



*improving the lives of IHS recipients*

**QUALITY SERVICES**

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



## 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 the collaborative efforts of the Public Authority and the IHSS Program to help eligible low-income older adults and persons with disabilities to live high quality lives in their own homes and remain independent in the community. As current or past recipients of IHSS 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 consumers and care providers.

In this tough economic climate, it is important to remain steadfast in our advocacy of IHSS services. Our own Advisory Committee has also been affected by reduced funding, instead of meeting monthly, we now meet quarterly. 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,



Norman Smith, PhD Chair  
IHSS Advisory Committee



## Introduction

El Dorado County's aging and disabled services have been challenged in unprecedented ways. We need to adequately prepare to provide a supportive and safe environment for our most vulnerable older adults who are at risk of reduced levels of needed services amid budget and program cuts and the impending wave of baby boomers.

According to the U.S. Census Bureau, 2011 American Community Survey, 10.9 percent of the population are living at home in our community with a disability. This is slightly higher than the statewide trend of 10.1 percent. In El Dorado County, the likelihood of having a disability rose with age: from 4.3 percent of people 5 to 17 years old, to 8.8 percent of people 18 to 64 years old, to 30.6 percent of those 65 and older. There is a critical need for personal assistance services to people with chronic and disabling conditions to remain safely in their homes.

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 2011-2012 Annual Report, which provides a brief overview of the Public Authority's mandates and its role in supporting IHSS and includes Advisory Committee achievements and goals for the upcoming year. This report details the impact of service activities undertaken during the last fiscal year to support our most vulnerable community members.



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# IHSS Public Authority (PA)

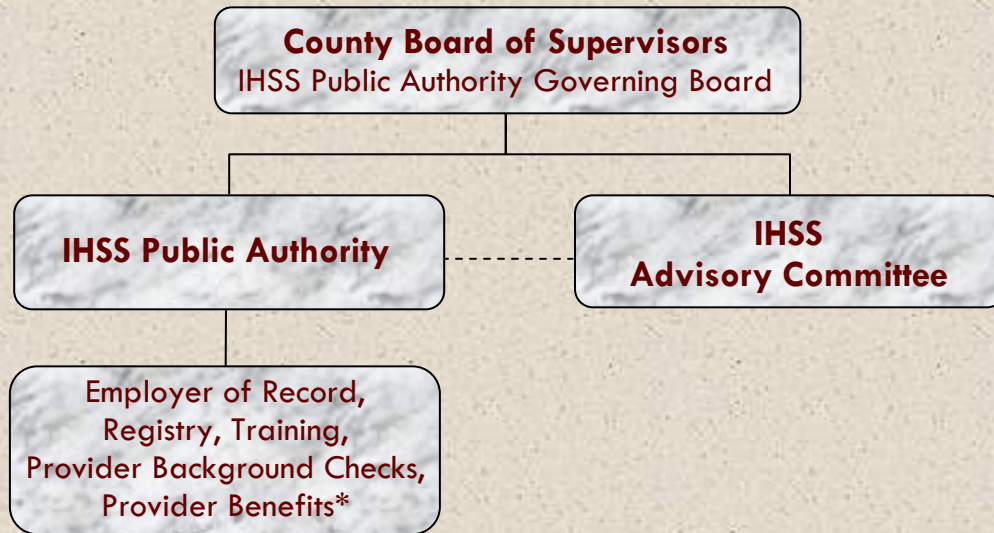
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## Governance

The El Dorado County In-Home Supportive Services 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 In-Home Supportive Services Program (IHSS).

While the Public Authority (PA) is technically not a department of the County, we work very closely with the County, particularly the Health & Human Services Agency (HHS). The PA contracts with the HHS Community Services Division for supportive services necessary to carry out the delivery of IHSS services. The PA collaborates with the IHSS Program and the IHSS Advisory Committee to assure that IHSS services are effectively rendered in an accessible manner.

## Organizational Structure



*\*Note: Effective June 2012, Provider Benefits are now being administered by the United Domestic Workers (UDW) Union.*

## IHSS Public Authority Governing Board El Dorado County Board of Supervisors



John Knight



James R. Sweeney



Ray Nutting



Ron Briggs



Norma Santiago

## IHSS Public Authority Advisory Committee



Top row: Roger Lanzini, Dorrie Carlisle, Carol Keates, Norman Smith  
Bottom row: Ellen Yevdakimov, Lyle Azevedo, Jane Thomas

## IHSS Public Authority Staff



Mary Lou Nutting (Registry/Training Specialist), Michelle Hunter (Program Manager), Celeste Cooney (Program Coordinator), Linda Vallerga (Registry/Training Specialist)



## IHSS Public Authority Statutes

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 consumer-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 In-Home Supportive Services.



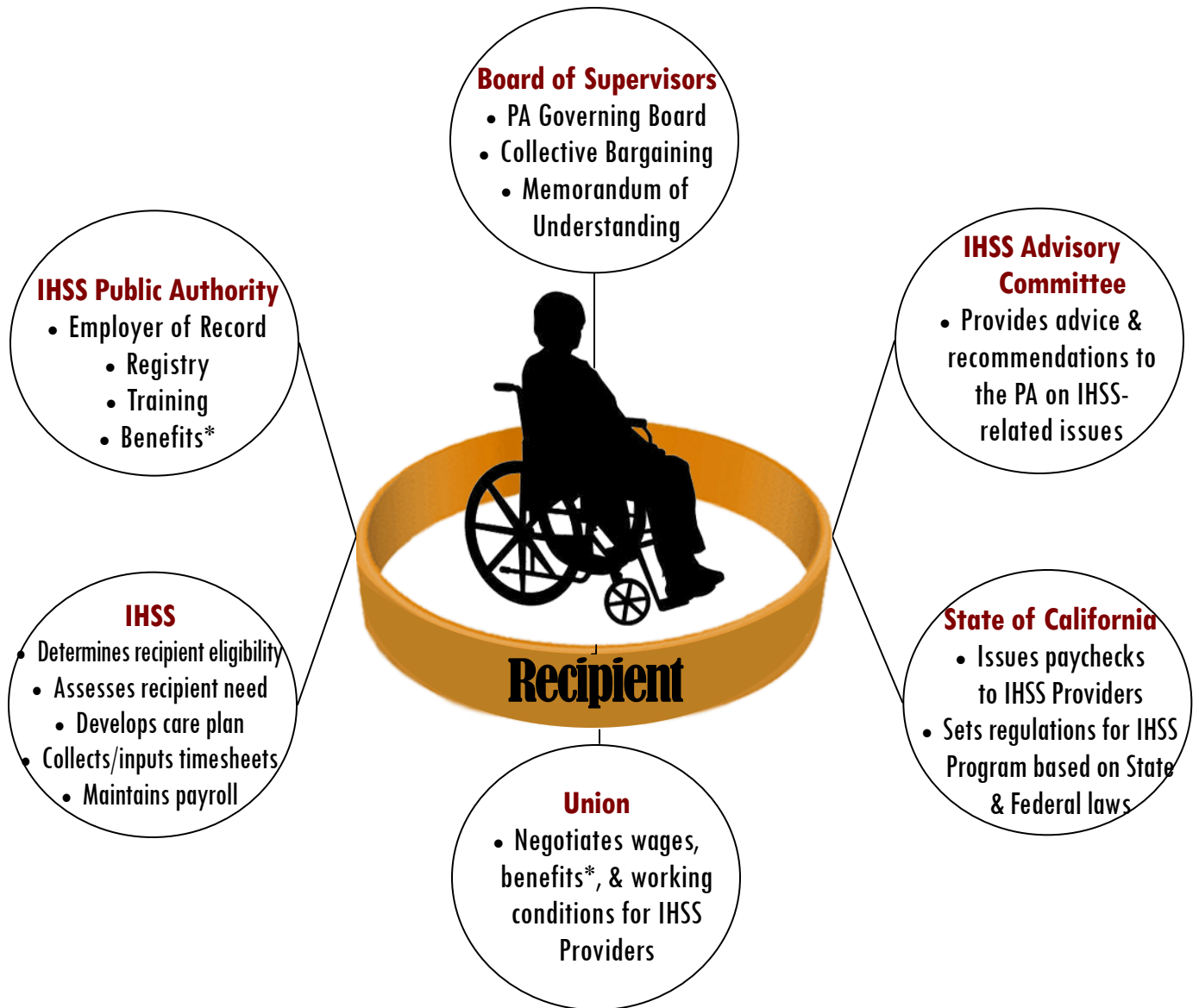
By statute, California Welfare and Institutions Code Section 12301.6, a Public Authority is required to do the following:

- Establish an IHSS Care Provider Registry and referral system under which IHSS providers may be referred to consumers
- Serve as the Employer of Record for IHSS Providers for the purpose of collective bargaining over wages, hours, and other terms and conditions of employment
- Provide information and referral regarding IHSS and related services
- Investigate background and qualifications of IHSS Providers
- Provide access to training for providers and consumers
- Ensure that the requirements of the personal care option necessary to maintain federal financial participation are met
- Perform any other statutory functions related to the delivery of IHSS

The El Dorado County IHSS Public Authority became operational in September of 2003, with full staffing in March of 2004. 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 consumer’s authorized hours, suspected abuse, IHSS procedures, IHSS provider enrollment, registry employment opportunities, free education and training, provider health benefits\*, worker’s compensation claims, timesheet and payroll questions, and assistance with resolving issues and conflicts. The IHSS Public Authority partners with IHSS consumers and care providers to foster the development of high quality personal assistance services.

\*Note: The El Dorado County Public Authority provided benefits until June 2012. Per contractual arrangements, the benefit package is now administered by United Domestic Workers Union.

## In-Home Supportive Services



By working together, these 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 institutionalization.

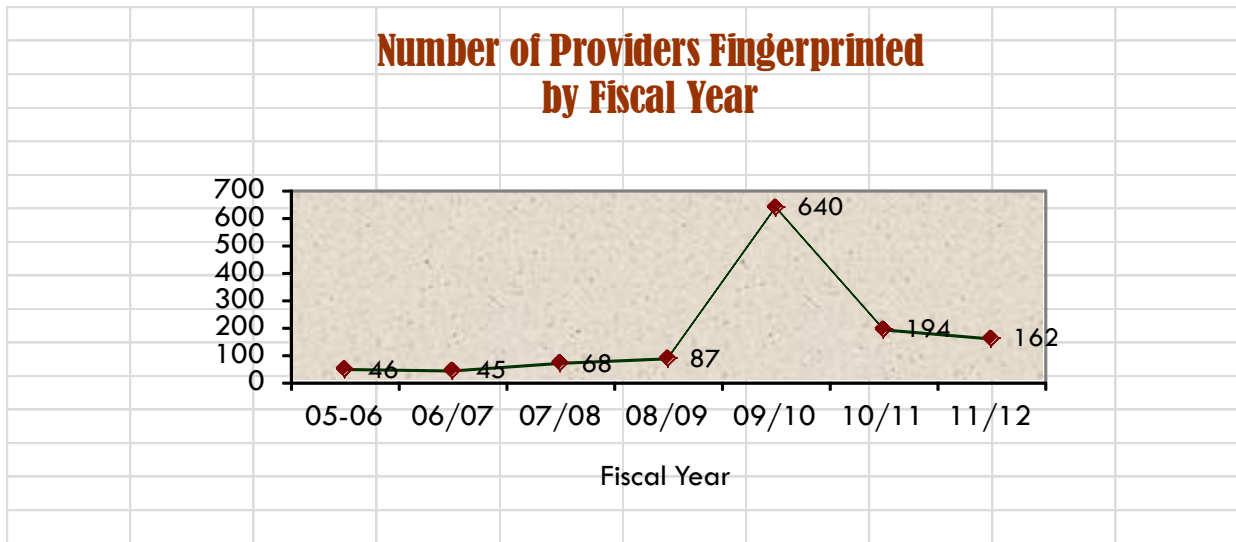
\*Note: Effective June 2012, provider benefits are being administered by the Union.

### *IHSS Public Authority Mission Statement*

*The mission of the IHSS Public Authority is to improve the lives of IHSS consumers 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.*

## Criminal Background Checks

All providers are required to be fingerprinted using the automated Live Scan service to initiate the criminal history background check process with the California Department of Justice. Background checks are conducted at the provider's expense. In fiscal year 2011-2012, 162 providers were fingerprinted. This is a significant decrease from the fiscal year 2009-2010, the year the expanded provider enrollment requirements were enacted. Under the new IHSS provider enrollment process, all new provider applicants are required to submit fingerprints and undergo a criminal background check.



### IHSS Provider Enrollment Process

- Complete all *Provider Enrollment forms*
- 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 847)*



## IHSS Care Provider Registry

One of the IHSS Public Authority's primary missions is to provide assistance to IHSS consumers in finding IHSS providers through the establishment of a registry. The PA operates the *IHSS Care Provider Registry*, which is a customized database that matches the needs of IHSS consumers with pre-qualified care providers to assist them with personal care or household needs. The Registry referral lists are generated based on the consumer's preferences for services, location, 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 consumer 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 is not a requirement to receive IHSS benefits.

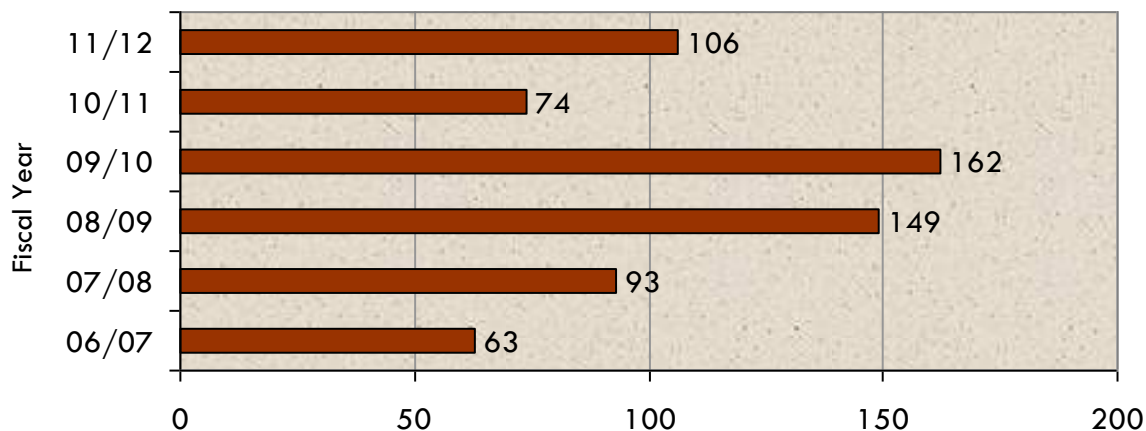


Registry services include:

- ◆ Provider referrals to IHSS consumers
- ◆ Interview assistance
- ◆ Problem resolution
- ◆ Mediation
- ◆ Reference checks
- ◆ Criminal background investigation
- ◆ Updates on State and County program changes

Registry staff sent out 42 provider referral lists in fiscal year 2011-2012 from which consumers could hire a worker of their choice. Registry referral lists, usually containing names of 6 possible providers matched to their needs, are forwarded to the consumer. It is the consumer's responsibility to contact the providers to arrange for interviews and possible hiring. In fiscal year 2011-2012, the Registry made 106 matches.

### Registry Matches



## Provider Recruitment

The Public Authority staff recruits, interviews and screens all potential Registry providers. The safety and well-being of the Registry consumers is of paramount concern to the PA. The PA is required to investigate the qualifications and background of potential providers before inclusion on the Registry. All Registry applicants are screened and interviewed by the IHSS Public Authority Registry Training Specialist to assess the potential provider's ability to deliver reliable, quality care. The PA seeks qualified applicants who demonstrate compliance with IHSS regulations and willingness to assist individuals living with physical, mental, or age-related impairments.

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

### 2011-2012 FACTS

**227**

Non-registry  
(family-based)  
enrollments

**162**

DOJ Background checks

**27**

Registry Provider  
Interviews

**106**

Registry matches

**178**

Provider health  
benefits enrollees

**181**

Employment  
verifications

**18,350**

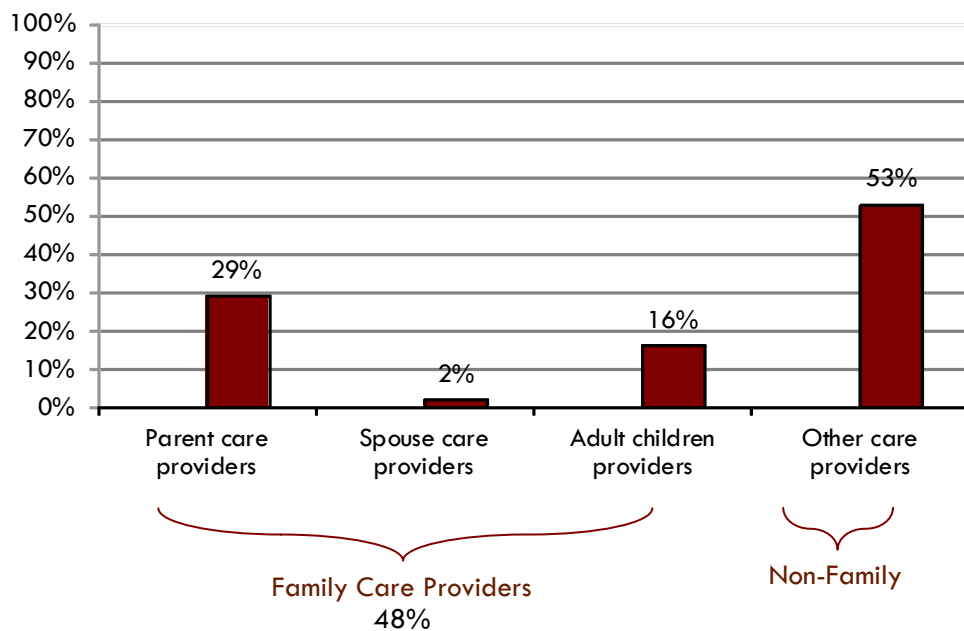
Payroll warrants  
(paychecks)

**3**

Workers'  
compensation claims

Of the total number of eligible care providers as of June 2012 (823 providers), more than half (434) were non-family providers of care. These providers included relatives other than a parent, spouse, or child; friends; neighbors; or persons hired from the registry. Of the total number of family care providers (389), nearly two-thirds were parents providing care (234), most of whom were mothers (89%), followed closely by adult children providers (128), the majority of whom were daughters (76%). The average number of paid hours per month in fiscal year 2011-2012 was 82,821. Care providers earned \$9.00 per hour.

## Care Providers by Type



## Outreach Activities

The Public Authority educates the community about IHSS and consumer-directed services, as well as advocates for consumers and their providers. Representation is maintained at the local Connections—One Stop employer forums and community health and information fairs providing brochures and outreach about the Registry and process for application and utilization of services.

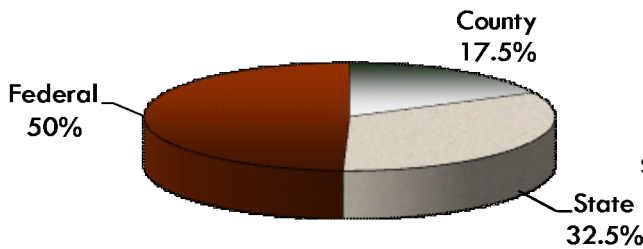
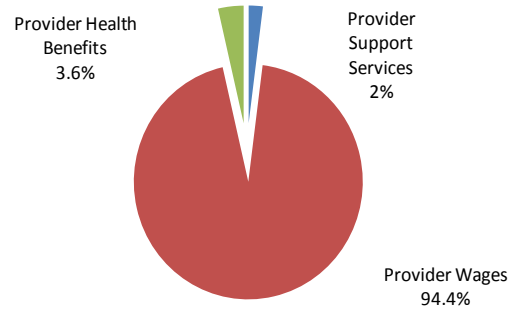




## PA Expenditures

During fiscal year 2011-2012, IHSS providers delivered more than 1 million service hours to El Dorado County IHSS consumers through the auspices of the Public Authority. Almost \$10 million dollars were spent to provide these in-home care support services to eligible elderly, blind or disabled consumers to stay in their own homes.

The largest portion (\$9,390,515/94.4%) of the PA expense distributions are utilized to pay provider wages. The PA spent \$354,425 (3.6%) for provider health benefits. The balance of the funds (\$209,594/2%) was spent for provider support services.



## PA Funding Sources

The PA receives program funding from federal, state, and local sources. Federal funds finance approximately 50 percent of PA services and state funds total approximately 33 percent. The remaining 17 percent is funded by the County.

## IHSS Provider Health Benefits

The Public Authority offered quality, affordable health care coverage for eligible IHSS providers until June 2012. Health care coverage is now offered through the establishment of a Union Health Care Trust Fund (as outlined in the MOU between the Public Authority and the Union) and is operated by the Union. This trust fund is exclusively for the provision of the health care benefit program to eligible providers. In the past, benefits have included health, dental and vision care with no monthly premiums to the provider.

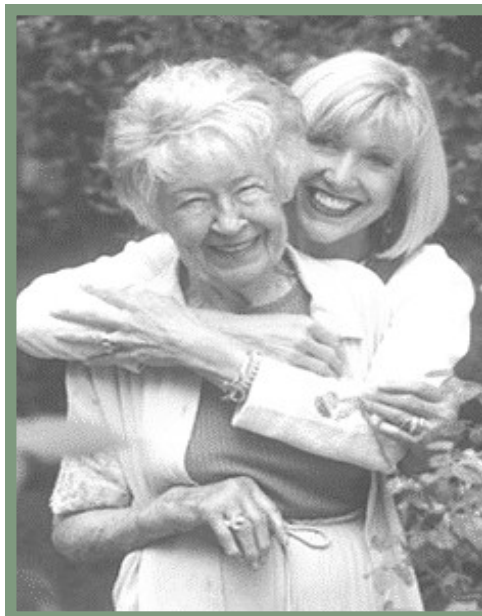
### Health Benefits Expenses and Enrollment

Fiscal Year	Annual Cost	Average Number of Providers Enrolled
FY 06-07	\$291,421	160
FY 07-08	\$341,072	184
FY 08-09	\$396,790	200
FY 09-10	\$413,175	200
FY 10-11	\$382,289	188
FY 11-12	\$354,425	178

## Achievements of the IHSS Public Authority

The major accomplishments for the Public Authority (PA) in 2011-2012 include:

- Conducted 53 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. Two hundred and fifteen new care providers attended orientations.
- Conducted new care provider orientations and registry interviews once a month in South Lake Tahoe to increase access to the PA and assist care providers on the Eastern Slope in meeting regulations.
- Completed labor negotiations with the United Domestic Workers of America (UDWA). The El Dorado County Board of Supervisors approved the Memorandum of Understanding (MOU) between the El Dorado County IHSS Public Authority and UDWA. Effective June 2012, the Public Authority agreed to the establishment of a Union Health Care Trust Fund for the sole purpose of providing health care benefit programs to eligible individual providers covered under the MOU. The Union shall operate the Trust and health care benefit programs in accordance with all applicable Federal and State laws.
- Disseminated information about vital services such as the IHSS and PA programs, IHSS Advisory Committee, MSSP, Family Caregiver Support Program, and other programs of benefit to providers and consumers.
- Attended 43.5 hours of staff training in Workers' Compensation, Infectious Disease, Assessment of Minors, Mandated Reporter, Managing Response During Challenging Customer Situations, and Microsoft Office computer software applications.



## *IHSS Public Authority Goals*

Increasing IHSS consumer and provider services



Continuing quality customer services



Strengthening IHSS Care Provider Registry



Enhancing educational/training opportunities for IHSS consumers and care providers



Enhancing the IHSS Advisory Committee services



Building stronger ties with the community

## 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 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 Committee looks for individuals who are familiar with in-home care and can provide valuable input regarding issues that confront both consumers and providers of in-home services for the elderly and disabled in the community. For an application, please contact the IHSS Public Authority at (530) 642-7202.

### In Memory of Jane Thomas, Advisory Committee Member

Jane Thomas unexpectedly passed away on November 30, 2011. Jane had been a member of the Advisory Committee since September 2003. A long time member of the community, she had volunteered for many years, actively advocating for seniors and the disabled. In addition to the Advisory Committee, Jane also served on the El Dorado County Commission on Aging as well as other community activities. She was also an accomplished fiddler and bird lover. She was often accompanied by her cockatiel, "GB". Jane will be missed by all.

## IHSS Advisory Committee Members

### CONSUMER REPRESENTATIVES

Lyle Azevedo  
Roger Lanzini  
Norm Smith  
(Chair)  
Jane Thomas



### PROVIDER REPRESENTATIVES

Alexandra Ivanovsky



### COMMUNITY MEMBERS

Dorrie Carlisle  
Carol Keates  
(Vice Chair)  
Ellen Yevdakimov



## IHSS Advisory Committee Mission Statement

The County of El Dorado In-Home Supportive Services Advisory Committee's mission is to support in 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 2011-2012, the Advisory Committee expenditures totaled approximately \$5,300 for member stipends, travel expenses, services, and supplies.

## Meeting Dates and Locations

The IHSS Advisory Committee is subject to the Ralph M. Brown Open Meeting 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 normally 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.

Advisory Committee meeting 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\\_Pubic\\_Authority/IHSS\\_Public\\_Authority.aspx](http://www.edcgov.us/Government/HumanServices/Protective_Services/IHSS_Pubic_Authority/IHSS_Public_Authority.aspx). A free electronic subscription service is available which provides automatic email notifications when selected Public Authority, Advisory Committee, or other County website information is updated.

## IHSS Advisory Committee FY 2011-2012 Meeting Dates

August 15, 2011  
South Lake Tahoe

September 19, 2011  
Placerville

November 7, 2011  
Placerville

January 23, 2012  
Placerville

April 16, 2012  
Placerville

**NOTE: No scheduled meetings in July, October, December, February, March, May, and June.**

## IHSS Advisory Committee Achievements

In fiscal year 2011-2012, the IHSS Advisory Committee (AC) made the following achievements:

- Endeavored to determine the AC's role within the County government structure.
- Two guest speakers provided continuing education opportunities for AC members: Lee Jackson, Program Manager II, El Dorado County, Health & Human Services Agency, and Tammy Bragg, El Dorado County Family Caregiver Support Program.
- Discussed and explored the development of an electronic informational newsletter
- Researched the cost savings of IHSS Homecare compared to Skilled Nursing Facilities.



## 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 consumers 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 services, many consumers would be forced to find more costly and less desirable, 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 an institutional setting, the program saves money for the State. As of June 2011, the IHSS Program had an active client base of 704 individuals who were provided care at home.

## IHSS Eligibility

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

El Dorado County IHSS is responsible for determining eligibility for IHSS, assessing the types of services needed, developing individualized care plans, and determining the number of hours of home care the consumer is eligible to receive.

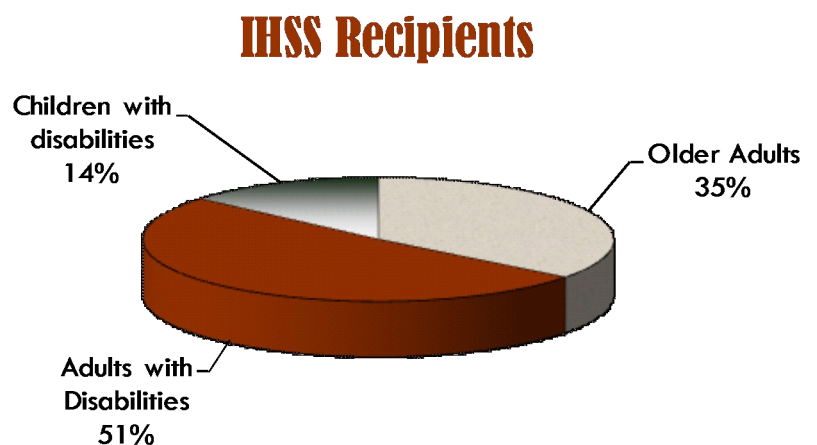


Once a consumer has been assessed and determined eligible, a Notice of Action is sent to the consumer which lists the number of authorized hours for each task approved under the IHSS Program. The consumer, upon receiving the Notice of Action, may then begin working with a care provider in order to have his/her needs met.

## El Dorado County IHSS Demographics

In fiscal year 2011-2012, more than half of the consumers (51%) were between the ages of 19 to 64, and three-fifths were women. Over two-thirds (68%) were individuals with non-severe impairments who require assistance with domestic and related tasks. Nearly one-third (31%) had severe impairments. The largest ethnic group served by IHSS was whites (89%) and the language most often spoken by consumers was English (92%).

As of June 2012, El Dorado County had 719 IHSS consumers authorized for services. IHSS consumers are adults 19-64 years of age living with disabilities (366), older adults 65 years and older (255), and children living with disabilities 18 years of age and younger (98).





## Care Provider & Consumer Training

The IHSS Public Authority assists providers and consumers to access a variety of training opportunities throughout the community. Training supports the daily routine of all care providers.

During fiscal year 2011-2012, the Public Authority provided 15 free provider and consumer training workshops in collaboration with the Family Caregiver Support Program to expand educational and training opportunities for the provider workforce throughout the county. Consumers are encouraged to participate in training opportunities by accompanying their providers to the workshops. Providers are also encouraged to participate in other senior and caregiver training and support group activities offered by the Health and Human Services Agency. The Public Authority offered 30 IHSS provider training hours in fiscal year 2011-2012.



The following classes were provided (\*offered twice):

- Controlling Clutter & Downsizing
- Dealing with Difficult Behaviors\*
- Stages of Caregiving—Assessing Needs
- Stages of Caregiving—Transition Strategies and New Environments
- The Three Faces of the Aging Mind
- The ABC's of Urinary Tract Infections and 123's of Body Mechanics
- Who, What, When, Where, Why? — Best practices for responding to individuals with challenging behaviors that often accompany memory loss
- An appointment with Grief and Loss
- Shredding on the Paper Express
- Diagnosis Dementia\*
- A Pocketful of Self-Care
- Mystery of an Agent—Discussing the rights and responsibilities of being a legal agent

