

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.

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.

It is important to remain steadfast in our advocacy of IHSS services. As the baby boomers become seniors and seniors continue to grow older, we will see an increase in the need for caregiver services. As life spans increase, there are now several layers of seniors, all of whom may need assistance in caring for their spouses, parents, children and other family members.

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 includes Advisory Committee achievements.

Mission Statement

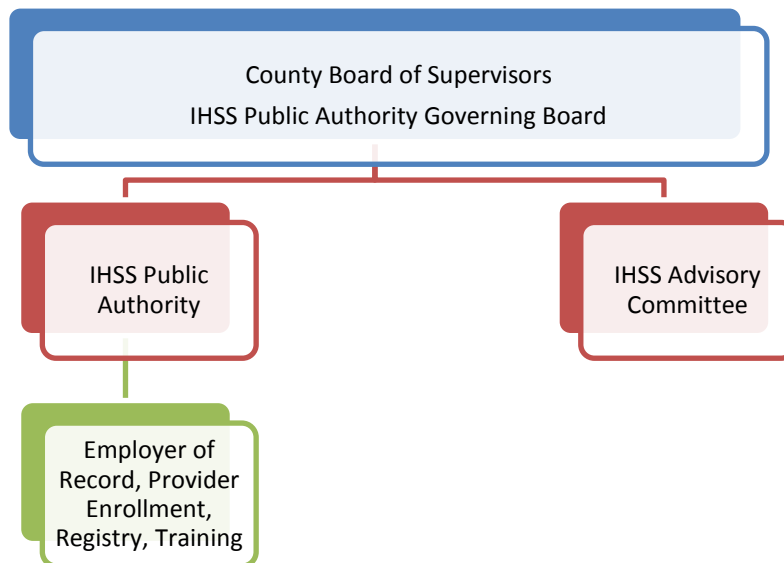
The mission of the IHSS Public Authority is to improve the lives of IHSS recipients by ensuring access to skilled providers who can help them sustain independent living, to provide training and support for positive working relationships, and to improve the delivery of the IHSS program.

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 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

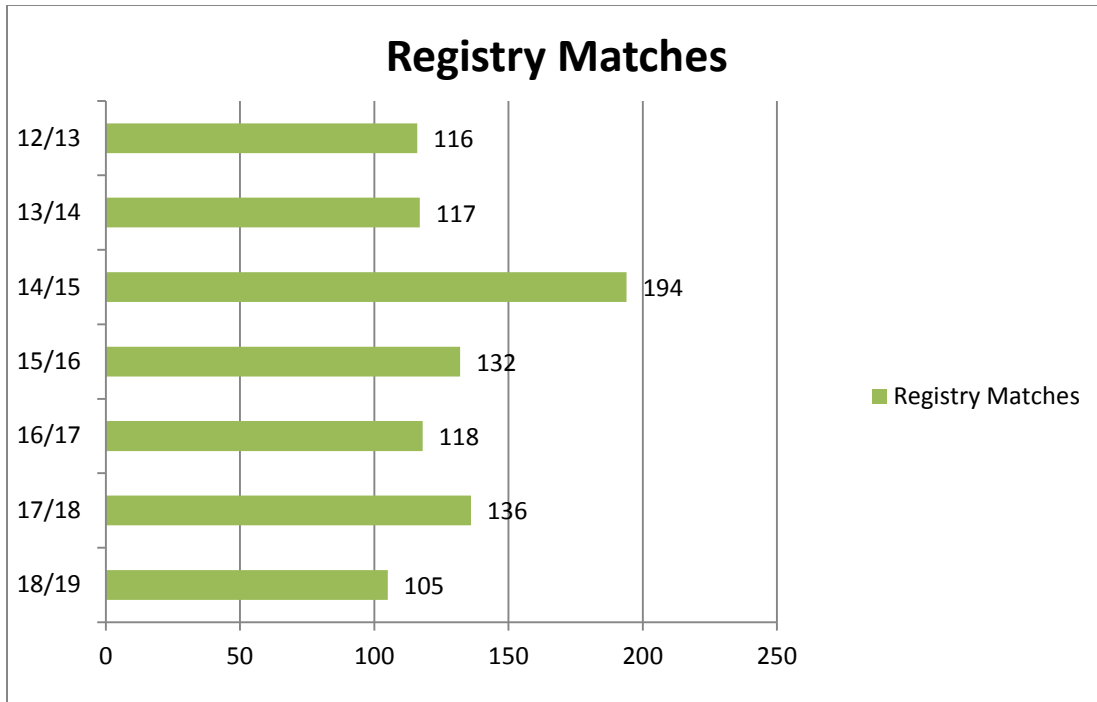
105
Registry Matches

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 70% of the total providers. Non-Family care providers make-up 30% of the providers and consist of friends, neighbors, and persons hired from the Registry.

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:

- In collaboration with County Information Technologies Department, completed the second phase of a new data base for providers with the increased capacity for Registry matches. This increased capacity will allow the Public Authority to meet the ever growing individual needs of our elderly and/or disabled population by finding the right provider for IHSS consumers. The second phase, designed to provide more extensive reporting began May 2019.
- Redesigned the new care provider orientation to incorporate the new training materials provided by the California Department of Social Services. As well as incorporating Information and Assistance to provider information in regards to services available to our population.
- Conducted 45 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 67 one-on-one trainings regarding paper timesheet completion and electronic timesheet enrollment.
- Continued to conduct 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.
- Completed the conversion of all care provider files to electronic format.
- Implemented new provider enrollment procedures to adhere to new 90 day limit. An applicant provider is allowed a maximum of 90 calendar days to complete all of the enrollment requirements, which include completing the Provider Enrollment form (SOC 426), an in-person orientation, signing the Provider Enrollment Agreement form (SOC 846) and undergoing a criminal background check.
- Distributed bi-annual newsletter for providers and recipients.
- On-boarded and trained a new IHSS Registry/Training Specialist

Changes for IHSS and the Public Authority

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

- Statewide Authority. This ensures that IHSS bargaining will remain a local function for the foreseeable future, thereby encouraging both counties and provider unions to focus their efforts on reaching local agreements.
- Electronic Timesheet Service (ETS) that allows IHSS providers and recipients to electronically submit and approve timesheets through a new ETS website. The ETS is an 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.
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- The statewide minimum wage will increase again on January 1, 2019 to \$12.00/hour.

FY 2018/2019 Goals for Public Authority

The Public Authority plans to accomplish the following goals for Fiscal Year 2018/2019.

- Continue to provide quarterly IHSS provider specific trainings in collaboration with other county agencies and community partners.
- In collaboration with County Information Technologies Department, complete the second phase of the new data base for providers to increase the ability to access more extensive reporting features.
- Provide orientation to all new IHSS Providers. One session each month will be provided in South Lake Tahoe.
- Perform community outreach to recruit Registry providers in challenging areas including El Dorado Hills, Georgetown and South Lake Tahoe.
- Improve communication with and education of providers through monthly email reminders and bi-annual newsletter.
- Improve the HHS IHSS Public Authority webpage by providing a more detailed description of the provider enrollment and Registry application process, adding links to the CDSS website regarding electronic timesheets and sick leave information, adding the training schedule along with class descriptions and other additional care provider tips and strategies.

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. During FY 2018/2019 there were three consumer representative vacancies. 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.

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

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 Mother Lode Rehabilitation Enterprises, Inc. (M.O.R.E.) facility in Placerville.

The meeting dates for Fiscal Year 2018/2019 were October 15, 2018, February 2, 2019, and June 16, 2019. The guest speakers for the meetings were:

- Jeanne Appell, RN, CDE- Marshall Medical Center, Sweet Success & Diabetes Education Program
- Leslie Coovelis, HHS Emergency Preparedness and Response & Code Red
- Laura Walny, Social Services Program Manager Adult Protective Services & the elder and Dependent Adult Abuse Project

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:

- Continued education opportunities through guest speakers providing information on various services available within the community.
- Continued to be updated and informed about the IHSS Provider Time Sheet process, the Electronic Timesheet Service, Paid Sick Leave for providers, the IHSS Provider Overtime Regulation and overall State of California budget issues related to the IHSS Program and the Public Authority.
- Presented the 2018/2019 IHSS Public Authority & Advisory Committee Report to the El Dorado County Board of Supervisors.
- Remained within the budget by continuing to meet quarterly.

Goals for 2020

Our first and foremost most pressing opportunity is the need to establish Public Authority as its own program and entities. The Public Authority Just like any other program under the HHS umbrella has its own unique needs and identity.

The recognition of this fact going forward will help adjust the standard in which the program is governed as well as set out a plan and path for the achievements and goals in order to improve the program as in currently exists and as the program continues to evolve and grow.

As you may be aware the state has been diligent in its efforts to out roll the e timesheet system. This is in part to the federally mandated verification system. As this out roll continues and the e-timesheet system will take the place of paper time sheets we will see a much more complex time claiming and payroll process. This will require in-depth training for all new and existing providers and clients. Our current hands on approach have relieved most of the stress and burden for our clients. However, with a new complex by line item entry format this will take an extensive amount of training, guidance and persistence along with the appropriate tools, materials, and resources that are not currently available to Public Authority.

This change in e-timesheet system is not the only determinate factor of the needs of updated and enhanced resources. Public Authority has seen a 12 percent increase in provider enrollment from the fiscal year 2017/2018 to 2018/2019. In addition to an increase in recipient case hours by an additional 6 percent. With the social security administration estimating that 24% of the US population will be over 65 in the next 10 years. El Dorado County 2018 US Census already lists the County of El Dorado population of over the age of 60 at 29.9 percent. This will greatly impact the need for services throughout the county and the IHSS Public Authority program.

Objective:

- New recruitment materials and outreach to meet the needs of an expanding program.
- Access to technologies for training. Including computers/ tablets supported by the I.T department to insure compatibility and function.
- The return of the office assistant position for onboarding support to the Registry/Training Specialist roles as the need for new training emerges.
- Space allocation for computer training
- Adding additional Provider Orientations to meet the current and expanding demand of new providers.
- Assess, implement and rebrand The Public Authority Program through diligent outreach to expand the provider registry and the quality of providers.

