their own homes.

The largest portion, over ten million or 93.3% of the expenditure was for provider wages. Provider benefits were \$510,000 or 4.7% and over \$224,064.81 or 2% was provider support 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.

Upcoming Changes for IHSS and the Public Authority

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

- Passage of the Coordinated Care Initiative (CCI) in 2012 marked an important step toward transforming California's Medi-Cal (Medicaid) care delivery system to better serve the State's low-income seniors and persons with disabilities. Building upon many years of stakeholder discussions, the CCI begins the process of integrating delivery of medical, behavioral, and long-term care services and also provides a road map to integrate Medicare and Medi-Cal for people in both programs, called "dual eligible" beneficiaries. There are 2 parts to the CCI.
 - 1 Cal MediConnect: A voluntary three-year demonstration program for Medicare and Medi-Cal dual eligible beneficiaries will coordinate medical, behavioral health, long-term institutional and home- and community-based services through a single health plan. The CCI provides State authority for Cal MediConnect. The MOU executed in March 2013 with the Federal Centers for Medicare & Medicaid Services (CMS) provides Federal approval.
 - 2 Managed Medi-Cal Long-Term Supports and Services (LTSS): Nearly all Medi-Cal beneficiaries age 21 and older, including dual eligible beneficiaries, will be required to join a Medi-Cal managed care health plan to receive their Medi-Cal benefits, including LTSS and Medicare wrap-around benefits.

The CCI will be implemented in eight counties. The eight counties are Alameda, Los Angeles, Orange, Riverside, San Bernardino, San Diego, San Mateo, and Santa Clara. The participating health plans are part of the State's existing network of Medi-Cal health plans and have experience providing Medicare managed care. Each underwent a rigorous selection process. The CCI is expected to produce greater value for the Medicare and Medi-Cal programs by improving health outcomes and containing costs; primarily through shifting service delivery.

After all IHSS recipients are enrolled in CCI, IHSS collective bargaining in the eight counties will become the responsibility of a new state agency, the California IHSS Authority (otherwise known as the Statewide Authority). Senate Bill 1036 sets up the new Statewide Authority, which will become the new "employer of record" for IHSS providers. As the Employer of Record, the Statewide Authority will become responsible for collective bargaining with the Unions who represent IHSS providers in the eight pilot counties. Further expansion into additional counties and ultimately statewide will require approval by the California State Legislature of an amendment to the current statute.

- Implementation of the Fair Labor Standards Act (FLSA): On October 1, 2013, the United States Department of Labor published the Final Rule on the Application of the Fair Labor Standards Act (FLSA) to Domestic Service. The Final Rule extends the protections of the FLSA to IHSS

providers which mandate minimum wage and overtime pay. IHSS providers will be required to be paid overtime, at a rate equal to one and one-half times the regular rate of hourly pay, when their time worked exceeds 40 authorized hours per workweek. In addition, the federal rules relating to pay for travel time or wait time now is applicable to IHSS providers, including compensation for providers traveling between multiple recipients. The effective date of these new rules will be January 1, 2015.

- Implementation of Senate Bill (SB) 855: SB 855 added regulations regarding overtime restrictions for IHSS providers, specifically that IHSS providers are not permitted to work a total number of authorized hours within a workweek that exceed 66 hours. The workweek is defined in statute as beginning at 12:00am on Sunday and including the next consecutive 116 hours, terminating at 11:59pm on the following Saturday. Currently there is a 7 percent reduction in IHSS recipients monthly authorized hours and this reduction will be applied to provider's total hours reducing the total hours a provider can work per week to 61 hours. SB855 allows an individual who provides services for multiple recipients on the same workday to be paid for travel time. The statute limits paid travel time to no more than seven hours per workweek. The effective date of this new regulation is January 1, 2015.

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.



Members of the IHSS Advisory Committee (left to right): Roger Lanzini, Carol Keates, Lyle Azevedo, Ellen Yevdakimov. Not Pictured: Dorrie Carlisle and Vincent DiVittorio

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 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.

During FY 2013/2014, there were five vacancies (one provider and four recipient). 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 2013/2014 members were:

Recipient Representatives: Roger Lanzini and Lyle Azevedo

Provider Representatives: Vincent DiVittorio

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

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 Department Analyst staff the Committee.

In Fiscal Year 2013/2014, 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 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 2013/2014 were July 15, 2013, October 21, 2013, January 13, 2014, and April 21, 2014. The guest speakers for the meetings were: Randy Cummings, Instructor for the El Dorado Center for the Visually Impaired, Cris Gerrard and Wistar, her dog-in-training, from Canine Companions for Independence (CCI), Scott Newman of "New Man's Karate", and Ruth Green, from the EDC Senior Nutrition Program. All provided valuable information on the services available for the disabled from their organizations.

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 2013/2014, the IHSS Advisory Committee made the following achievements:

- Reviewed IHSS program protocol for the implementation of the new IHSS provider timesheet.
- Guest speakers provided continued education opportunities for Advisory Committee members on various services available within the community.
- Discussed and explored the development of an electronic informational newsletter. Reviewed and provided content for the bi-annual newsletter.
- Submitted an article for the Senior Times Newsletter to recruit new Advisory Committee members.
- To remain within the budget, the Advisory Committee continues to meet quarterly.

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 enables 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, many recipients would be forced to find more costly out-of-home care such as nursing homes or board and care facilities to meet their needs. By preventing, or at least delaying, the move to a more restrictive setting, the program saves money for the State. In Fiscal Year 2013/2014, the El Dorado County IHSS Program had an active client base of approximately 888 individuals who were provided care at home.

IHSS Eligibility

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

In addition to determining income eligibility, El Dorado County IHSS is responsible for determining functional eligibility, assessing the types of services needed, developing individualized care plans, and determining the number of hours of home care the recipient is eligible to 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

In Fiscal Year 2013/2014, 55% of the recipients were women and 45% were men. Over two-thirds (69%) were individuals with non-severe impairments who require assistance with domestic and related tasks. Nearly one-third (31%) had severe impairments. IHSS recipients reflect the ethnic make-up of the County and are predominately White. Other ethnic groups represented include Asian/Pacific Islander, American Indian, Filipino, Chinese, Korean, Asian Indian, Hawaiian, Laotian, Vietnamese, and Black.

As of June 2014, El Dorado County had 888 IHSS recipients authorized for services. IHSS recipients are children with disabilities (138), adults ages 18-64 with disabilities (454), and older adults 65 and older (296). The chart below illustrates the distribution of the IHSS recipients.

