

El Dorado County In-Home Supportive Services

Public Authority & Advisory Committee



Fiscal Year 2018/2019 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.

The members serving on the IHSS Advisory Committee represent various segments 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 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.

IHSS services are an important part of the continuum of care in El Dorado County. With a high percentage of older residents in the County and many more aging in place and in need of supportive services, caregiving will continue to be a vital service for the County. It is inherent upon all of us in support of older and dependent adults to ensure our programs and services grow to meet the needs of our communities.

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 2018/2019 Annual Report, which provides a brief overview of the Public Authority mandates, its' role in supporting IHSS, and program achievements.

Mission Statement

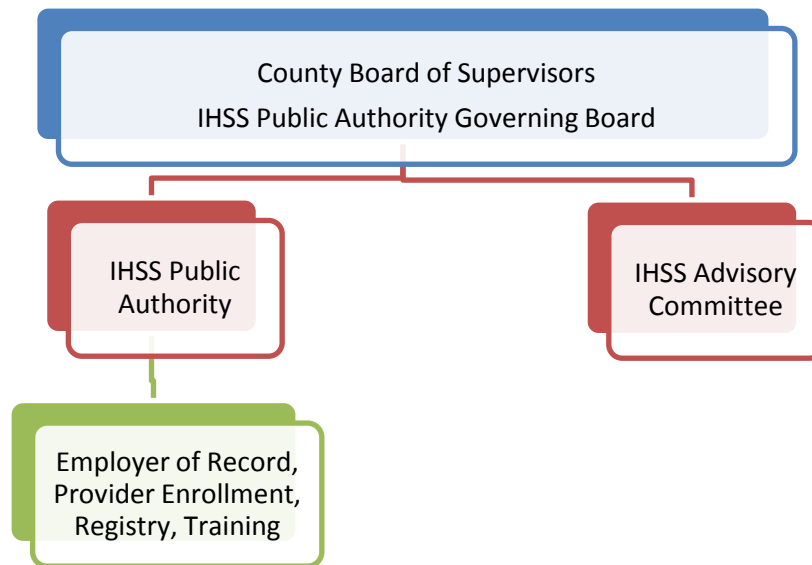
The mission of the IHSS Public Authority is to improve the lives of IHSS recipients by ensuring access to skilled providers who can help them sustain independent living, to provide training and support for positive working relationships, and to improve the delivery of the IHSS program.

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 (HHS). The Public Authority contracts with the HHS 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 2018/2019 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 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

2018/2019 Facts

396
Non-Registry
Providers Enrolled

46
Registry Providers
Enrolled

114
Total Registry
Providers

382
DOJ Background Checks

51
Registry Provider
Interviews

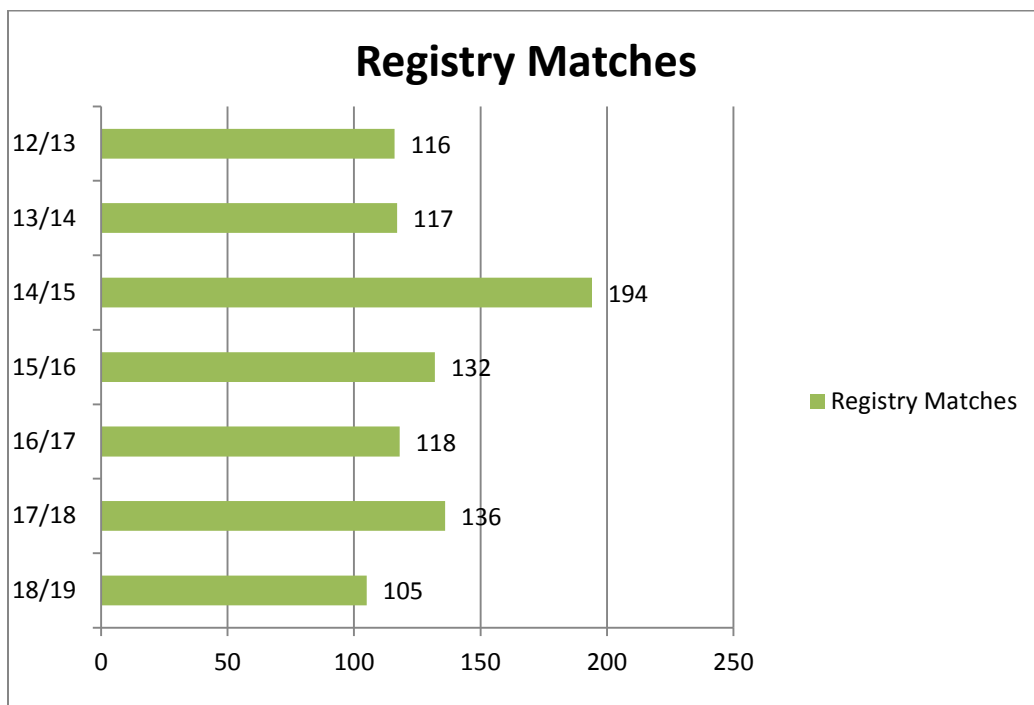
105
Registry Matches

170
Employment Verifications

2,174,421
Total Hours
Worked by Provider

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 2018/2019, the Registry made 105 matches.



Care Providers

Care providers who are family members (immediate and non-immediate) make up 68% of the total providers. Non-Family care providers make-up 32% 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 75% daughters and 25% sons. Couples are split with 67% wives caring for husbands and 33% of husbands caring for their wives.

Effective January 1, 2019, the statewide minimum wage was increased to \$12.00/hour. This is the hourly rate for providers. The County 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 2018/2019, an average of 181,201 hours was worked each month.

FY 2018/2019 Achievements of the IHSS Public Authority

The major accomplishments for the Public Authority in Fiscal Year 2018/2019 include:

- Maintained a high level of individualized customer service during the fiscal year, despite significant staffing challenges.
- Increased Public Authority's direct collaboration with other County and community programs, thus expanding the communities' understanding of the Public Authority, as well as enhancing the collaborative partnership with IHSS Social Workers.
- Enhanced the Monthly Statistical Report to include more detailed information and increase statewide consistency in data collection.
- Redesigned the new care provider orientation to incorporate the new video and training materials provided by the California Department of Social Services.
- Conducted 42 group orientations for IHSS care providers to learn about the IHSS program, regulations, and responsibilities of being a care provider; 51 individual provider interviews; as well as 46 one-on-one trainings regarding timesheet completion (both paper and electronic timesheet enrollment and instruction).
- Maintained IHSS provider specific trainings in collaboration with other county agencies and community partners.
- Maintained new care provider orientations and Registry interviews monthly in South Lake Tahoe despite staffing shortage to increase access to the Public Authority and assist care providers on the Eastern Slope in meeting regulations.
- On-boarded and trained a new IHSS Registry/Training Specialist
- Initiated project to improve the HHSIA IHSS Public Authority webpage (improvements will include: detailed description of the provider enrollment and Registry application process, adding links to the CDSS website regarding electronic timesheets and other pertinent information, adding the training schedule along with class descriptions and other additional care provider tips and strategies to the site).

Changes for IHSS and the Public Authority

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

- Senate Bill 80 (Chapter 27, Statutes of 2019) enacted the Governor's proposal to revise the county IHSS Maintenance of Effort (MOE) and also included provisions related to IHSS collective bargaining. IHSS Program, Public Authority and Fiscal staff are attending a training in November 2019 learn about all the details on the IHSS provisions in SB 80 including the rebased IHSS MOE, county MOE amounts, IHSS administration funding, MOE adjustment provisions, and collective bargaining requirements.
- Fiscal Year 2018 – 2019 saw the continued implementation of Electronic Timesheet Service (ETS) and Electronic Services Portal (ESP). ESP allows providers 24 hour access to information regarding authorized hours and available sick leave and ETS allows providers and recipients to electronically submit and approve timesheets. ETS was implemented in El Dorado County in September 2017 and expedites the time sheet process, allowing payments within 1-2 days and eliminates the problem of illegible time sheet entries.
- The State of California implemented paid sick leave for IHSS providers on July 1, 2018. Providers who meet specific criteria earn eight hours of paid sick leave without affecting the recipient's authorized hours. Sick leave must be used by the end of each fiscal year.
- The statewide minimum wage increased to \$12.00 again on January 1, 2019 and will increase to \$13.00/hour on January 1, 2020.

FY 2019/2020 Goals for Public Authority

The Public Authority plans to accomplish the following goals for Fiscal Year 2019/2020.

- Rebrand the IHSS Public Authority Program and implement an enhanced outreach campaign to increase community awareness of the Program, expand community partnerships and grow the IHSS Provider Registry.
- Ensure targeted outreach to high need and rural areas of the County, including El Dorado Hills, Georgetown and South Lake Tahoe.
- Implement the IHSS Public Authority Webpage Improvement Project to provide a robust resource for providers.
- Expand training opportunities for IHSS providers in the County, to include potential online resources.
- Increase new care provider training offerings to meet the increasing demand for services.
- On-board and train a new IHSS Public Authority Program Coordinator.

- Explore the use of technology in provider enrollment to potentially facilitate a mobile enrollment process to aid in recruitment efforts in the more rural communities.
- Work collaboratively with the IHSS Public Authority Advisory Committee on shared goals and objectives.

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. 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 2018/2019 members were:

Consumer Representatives: Chantal Villalobos, Linda Feigley

Provider Representatives: Kew Horton, Lisa Scott

Community Representatives: Ellen Yevdakimov, Dorrie Carlisle and Jody Bailey

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 the IHSS Public Authority Program Coordinator staff the Committee.

In Fiscal Year 2018/2019, the Advisory Committee expenditures totaled approximately \$136.66 for member stipends and/or travel expenses.

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 Health and Human Services Agency facility in Placerville.

The meeting dates for Fiscal Year 2018/2019 were July 16, 2018, October 21, 2019, February 4, 2019 and June 17, 2019. The guest speakers for the meetings were:

- Jodi Bailey, Rehabilitation Manager, Mother Lode Rehabilitation Enterprises (M.O.R.E)
- Jeanna Appell, RN, CDE – Marshall Medical Center, Sweet Success and Diabetes Education Program
- Kristine Oase Guth & Lesley Coovelis, Health and Human Services, Emergency Preparedness and Response & Code Red
- Rebecca Johnson, Program Coordinator, Elder and Dependent Adult Abuse Project & Laura Walny, Adult Protective Services

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 2018/2019, the IHSS Advisory Committee achieved the following:

- Initiated a process of recommitment and invigoration to the Advisory Committee's work at hand to include:
 - enhanced membership recruitment efforts via outreach and planned increased community education for FY 2019/2020
 - soliciting direct IHSS Program feedback from IHSS service providers via survey
 - annual review of the committee's goals and objectives to focus committee's efforts, expand contributions to the Program efforts, and maximize meeting time.
 - Instituted additional presentations/discussions for each meeting aimed at informing the committee on specific IHSS related issues (i.e. electronic timesheet implementation progress, annual IHSS budget review conducted by fiscal team, etc.)
- Additional educational opportunities through guest speakers providing information on various services available within the community.
- Presented the 2017/2018 IHSS Public Authority & Advisory Committee Report to the El Dorado County Board of Supervisors.
- Remained within the budget by continuing to meet quarterly.