

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



**Fiscal Year 2020/2021 Annual Report**

## Letter from the IHSS Advisory Committee

Dear Community Members,

It is our pleasure to introduce the Fiscal Year 2020 – 2021 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. This year, we have also had a change in leadership of the committee as Ellen Yevdakimov stepped down as Chair of the Committee shortly after the fiscal year end, but has graciously continued as a Committee member. The Committee would like to thank Ellen for her years of service to the IHSS Public Authority and welcome her continued contributions, insight and service. The Committee welcomes Brian Lordson as Chair beginning in September, 2021.

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 through September 20, 2021  
IHSS Advisory Committee

*Brian Lordson*

Brian Lordson, Chair  
IHSS Advisory Committee, September 21, 2021

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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 Fiscal Year 2020/2021 Annual Report, which provides a brief overview of the Public Authority mandates, its role in supporting IHSS, and includes Advisory Committee achievements.

## Mission Statement

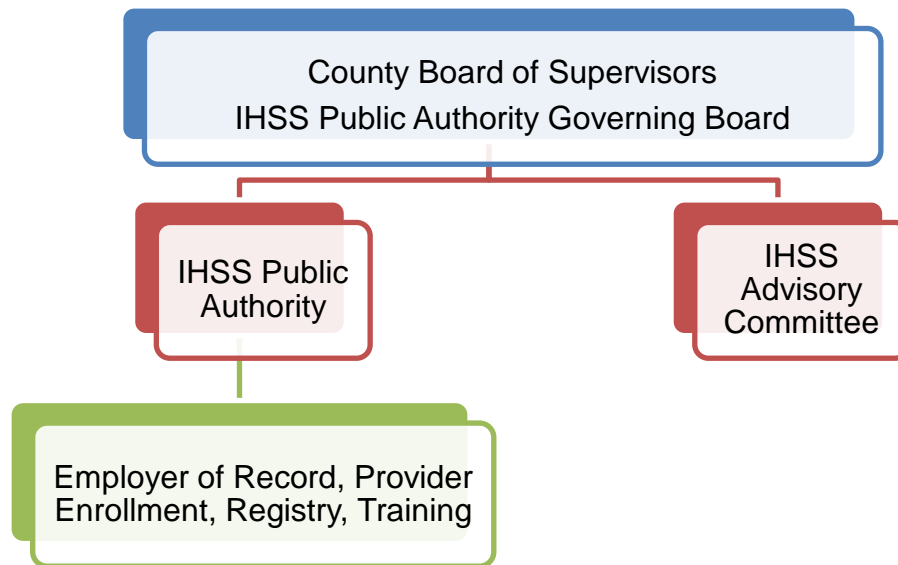
The mission of the IHSS Public Authority is to improve the lives of IHSS recipients by ensuring access to skilled providers who can help them sustain independent living, to provide training and support for positive working relationships, and to improve the delivery of the IHSS program.

## 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 2020/2021 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

*2020/2021*

*Facts*

**322**

*Non-Registry  
Providers Enrolled*

**13**

*Registry Providers  
Enrolled*

**95**

*Total Registry  
Providers*

**525**

*DOJ Background  
Checks*

**4**

*Emergency Back Up  
Providers*

**79**

*Registry Matches*

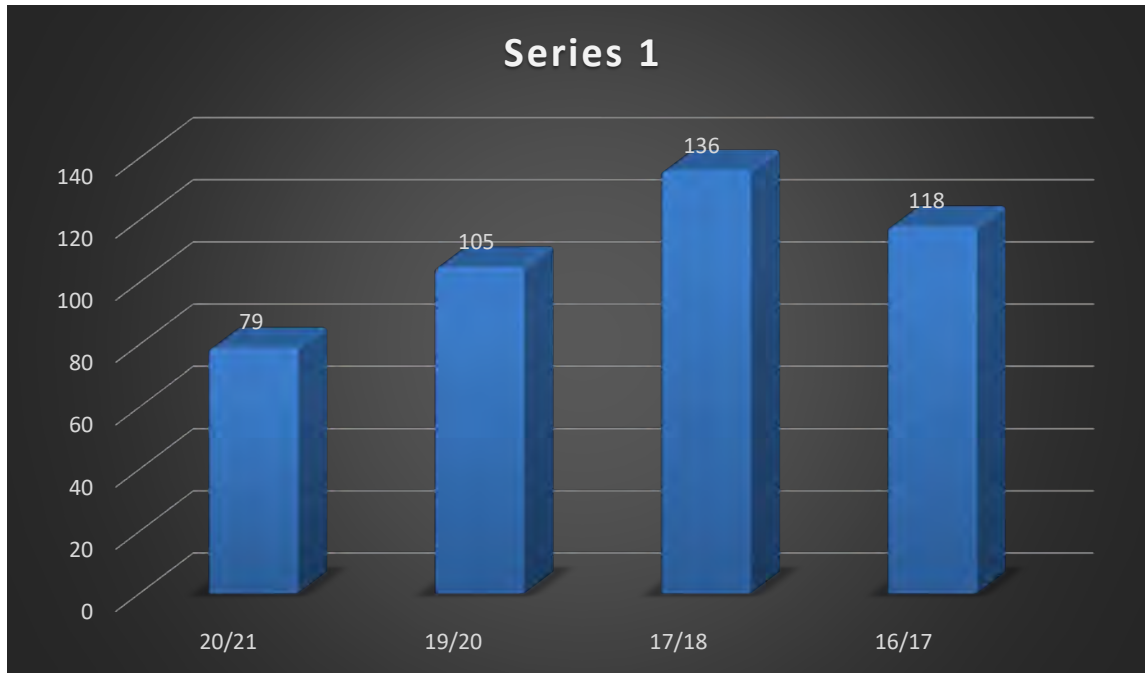
**2,639,078**

*Total Hours  
Worked by Provider*

**6**

*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 2020/2021, the Registry made 79 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.

Effective January 1, 2021, the statewide minimum wage was increased to \$14.00/hour. This is the hourly rate for providers. CDSS and the EDC Board of Supervisors approved a .50 cent increase April 2020, thus increasing the hourly rate to \$14.50. The .50 cent increase will continue to be in effect until the \$15.00 an hour minimum wage takes effect state wide on January 1, 2022. 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 \$16.50 an hour.

During Fiscal Year 2020/2021, an average of 184,562 hours were worked each month.

## FY 2020/2021 Achievements of the IHSS Public Authority

The major accomplishments for the Public Authority in Fiscal Year 2020/2021 include:

- Maintained the 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. For FY 20/21, requests for an emergency back-up provider were limited and we did not have a significant need for the services.)
- Continued to refine the restructured provider enrollment and orientation 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.
- Worked with JUMP Technology's BOUNDS Program to enhance development of the system to incorporate more of the features of the County's in-house PRIMA system to move towards reduced redundancy and full-time reliance on BOUNDS. BOUNDS is 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 will include various reporting features to provide 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 48 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 156 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. The PA is eager to continue these efforts in FY 21/22.

- Maintained the availability of Essential Protective Gear (EPG), State-provided masks and gloves, as well as gear purchased in compliance with the County's current agreement with the United Domestic Workers 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. As of July 2021, El Dorado County had 94.27% 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 September 2021. Providers who meet specific criteria could be paid up to two weeks of emergency paid sick leave.
- The statewide minimum wage increased again on January 1, 2021 to \$14.00/hour.
- IHSS PA was pleased to promote Elizabeth Peters, Registry Training Specialist to the position of Program Coordinator in March, 2021.
- IHSS PA also welcomed Cynthia McGee as a new Registry Training Specialist in July, 2021

## FY 2020/2021 Goals for Public Authority

The Public Authority plans to accomplish the following goals for Fiscal Year 2021/2022.

- Continue collaboration with JUMP Technology regarding the continued development of BOUNDS with the ultimate goal of moving to one system by the end of 2021.
- 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.
- Implement the full scope of a hybrid orientation process (offering continued online services combined with in-person aspects) to maximize efficiency and effectiveness in the provider orientation process.
- Continue to partner with United Domestic Workers union to ensure effective collaboration in the best interests of County providers.
- Continue enhancements to the HHS 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 homemaker 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.

Membership recruitment remains a priority of the Committee, though this realistically has been impacted during the pandemic by limitations on in person events. The Committee continues to recruit for consumer and provider members, in particular, and currently has a waiting list for community members.

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 20/21 Committee members:

- Ellen Yevdakimov, Chair through September 20, 2021
- Jodi Bailey, Rehabilitation Manager, Mother Lode Rehabilitation Enterprises (M.O.R.E), Community Member
- Brian Lordson, Community Member and Chair beginning September 21, 2021
- 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 2020/2021, 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 20, October 19, January 11, April 19<sup>th</sup>. 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 2020/2021, the IHSS Advisory Committee achieved the following:

- Established a more robust Committee process and agenda to ensure continued learning and greater opportunity to provide input and recommendations to program staff.
- Enhanced committee members' knowledge of and understanding of the IHSS Program and the IHSS Public Authority via presentations by program staff on the various components of the IHSS Program and the Public Authority to ensure the Committee is able to provide ongoing valued input to the Program and the Board of Supervisors. Presentations and information included a detailed review of the Intake and information and referral process, statistics and eligibility criteria for the program and a review of the Provider enrollment process and criteria, as well as instructional materials for both recipients and providers pertaining to the electronic services portal; and discussion of COVID protocols and updates.
- Maintained the enhanced 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.
- Expanded Committee membership for both FY 19/20 and FY 20/21.
- Presented the 2019/2020 IHSS Public Authority & Advisory Committee Report to the El Dorado County Board of Supervisors.

- In July, 2021 members will have the opportunity to meet the new regional director of the United Domestic Workers union and learn more about the union's efforts to engage and work collaboratively during the pandemic.

## IHSS Advisory Committee FY 21/22

### Objectives

- Expand social media and printed recruitment efforts to continue to expand Committee membership for FY 21/22.
- Complete review of Committee By-Laws and present recommended updates to the Board of Supervisors for consideration and approval.
- Expand repertoire of 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.
- Develop and implement semi-annual provider survey to obtain direct feedback from providers regarding their experience with the program and use data from survey to inform committee recommendations.
- As opportunities for online and in-person events expand, seek new ways to support the IHSS Public Authority and the Advisory Committee including a targeted recruitment effort of both providers and consumer members.