

*2008-2009*

# Bi-Annual REPORT



IHSS Public Authority  
San Bernardino County



Board of Directors  
San Bernardino County  
IHSS Public Authority



**GARY C. OVITT**  
CHAIR, IHSS PA

April 21, 2010

Dear Partners:

As Chairman of the Board of Directors I am pleased to provide you with this Bi-Annual report highlighting the activities, accomplishments, and future vision of the IHSS Public Authority (PA). The Public Authority Board of Directors is comprised of the members of the Board of Supervisors, who sit as the governing board of the PA. The Board of Supervisors also appoints members to the IHSS Advisory Committee, a citizen consumer advisory committee mandated by law to provide the Board with input from the community regarding the delivery of IHSS services.

It is my sincere pleasure to present this Bi-Annual report, and trust it will provide accurate and timely information to our stakeholders regarding the positive and essential role that the IHSS Public Authority plays in the delivery of IHSS services. I invite you to call or visit the IHSS PA should you have any questions or concerns regarding this report, or any of the services provided by the IHSS Public Authority.

Sincerely,

Gary C. Ovitt  
Chair  
IHSS Public Authority Board of Directors



**W**elcome to our San Bernardino County In-Home Support Services (IHSS) Public Authority Biannual Report. The goal of this report is to keep stakeholders, including our Board of Supervisors, IHSS Providers and IHSS Recipients, County of San Bernardino Human Services and the community at large informed about what services and supports are available from the Public Authority, and how we are doing in providing these services.

The Public Authority strives to fulfill our mandate as the Employer of Record for IHSS workers through effective bargaining over wages and benefits with United Long Term Care Workers Union, SEIU Local 6434; administration of Health Benefits for eligible providers; provision of training for providers and recipients of IHSS; operation of a provider registry service so that IHSS recipients have access to screened care workers who have successfully completed background investigations, and provision of an array of employee support services for IHSS providers that include administration of workers compensation benefits, employment verification services, and operation of a local paycheck customer service call center.

In addition, the Public Authority is the local portal to the new IHSS provider enrollment process that has evolved from the 2009 IHSS Reform Legislation and Fraud Initiatives, processing and reading over 20,000 Department of Justice background checks annually.

Our stakeholders are the single most important component and information source in the decision making processes we utilize to design our services. We welcome your input, and look forward to interacting with each of you in the near future. We need you to let us know how we are doing, so that we might improve the way we do business going forward.

I personally invite you to call or come into any of our offices with questions or comments you have about how we can best meet our mutual goals.

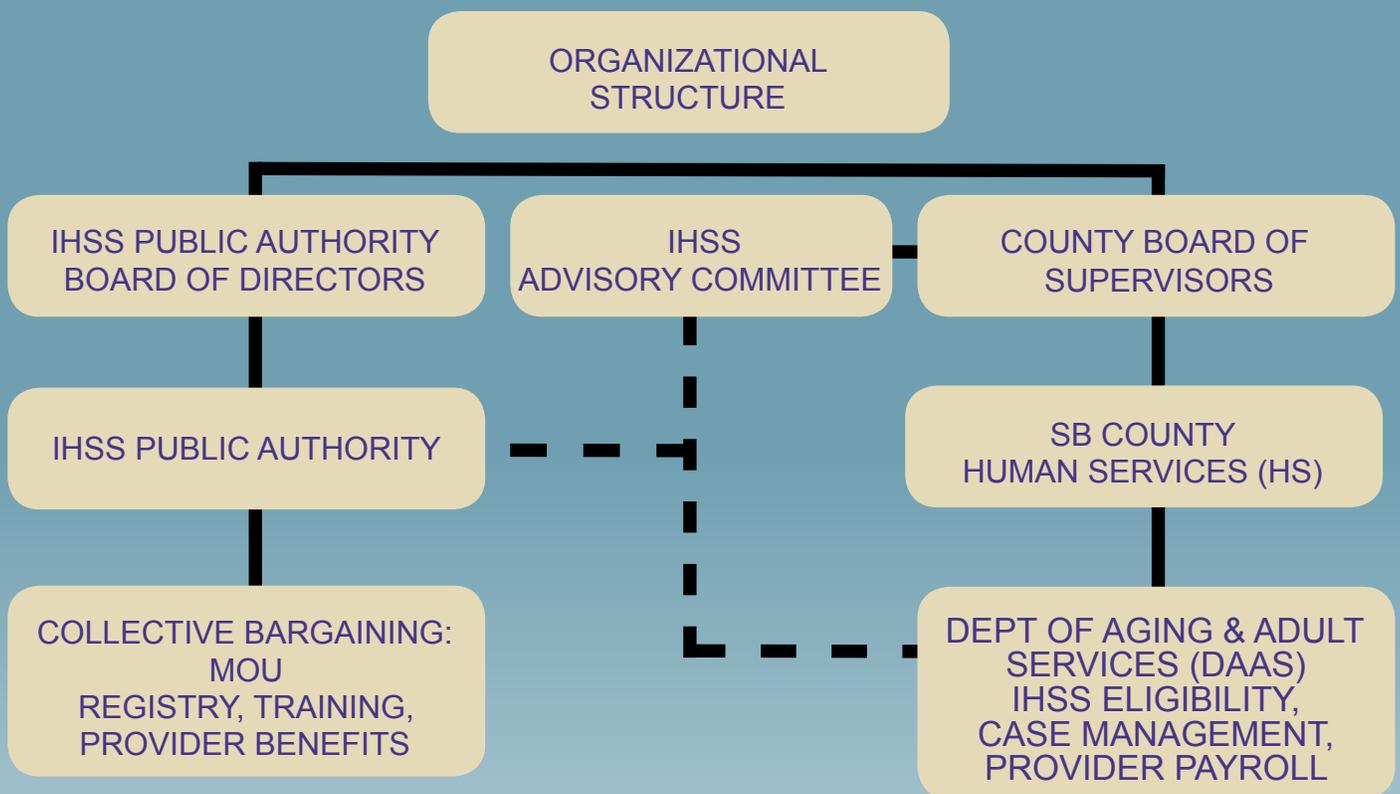
Helen Lopez  
Executive Director  
IHSS Public Authority

# GOVERNANCE

The San Bernardino County IHSS Public Authority is a separate entity created by ordinance of the San Bernardino County Board of Supervisors. It is governed by a Board of Directors consisting of the members of the Board of Supervisors but with a distinct purpose and charter.

While the Public Authority is technically not a department of the County, we work very closely with the administration and operations of the County; particularly Human Services (HS) and the Department of Aging and Adult Services (DAAS). Most of our support services, including fiscal, human resources, counsel and other general services are purchased from the county through contracts and MOU's.

In addition, the PA works very closely with the IHSS program and the IHSS Advisory Committee to assure that IHSS services are delivered in an effective and accessible manner.



## BOARD OF DIRECTORS



Gary C. Ovitt  
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Vice Chair



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Director

## In-Home Supportive Services Advisory Committee

### Mission Statement

The Committee's mission is to serve as advisors to improve the In-Home Supportive Services' system for consumers and providers by being an on-going conduit of information and advocacy to the Board of Supervisors for the entire community.

### Function of IHSSAC

The IHSS Advisory Committee is a citizen body comprised of 11 voting members and 5 alternates, who are appointed by the San Bernardino County Board of Supervisors. The committee has a majority of consumers of home-based services. The other members may be caregivers, advocates for senior and disabled adults or children, or interested community members. The Committee's responsibility is to advise the Board of Supervisors, the Public Authority, Department of Aging and Adult Services, and other involved agencies or programs about IHSS, and make recommendations to improve services.



Ms. G. G. Crawley

### 2009 – 2010 IHSS Advisory Committee Members

John Anaya	Nancy Barrett	Sheila Brown	Barbara Chastain
G. G. Crawley, Chair	Patricia Dotson-Moss	Nelma Fennimore	Mary Gillion
Patrick King	Noriene Mangold	Roy Reynolds	Kim Risser
Patti Strauch	Sharon Swayzer	Caroline Von Flue, Vice Chair	

### HSS Advisory Committee

#### Sub-Committees

Legislative Committee  
Finance Committee  
Outreach and Public  
Awareness Committee

### IHSS AC Budget

State funds support the functions of the IHSS Advisory Committee. The total annual budget of the IHSS AC is \$54,966. These funds are spent on a variety of items designed to support the work of the IHSSAC, including member stipends, travel expenses, training and outreach activities.

### Accomplishments

- Developed an IHSS Consumer Survey to determine the satisfaction of the San Bernardino County IHSS consumers with their providers and authorized services. Surveys were mailed to over 1500 consumers. The findings were very favorable towards their care providers, services being rendered, and their IHSS Social Worker.
- Attended the Victorville Senior Health Fair and conducted on-site surveys. In conducting the survey, the Advisory Committee found that many seniors were unaware of the In-Home Supportive Services Program.
- Attended the Colton Health Fair and set up a booth for recruitment of new Advisory Committee Members and conducted on-site surveys.
- Advertised on Public Access Television and in local community news papers the Advisory Committee meeting time and location. This was in an effort to obtain more input from the community.
- Attended the Caregiver Appreciation Day Program hosted by the Public Authority and set up a booth for recruitment of new Advisory Committee Members.
- Attended the Upland Senior Health Fair and conducted on-site surveys.
- The Committee sent one member to the 7th Annual California In-Home Supportive Services Consumer Alliance (CICA) Conference. The member brought back information for the Committee to review.
- Attended the West Valley Adult Protective Services Multi-Disciplinary Team 23rd Annual Conference and set-up a booth for recruitment of new Advisory Committee Members, as well as, received comments regarding the IHSS Program. Also, some Committee members served on a panel discussion regarding the changes in the IHSS Program and the affect on consumers.

## REGISTRY UNIT

The Public Authority Registry continues their successful operation bringing together effective working relationships between IHSS consumers and registry providers. Registry services are free, voluntary, and are delivered within the parameters of the Individual Provider (IP) mode of service delivery, which guarantees an IHSS consumer's rights to hire, assign work, supervise, train, and if necessary, terminate the homecare provider's employment.

### Services provided by the Registry include:

- Provider referrals to IHSS consumers
- Interview Assistance
- Problem resolution
- Mediation
- Criminal background investigation
- Reference Checks
- Provider follow up visits
- Updates on State and County program changes

### Provider Recruitment

To participate in the Registry, consumers and providers are required to submit a completed Registry application. Consumers must be approved for IHSS services and reside in the County of San Bernardino.

In 2009 the provider eligibility criteria was changed to require applicants to have six (6) months of homecare work experience in order to be considered for the registry. In addition, applicants must:

- Complete and clear a criminal background investigation as administered by the California Department of Justice
- Participate in a 2 hour registry information session

- Submit two professional references that include six (6) months of homecare experience
- Complete CPR/First Aid Training, provided free of charge by the PA

### Recruitment Activities

Provider recruitment is primarily conducted at IHSS Orientation meetings. PA staff attends IHSS orientations to alert family providers and clients about our services. Special recruitment activities for hard to serve areas were developed and implemented in 2008-09. This has resulted in a 40% increase in registry providers in the desert and mountain areas. In addition, targeted recruitment activities were designed and conducted in 2009 in order to reach applicants with special skills such as specific language fluency.

### Outreach activities

The registry engaged in marketing and public relations campaigns in 2008 and 2009 to attract new consumer and provider participants. We designed and distributed brochures, flyers, posters, magnets, and other informational materials throughout county departments, senior and disability organizations, healthcare facilities, and community organizations countywide. IHSS social workers also distribute PA information to consumers while conducting home visits.

Throughout 2008-2009, the PA participated in health fairs, job fairs, conferences, seminars, networking meetings, and other community events to promote its services. PA representatives participated on the planning committee for Bi-National Health Week sponsored by the Consulate of Mexico. This event takes place simultaneously in Mexico and the United

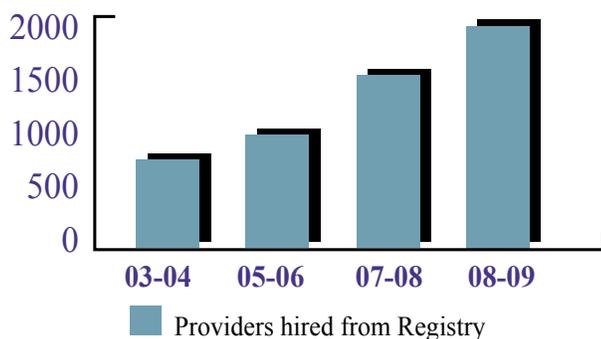


States during a specified period of time to provide educational and health services to the community free of charge in an effort to bring health awareness to specified populations. The Registry utilizes the PA "People Helping People" quarterly newsletter to inform clients and providers about Registry and IHSS processes, relevant legislation, upcoming trainings, changes to the program, and helpful educational articles.

**Statistics**

In 2009, the Registry enrolled 1,168 IHSS new consumers, screened over 2,500 IHSS providers, and sent 3,725 referral lists to consumers resulting in 1,849 verified matches. In addition a total of 150 provider follow up visits were conducted providing training for consumers and follow up for providers.

**REGISTRY MATCHES**

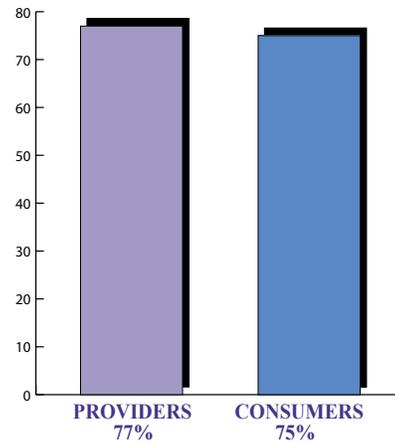


**Projected Registry Enhancements**

In the coming year, the registry will review ways to enhance and streamline its registry service operation. Some improvements under consideration are:

- Updating provider homecare experience requirements
- Implementing new approaches to registry matching and data management processes
- Standardizing information sessions for providers, and updating the consumer and provider handbook

**2009 SATISFACTION SURVEY**



The Registry’s purpose is to maintain a pool of qualified, available providers. Our goal is to maintain the average duration of “matches” to 150 days or more, and to process provider applications within 60 days of receipt. These registry enhancement activities will allow the registry to meet and maintain these goals.

**Consumer and Provider Surveys**

Consumer and Provider Satisfaction Surveys were conducted in 2008-2009 to identify areas of effectiveness, efficiency, satisfaction and general information. The most current survey was completed in January of 2009 and focused on gathering information from clients and providers regarding awareness of Public Authority services and satisfaction. 75% of consumer’s that completed the survey indicated high satisfaction with PA services. 77% of providers that completed the survey indicated high satisfaction with PA services.

**Other Activities**

The State of California is involved in a long term process to upgrade the Case Management Information and Payroll System (CMIPS). In order to roll out the new system each county was asked to form an implementation team which consists of five workgroups. The Public Authority has been involved in this process for San Bernardino County since its inception and is currently leading the Communications and Public Outreach Workgroup.

## PROVIDER SUPPORT SERVICES

This branch of the Public Authority (PA) was new to the department in 2008 and combines some services previously administered by the PA (Provider Health Benefits, Employment Verification, and Worker Compensation) with the newly added Paycheck Customer Service.

### Paycheck Customer Service

Our staff of two office assistants and one supervisor provides assistance to more than 4500 Individual Provider phone calls per month. Outcome measurements show us that the department, on average, has consistently returned phone calls within one business day or less.

Paycheck Customer Service provides information regarding Individual Providers' (IPs) timesheets and paychecks. The department has worked diligently to create various avenues for IPs to access their timesheet and payroll information. The designated toll free number combined with our "Ask Paychecks" email response system provides virtually 24/7 access to these services.

A future goal for this department is to offer these services through lobby phone banks and touch screen kiosk terminals as an additional means to accessing paycheck and timesheet information in each IHSS office.

### Health Benefits

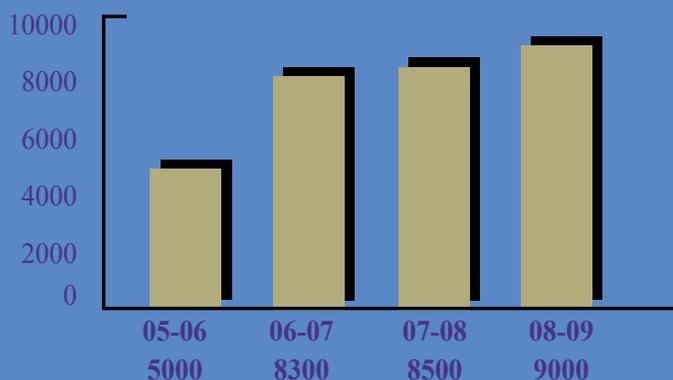
During the past two years, Health Benefits coverage transitioned from Inland Empire Health Plan (IEHP) and Physician's Care to the Long Term Care Workers Health Trust Fund (The Trust). The PA continues to work within the Labor Management committee to offer affordable health insurance benefits to a limited number of eligible IHSS providers who do not have access to other health insurance programs.

Our goal for the next fiscal year is to increase the total number of insured individual providers; and offer a growing list of alternate health benefit resources for Individual Providers not currently enrolled in the health plan offered through the Public Authority.

### EMPLOYMENT VERIFICATIONS

Employment and income verifications are services provided by the Public Authority, for all 20,000 San Bernardino County IHSS Providers. All requests must include the Individual Provider's social security number and signed release of information.

#### EMPLOYMENT VERIFICATIONS COMPLETED

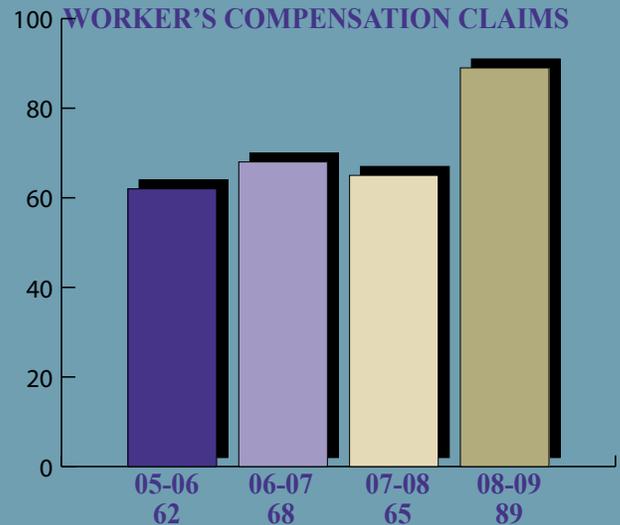


With total employment and income verifications increasing each of the last four fiscal years, it was vital for the department to measure turnaround time for completion of each verification request. Outcome measurements have tracked this from the beginning, and turnaround time has steadily decreased from an average of 72 hours (three business days) to an average of 24 hours (one business day).

### WORKERS COMPENSATION

The Public Authority is responsible for processing Workers Compensation claims and authorizing the initial doctor's evaluation for all San Bernardino County IHSS Providers.

#### WORKER'S COMPENSATION CLAIMS



While workers compensation claims the three previous years remained fairly consistent, there was a significant increase in new claims in FY 2008-09. The department continues to focus on reducing the number of claims by working with the PA Training Department. Increased educational efforts in areas such as identifying work place hazards, proper lifting/transfer techniques, fall prevention, and fire safety will be the focus of these efforts.

## TRAINING UNIT

### Training Activities

The Public Authority began offering Trainings in 2005. Since then the Public Authority Training Department has provided training to more than 2500 In-Home Support Services caregivers throughout San Bernardino County. The trainings consist of CPR/First Aid, Individual Caregiver Trainings and the National Caregiver Training Program. Trainings are offered in Ontario, San Bernardino, Victorville, Trona, Yucca Valley, Barstow, Big Bear and Needles.

### Outcomes Measurement

Building upon information received from outcomes measurement including consumer satisfaction, staff made a number of changes to improve class offerings and attendance in the following ways:

- The Training Unit conducted a complete review of all caregivers training profiles to assure that all registry providers were meeting the Public Authority's training requirements and had obtained and are current in CPR/First Aid training.
- Updated Training Flyers to appear more appealing to the caregivers' eye.

### Classes Offered

The IHSS Public Authority offers free education/training classes to all registry and IHSS caregivers to help enhance their knowledge, professional growth and to increase the quality of care provided to IHSS consumers. During 2008 and 2009 the following classes were offered.

- |                           |   |
|---------------------------|---|
| • Caregiver Wellness      | • Food Safety                                   |
| • Elder Abuse & Neglect   | • Cultural Competence                           |
| • Alzheimer's             | • Aphasia                                       |
| • How to take Vital Signs | • National Caregiver Training Program (6 Weeks) |
| • CPR/First Aid           |   |
| • Re-Think Your Drink     |   |

### National Caregiver Appreciation Day Event

On November 12, 2008 in Rancho Cucamonga and November 19, 2008 in Hesperia the Public Authority held its 3rd Annual Caregiver Appreciation Day events for IHSS caregivers. Nomination forms were sent to all Registry consumers asking them to nominate their

special caregiver. We received over 600 responses. 20 caregivers were selected to receive recognition at the event. There were a total of 100 caregivers in attendance who received a nice lunch provided by their union (SEIU), received gifts, won prizes and were enlightened by guest speaker Chico Garza. All who attended had a wonderful time. A special thanks went out to the community organizations that made the event extra special by making donations including SEIU, IEHP, Stator Bros. Markets, 24 Hr. Fitness, RTZ & Associates, Homeland Security, Sam's Club, Rancho Cucamonga Water District, Victorville Water, and Eli Lilly.

This successful event was repeated in 2009 in Rialto. There were 235 providers in attendance. Providers who attended enjoyed fresh doughnuts (donated by Homeland Fingerprinting) and coffee (donated by Panera Bread). Those in attendance also enjoyed Subway sandwiches and refreshments for lunch. Nomination forms were sent to Registry consumers asking for provider nominations. There were 10 providers who were selected and recognized at the event. PA Board of Directors Chairman Gary Ovitt's representative attended and also presented certificates to the providers who were selected for nominations.

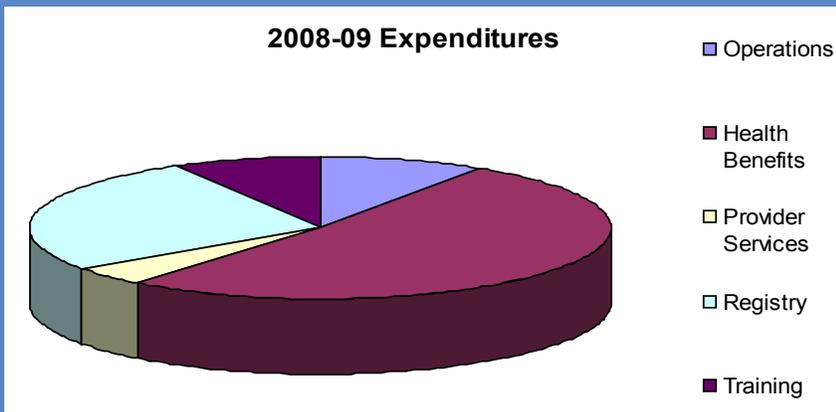
Providers enjoyed as well as participated in Folkloric dancing. Special thanks went out to the community organizations that made the event extra special by making donations including Homeland Fingerprinting, Panera Bread, Stator Bros. Markets, Ralphs Grocery Stores, RTZ & Associates, All Print, Cucamonga Water, Pat & Oscars, IEHP, Molina, El Clasificado, Latino Health Collaborative, County of San Bernardino.

### Where We Are Going!

The San Bernardino County Public Authority Training Department plans to utilize additional staff to allow the training manager to incorporate new things for 2010-11. We look forward to improving the training department through:

- Offering Consumer Training
- Locating a more user friendly training registration system.
- Locating New, Fun and Interesting trainings.
- Making current trainings available via internet for Consumers and Caregivers

**2008-09 Expenditures**



Operations	\$359,853
Health Benefits	\$1,993,106
Registry	\$1,029,852
Provider Support Services	\$169,620
Training	\$318,702
<b>Total</b>	<b>\$3,871,434</b>

## FUNDING

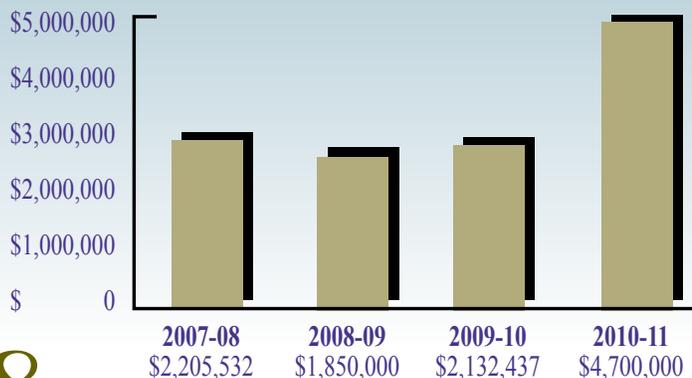
IHSS Public Authorities in California are funded through a combination of State (33%), Federal (50%) and Local (17%) dollars, and are mandated by Assembly Bill 1692 to do the following:

- Maintain a Registry to assist IHSS consumers in locating suitable care providers.
- Screen providers listed on the Registry.
- Provide access to training for both IHSS consumers and their care providers.
- Act as the Employer of Record for the county's IHSS program. This includes: negotiating provider wages, benefits and terms and conditions of employment.

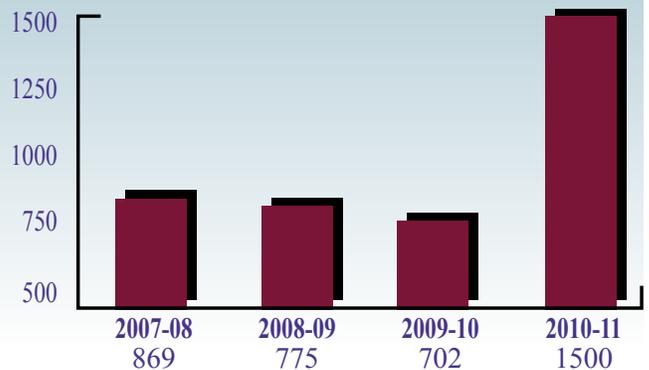
### Provider Health Benefits:

Provider health benefits, like wages, are negotiated by the Public Authority with the local provider Representative (Union) United Long Term Care Workers Union (ULTCW)SEIU Local 6434. In November 2008, the existing MOU expired, without a subsequent MOU having been negotiated. At the end of 2009, the Union and the Public Authority had still not reached agreement. As a result of this stalemate, no new enrollment to the existing Health Benefits program occurred. Enrollment dropped, through attrition, from over 1600 to just over 750 persons. During the same time, premiums were increased significantly from \$154 to \$240 per person. The Public Authority and ULTCW continue to work towards finding a mutually acceptable program of health benefits that will provide maximum benefit to the largest number of eligible providers with the funding currently available.

**HEALTH BENEFITS EXPENSES**



**HEALTH BENEFIT ENROLLMENT**



## Outcomes Measurement

### Program Goals, Outcomes and Improvements

#### PROVIDER REGISTRY

**GOAL:** Duration of registry matches will be 150 days or more.

**OUTCOME:** The average duration of Registry matches was 153 days.

**GOAL:** Duration of registry matches with a home visit will be 175 days or more.

**OUTCOME:** The average duration of Home Visit Registry matches was 203 days.

**GOAL:** Providers will complete the registry application process within 60 days.

**OUTCOME:** Average time from application to available was 45 days.

#### PROVIDER/CONSUMER TRAINING

**GOAL:** Students completing National Caregiver Training Program will demonstrate a 40% increase in training specific skills and knowledge.

**OUTCOME:** Students increased their skills and knowledge an average of 38%.

**GOAL:** The average cost of individual CPR/1st Aid certification will be under \$75.

**OUTCOME:** Training costs were reduced to \$45 per certificate.

#### PROVIDER BENEFITS

**GOAL:** 25% of non-enrolled providers will be connected to an alternate resource.

**OUTCOME:** 11% of providers used an alternate resource provided by the PA.

**GOAL:** Employment verification request response time will be less than 48 hrs.

**OUTCOME:** Average response time was 24 hours.

#### PAYCHECK CUSOMER SERVICE

**GOAL:** 75% of callers will have total satisfaction with information received and not require referral to IHSS.

**OUTCOME:** 89% of callers did not require referral back to IHSS.

**GOAL:** Phone messages will be returned within 24 hours.

**OUTCOME:** Return call turnaround time averaged 24 hours.

#### CUSTOMER SATISFACTION

**GOAL:** Programs will achieve a 90% or better customer satisfaction rating.

**OUTCOME:** Stakeholders surveyed reported an 88% satisfaction with Services.

**IMPROVEMENTS:** Registry home visits for hard to serve recipients were justified as cost effective; CPR/1st Aid classes were scheduled more frequently, and training staff were certified to teach in-house; Registry applications were simplified and recruitment timeline goals were set; Training unit implemented standardized curriculum and pre-post testing; Certified staff trainers conducted CRP/1st Aid classes in remote areas; Benefit staff developed more and better community resources for low cost care; A Paycheck Customer Service Call Center was established to alleviate IHSS payroll clerk workloads and centralize responses to common provider questions regarding their pay.



**In-Home Supportive Services Public Authority**  
**San Bernardino County**  
686 East Mill Street  
San Bernardino, CA -92415-0034  
<http://hss.co.san-bernardino.ca.us/pa/>