

El Dorado County In-Home Supportive Services

Public Authority & Advisory Committee



Fiscal Year 2012/2013 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.

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,

Carol Keates, Chair
IHSS Advisory Committee

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IHSS Public Authority (PA)

Introduction

During the last several years, El Dorado County's aging and disabled services have been challenged due to reductions in available funding sources. Now as the economic conditions appear to be turning a corner, we need to adequately prepare to provide a supportive and safe environment for our most vulnerable older adults who have been at risk of reduced levels of needed services amid budget and program cuts and the needs of the impending wave of baby boomers.

According to the U.S. Census Bureau, 2011 American Community Survey, 10.9% of the population is living at home in our community with a disability. This is slightly higher than the statewide trend of 10.1%. In El Dorado County, the likelihood of having a disability rises with age: from 4.3% of people 5 to 17 years old, to 8.8% of people 18 to 64 years old, to 30.6% of those 65 and older. There is a critical need for personal assistance services for 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 provides a service delivery model through skilled providers who assist these individuals allowing them to live independently and participate in their community.

The El Dorado County IHSS Public Authority is pleased to present the 2012/2013 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: Star Walker (Program Coordinator), Mary Lou Nutting (Registry/Training Specialist), Michelle Hunter (Program Manager), Linda Vallerga (Registry/Training Specialist)

Governance

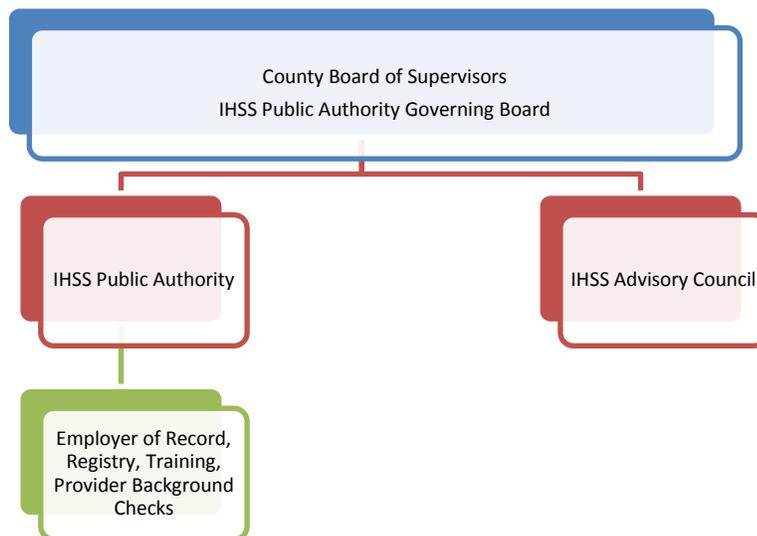
The El Dorado County IHSS Public Authority is a corporate public body established by an Ordinance enacted by the El Dorado County Board of Supervisors. The purpose of the Public Authority, separate and apart from the County of El Dorado, is to provide for the delivery of the IHSS program.

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.



Left to right: District I-Ron Mikulaco, District III-Brian Veerkamp, District V-Norma Santiago, District IV-Ron Briggs, District II-Ray Nutting

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 California Welfare and Institutions Code Section 12306.1 requires that a Public Authority to do the following:

- Establish an IHSS Care Provider Registry and referral system under which IHSS providers may be referred to recipients.
- 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 recipients
- 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 recipient's authorized hours, suspected abuse, IHSS procedures, IHSS provider enrollment, registry employment opportunities, free education and training, Worker's Compensation claims, timesheet and payroll questions, 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.

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.

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. The IHSS Program located within the El Dorado County Health & Human Services Agency also collects and inputs the IHSS Provider time sheets into the State payroll system.

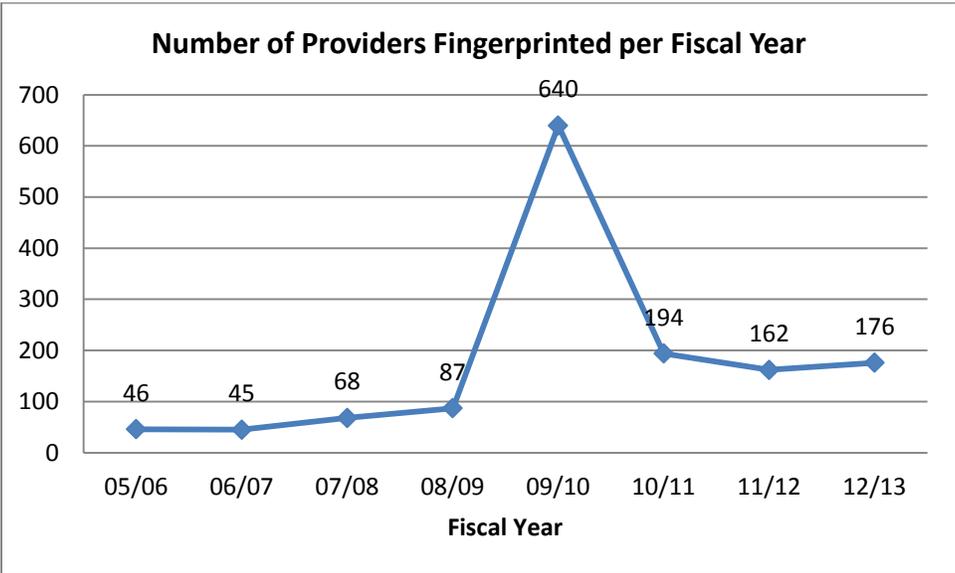
IHSS Provider Enrollment Process

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 847)

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. Expanded provider enrollment requirements were enacted by the State of California in fiscal year 2009/2010 and this is reflected in the chart below



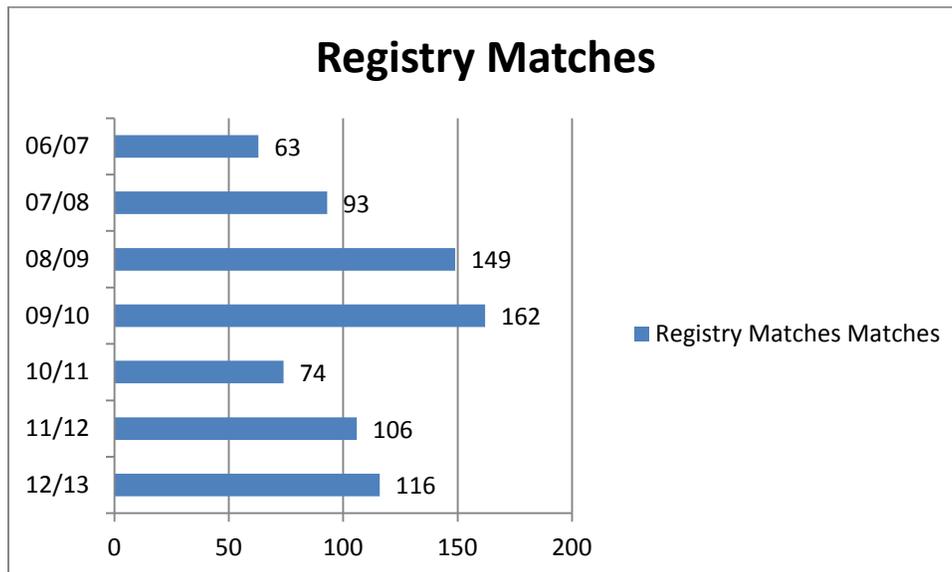
IHSS Care Provider Registry

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 consumer'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.

Registry Services include:

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

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 consumer's specific needs. It is the consumer's responsibility to contact the providers to arrange for interviews and possible hiring. During Fiscal Year 2012/2013, the Registry made 116 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 importance. The Public Authority is required to investigate the qualifications and background of potential providers before inclusion in the Registry. All Registry applicants are screened and interviewed by the IHSS Public Authority Registry Training Specialists to assess the potential provider's ability to deliver reliable, quality care. The Public Authority seeks qualified applicants who demonstrate compliance with IHSS regulations and a 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

2012/2013 Facts

237
*Non-Registry
Enrollments*

176
DOJ Background Checks

32
Registry Provider Interviews

27
*Registry Provider
Enrollments*

116
Registry Matches

219
Employment Verifications

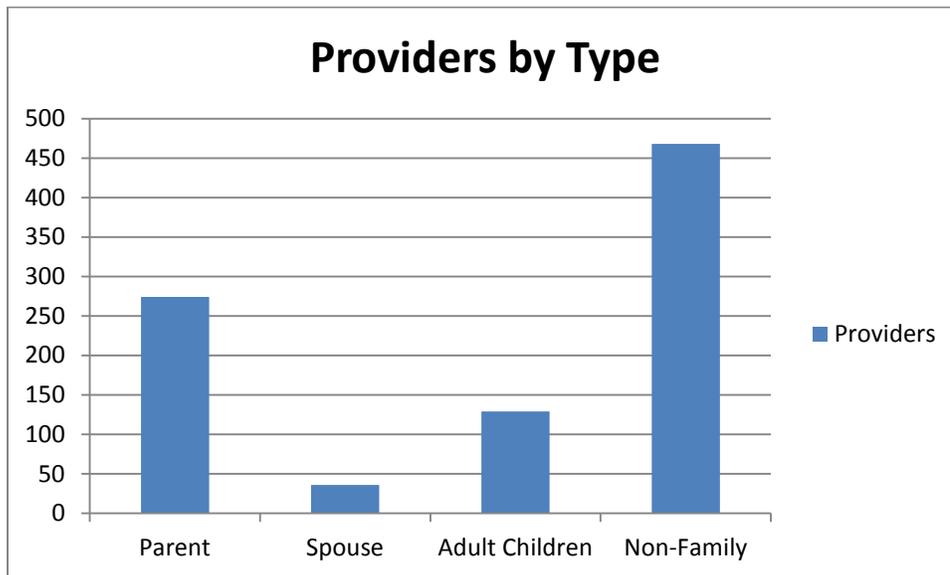
19,920
*Payroll Warrants
(Paychecks)*

2
*Worker's Compensation
Claims Filed*

Care Providers

The chart below illustrates the number of providers by type. Care providers that are family members make up 48% of the total. Non-Family care providers are equal to 52% and consist of friends, neighbors, persons hired from the Registry and non-immediate family members.

The majority of care providers are women, mothers (86%) make up the majority of parent care providers, spouses are more evenly divided with wives making up 58%, and daughters make up 70% of the adult children providers.



All care providers are paid \$9.00/hour. During Fiscal Year 2012/2013 approximately 88,686 hours were worked each month.

Achievements of the IHSS Public Authority

The major accomplishments for the Public Authority in Fiscal Year 2012/2013 include:

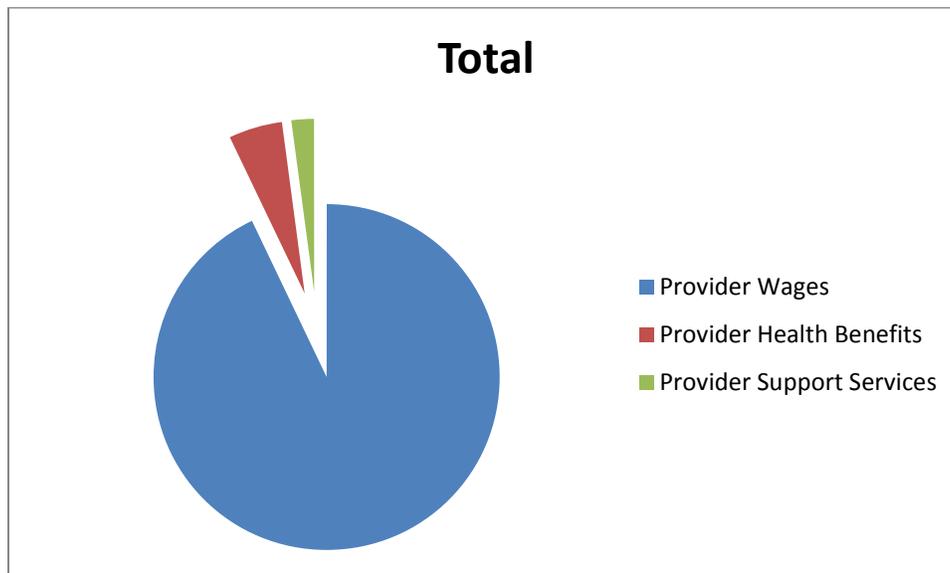
- Conducted group orientations and Registry interviews for IHSS care providers to learn about the IHSS program, regulations and rules, responsibilities of being a care provider, payroll guidelines, legal responsibilities, health and safety issues, fraud reporting, etc.
- Conducted new care provider orientations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

- Relocated from Briw Road to the Placerville Community Services Division/Placerville Senior Center location on Spring Street.
- Created a quarterly newsletter for providers.
- Developed informational messages to be included on provider pay checks.
- Attended over 100 hours of staff training in various topics including Google, Excel, Word, new Time Keeping System, Family Medical Leave Act (FMLA), Supervisor trainings such as Sexual Harassment for Supervisors and Managers, Organizational and Operational Risk Management, Ethics in the Work Place, Preventing Workplace Harassment, Discrimination and Retaliation, Accommodating Bad Behavior: The Limits in Disciplining Disabled Employees and Communication. In addition, staff also attended classes specific to aging and in home care. These topics included Home Visit Safety, Safety in the Workplace, Gay and Gray: Aging and Long Term Care, Self-Neglect: Limits and Responsibilities of Intervention, and Physician Orders for Life-Sustaining Treatment (POLST).

Public Authority Expenditures

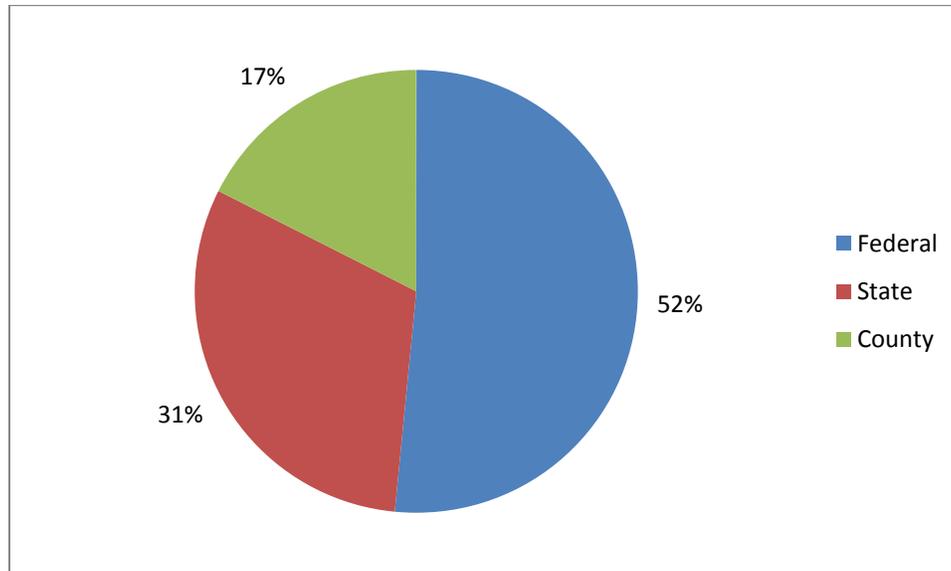
During Fiscal Year 2012/2013, IHSS providers delivered more than one million service hours to El Dorado County IHSS recipients through the auspices of the Public Authority. Over \$10 million dollars were spent to provide these in-home care support services to eligible elderly, blind or disabled recipients to stay in their own homes.

The largest portion, over nine million or 92.9% of the expenditure was for provider wages. Provider benefits were \$510,000 or 5% and over \$216,500 or 2.1% was provider support services.



Public Authority Funding Sources

The Public Authority receives program funding from Federal, State, and local sources. Federal funds finance approximately 50%, State funding is approximately 33% and the remaining 17% is funded by the County.



Upcoming Changes for IHSS and the Public Authority

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

- The new updated Case Management, Information and Payrolling System software, CMIPS II, is being rolled out to the Public Authorities and IHSS programs throughout California. This will change the way IHSS timesheets look, how time will be entered on the timesheet, and how timesheets are processed. All counties will transition to a system that will have the IHSS provider timesheets electronically processed through one central location in Chico, California. El Dorado County is in the fourth and last wave related to the transition and will go live on November 1, 2013. IHSS Public Authority will be hosting three 30-minute workshops for those IHSS care providers who would like to learn more about the timesheet changes.
- The Affordable Care Act (ACA) increases Medi-Cal eligibility to 133% of the poverty level. This will increase the number of people eligible for Medi-Cal and possibly increase the number of individuals eligible to receive IHSS.
- 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 no sooner than April 2014. 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.

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 home care 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.

Currently, there are five vacancies (one provider and four consumer) and continuous recruitment efforts are being conducted. For an application, please contact the IHSS Public Authority at (530) 621-6287.

Current members are:

Consumer 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 2012/2013, the Advisory Committee expenditures totaled approximately \$5,900 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 2012/2013 were July 16, 2012, October 15, 2012, January 28, 2013, and April 15, 2013. Stacy Bolton, Programs and Projects Director of the Community Health Center was the guest speaker at the January 28, 2013 meeting and provided information on the services provided by the Community Health Center.

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 2012/2013, the IHSS Advisory Committee made the following achievements:

- Endeavored to determine the Advisory Committee's role within the County government structure.
- Guest speaker provided continued education opportunities for Advisory Committee members on health services available within the community for both the insured and un-insured.

- Discussed and explored the development of an electronic informational newsletter.
- Created an on-line survey for home care providers to learn more about their needs, challenges and successes.
- To remain within the reduced 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. As of Fiscal Year 2012/2013, the El Dorado County IHSS Program had an active client base of approximately 777 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.

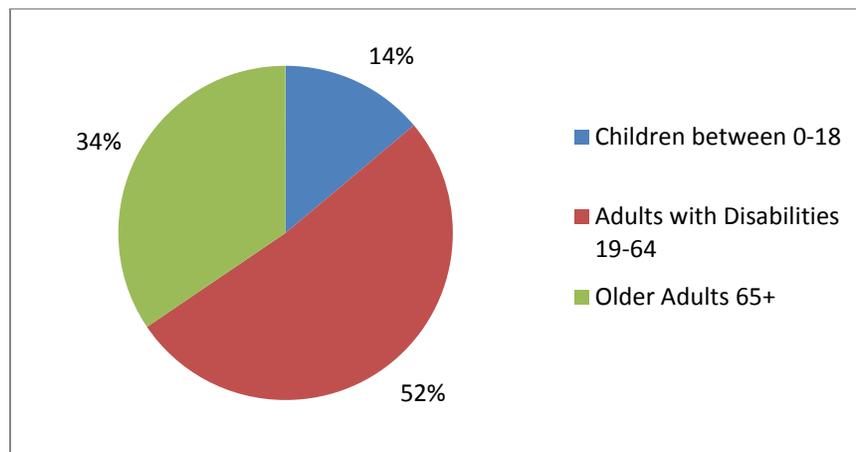
El Dorado County IHSS is responsible for determining eligibility for IHSS, assessing the types of services needed, developing individualized care plans, and determining the number of hours of home care the recipient is eligible to receive.

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 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 2012/2013, 57% of the recipients were women and 43% were men. Over two-thirds (68%) were individuals with non-severe impairments who require assistance with domestic and related tasks. Nearly one-third (32%) 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 2013, El Dorado County had 777 IHSS recipients authorized for services. IHSS recipients are children with disabilities (108), adults ages 18-64 with disabilities (401), and older adults 65 and older (268). The chart below illustrates the distribution of the IHSS recipients.



Care Provider & Recipient Training

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

During Fiscal Year 2012/2013, the Public Authority provided many free provider and consumer training workshops in collaboration with the Family Caregiver Support Program (FCSP) to expand educational and training opportunities for the provider workforce throughout the County. Recipients 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 2012/2013.

The following classes were provided:

Health Insurance and Counseling Advocacy Program (HICAP)

Alzheimer and Dementia Overview

Personal Care

Managing Incontinence

Holiday Havoc

Preparing for the Inevitable – FAQs Regarding Funerals and Funeral Homes

Understanding Memory Loss

Ethical Issues Near the End of Life

Advanced Care Planning and What it Means

Caregiver Support Groups meet monthly in Greenwood, South Lake Tahoe and El Dorado Hills