

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



Fiscal Year 2021/2022 Annual Report

Letter from the IHSS Advisory Committee

Dear Community Members,

It is our pleasure to introduce the Fiscal Year 2021 – 2022 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 member of 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 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.

Each year brings forth different challenges and this year was certainly no exception. However, with patience and tenacity, we continue to move IHSS Public Authority and IHSS Advisory Committee services forward; as well as continue to explore 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,

IHSS Advisory Committee

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IHSS Public Authority (PA)

Introduction

The In-Home Supportive Services (IHSS) Program 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 IHSS 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 2021/2022 Annual Report, which provides a brief overview of the Public Authority mandates, its role in supporting IHSS, and includes Advisory Committee achievements.

Mission Statement

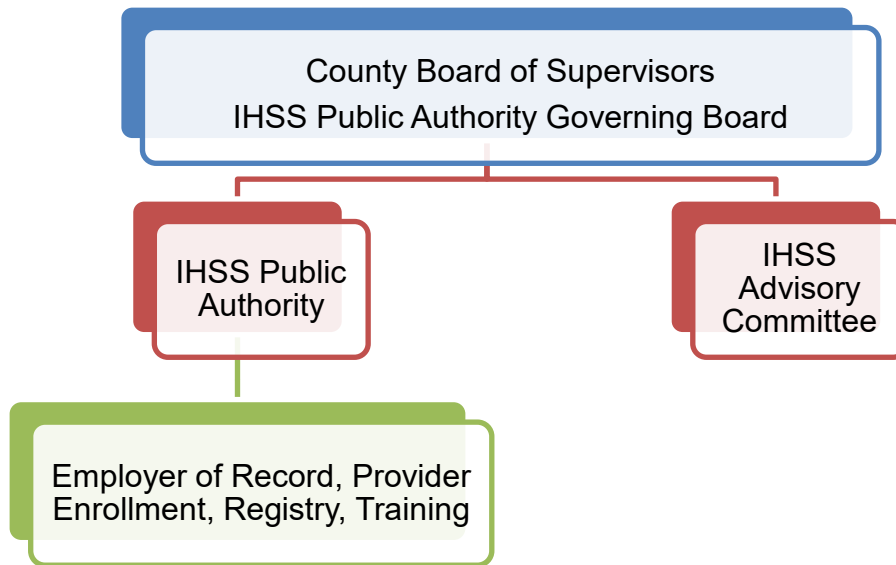
The mission of the IHSS Public Authority is to improve the lives of IHSS recipients by ensuring access to skilled providers who can help them sustain independent living, to provide training and support for positive working relationships, and to improve the delivery of the IHSS program.

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 Public Authority 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 2021/2022 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

2021/2022

Facts

325
*Non-Registry
Providers Enrolled*

25
*Registry Providers
Enrolled*

122
*Total Registry
Providers*

663
*DOJ Background
Checks*

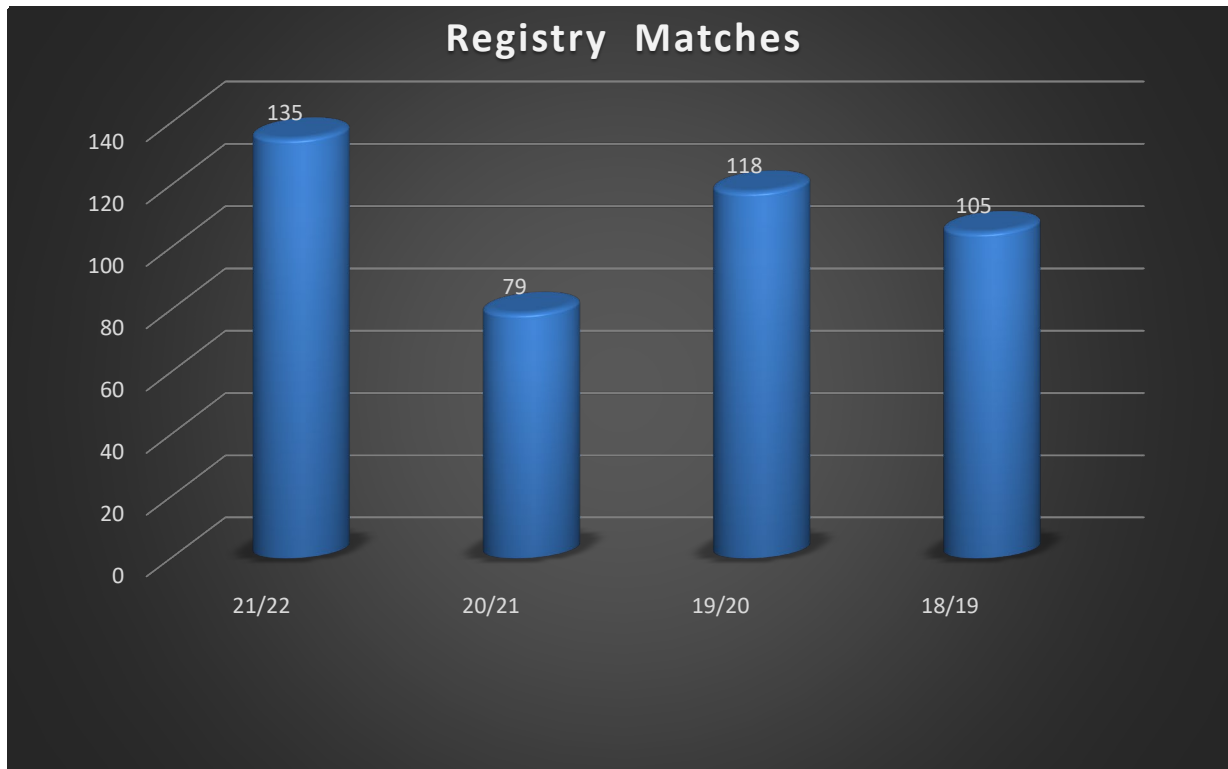
4
*Emergency Back Up
Providers*

136
Registry Matches

2,393,250
*Total Hours
Worked by Provider*

7
*Worker's
Compensation Claims
Filed*

Upon request, Public Authority 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 2021/2022, the Registry made 135 matches between providers and recipients.



Care Providers

Care providers who are family members (immediate and non-immediate) make up 73% of the total providers. Non-Family care providers make up 27% of the providers and consist of friends, neighbors, and providers hired from the Registry.

The current hourly rate of pay for providers in El Dorado County is \$ 15.50. Effective January 1, 2023, the State of California minimum wage will increase to \$15.50 per hour. As El Dorado County has a \$.50 wage supplement in place for providers, the provider rate for El Dorado County will be \$16.00 per hour effective January 1, 2023. 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.

Additionally, in 2022, The California Department of Social Services established a permanent Back-Up Provider System (BUPS) for the In-Home Supportive Services Program and the Waiver Personal Care Services Program (WPCS) post pandemic. BUPS allows any eligible IHSS recipient to receive temporary emergency services from a backup provider under certain circumstances. BUPS provides eligible recipients with a maximum total of 80 hours per fiscal year. All eligible providers who provide emergency back up services shall be paid a wage that is two dollars per hour above the current county/public authority locally negotiated wage rate for an IHSS/WPCS provider.

During Fiscal Year 2021/2022, an average of hours was 199,437 worked each month.

FY 2021/2022 Achievements of the IHSS Public Authority

The accomplishments for the Public Authority in Fiscal Year 2021/2022 include:

- Maintained 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 21/22, EDC did not have any situations which warranted the utilization of an emergency back-up provider.) The EBUP continues into FY 22/23 as the BUPS, now formally established and required by the CDSS.
- 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.
- Ensured continued flexibility regarding provider enrollment and orientation needs, both online and in-person, during the year 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 and the subsequent return to in person orientations.
- With a staff of 2, provided an additional 129 individual training sessions to providers to teach, troubleshoot and problem solve time sheet challenges and ensure that providers and recipients understand the daily utilization of the timecard system for the IHSS program.
- 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 United Domestic Workers union and partnered with the union for distribution throughout the County.
- Reestablished in person orientation with a hybrid model to include the BOUNDS program to reach providers in person.

- Developed new print material including recruitment and outreach documents to better disseminate information about the Public Authority.

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) has become more interactive and user friendly. Recipients can add or “hire a provider”, W-2’s can be printed from the portal by the provider at tax time, and both providers and recipients have the ability to update addresses and phone numbers directly in the system.
- The state has also determined that they will no longer mail paystubs to direct deposit providers. Paystubs can now be found on the portal, or the county can assist the provider in obtaining the paystubs.
- 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 2022. 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, 2023, to \$15.50/ hour.
- Effective July 1, 2022: Implementation by the state of mandatory direct deposit. The state has also provided a list a of pre-approved vendors for payee cards should the provider not have a bank account.
- Effective July 1, 2022: Providers accrued an additional 8 hours of sick leave. This takes the providers yearly total to 24 hours of paid sick leave for the year.

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.

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 21/22 Committee members:

- Brian Lordson, Chair FY 21/22
- Ellen Yevdakimov, Committee Member and former Chair (2018 – 2022)
- Gerald Lillpop, Vice-Chair, Community Member
- Jodi Bailey, Rehabilitation Manager, Mother Lode Rehabilitation Enterprises (M.O.R.E), Community Member
- Linnea Marenco, Consumer Member through 2021

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 2021/2022, the Advisory Committee did not have expenditures for member stipends and/or travel expenses due to shift in membership and online participation in meetings.

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. Meetings are offered both in-person and virtually via Zoom.

The meeting dates for Fiscal Year 2021/2022 were: July 8, October 21, January 24, May 9.

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 and Current Status

In Fiscal Year 2021/2022, the IHSS Advisory Committee was successful in expanding its membership for the second year in a row and was able to expand the committee members knowledge of and understanding of the IHSS Program and the IHSS Public Authority via targeting presentations and training. The Committee initiated a review of its By Laws, to clarify some of the language, and had moved forward with its provider surveys when activities were unfortunately put on hold due to unanticipated shifts in membership at the end of the fiscal year. Both the Committee Chair and prior Chair and longtime member unexpectedly stepped down due to unrelated personal circumstances resulting in a significant membership shortage for the committee.

The current focus for the remaining members is recruitment and expanding the committee during FY 22-23. One of the challenges of recruitment lies in specific language of the By Laws which current committee members will review and return to the Board with suggested updates.

IHSS Advisory Committee FY 22/23 Objectives

- Expand recruitment efforts to expand Committee membership for FY 22/23 and provide training to ensure committee work moves forward.
- Review other County's Advisory Committees to learn from their development and bring renewed energy to the County.
- 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 annual provider survey to obtain direct feedback from providers regarding their experience with the program and use data from survey to inform committee recommendations.