



## In-Home Supportive Services Public Authority

**Quarterly Report:  
July-September  
2008**

The IHSS Public Authority (PA) and the IHSS Advisory Committee's (IHSSAC) quarterly report executive summary:

### **Administration**

- Staff reduced by 2.5 positions to accommodate budget shortfall
- Newsletters combined and reduced to once every 4 months
- DOJ announcement prompts fingerprinting alternatives

### **Registry:**

- Renewed interest packet mailing after four-month suspension
- Confirmed matches are up

### **Education:**

- SEIU Safety Series receives high marks from students
- Staff negotiate new classroom space throughout county
- Consumer classes resume in September

### **Health Benefits:**

- Staff begin survey of health services alternatives
- Waitlist numbers continue above 1,000

### **IHSS Advisory Committee:**

- Member recruitment efforts continue
- Group advises Board on impact of Governor's proposed cuts

The balance of this report provides information and data on the IHSS Public Authority's various activities.



▶ **Staffing**

Due to budget constraints, this year two PA staff positions, 1.0 FTE Administrative Services Officer II and 1.0 FTE Office Specialist, were cut during proposed budget, and an additional 0.5 FTE Social Worker position was unfunded during the final budget process. There was no job loss, as these positions were held vacant.

The Public Authority is developing a new program in which staff will visit registry clients to assess the quality of work being provided. The four new Public Authority Social Worker Interns will be assisting staff in this endeavor.

▶ **Budget**

The PA final budget was approved by their Board of Directors in September. In addition to reduced staffing, the PA reduced publication of the two quarterly newsletters, Authority Speaks, which focused on issues of interest to IHSS consumers, and Caring Matters, primarily aimed at issues and information relevant to IHSS care providers. It was decided that the two newsletters would be combined under the name Caring Matters published three times/year, and future issues will be expanded 4 pages in order to address issues for both consumers and providers. One copy will be mailed to each household.

The Public Authority is now working with a very lean budget since nearly \$350,000 in funding has been lost in the past two years.

Additional funding for an expanded online training venue is being sought through grants, since the PA base budget will no longer support this innovative move to bring caregiver skills training into the homes of IHSS consumers and caregivers. PA staff completed grant applications for Sierra Health Foundation's Responsive Grants Program and Sutter Medical Center's Community Grants Program.

▶ **Contracts**

The Department of Justice announced that it will no longer be offering live-scan fingerprinting services at its offices on Broadway. PA staff are developing alternatives for fingerprinting Caregiver Registry applicants.

▶ **Newsletters**

25,000 copies of the Caring Matters newsletter in its new, 16-page format were mailed in August. The issue was filled with information on managing Asthma, attitudes about change, protecting oneself in the hot weather, issues related to alcohol use, service dog training programs, the All Seasons Café, and two support groups, Participants in Progress (PIP) and the Watt Avenue Caregiver Support group. Also included in this issue is a schedule of Public Authority provided educational opportunities (along with a registration form that can be mailed or faxed in), a call for IHSS Advisory Committee volunteers, and announcement of the November 5, 2008 Caregiver Recognition Event to be held at the Sacramento County Board of Supervisor's Chambers. The cover article showcased new IHSS Advisory Committee member, Antoinette Lopez-Coles, her gratitude for the IHSS program and for her IHSS caregiver, Martha Garcia.



### ▶ **Caregiver Orientations**

After suspending the mailing of registry caregiver interest packets from May through August, 528 interest packets were mailed during the month of September. Interested applicants, who numbered 413, registered for orientation, and 136 actually attended. Of the 136 who attended orientation, 7 were screened out due to the following:

- Caregiver had criminal history on a local background check (4)
- Caregiver did not pass the interview process (3)

A total of 94 new caregivers were added to the IHSS Public Authority Caregiver Registry during the quarter. At the end of this quarter, the registry had 263 active caregivers, 124 caregivers who were fully employed, and 9 caregivers whose applications were pending completion of the application process.

### ▶ **Performance Indicators**

For this quarter, 139 new consumers were added to the registry for services. At the end of this quarter, the registry had 575 IHSS consumers actively using registry services. The following table describes the breakdown of list requests, lists sent, timeframes and confirmed matches for this quarter:

Consumers Requesting a List	533
The Number of Lists Sent to Consumers	430
Average # of Days to Create a List for Consumers	1.37 days
Matches Confirmed	178

Of the lists requested, but not completed, the reasons included: changed their mind, hired someone else, were not IHSS consumers, did not leave adequate information to re-contact, entered a hospital, used an old list and already hired someone, or were already being served by IHSS Family Service Worker staff.

The registry received 3,506 calls during the quarter. Along with the typical requests handled by the registry staff such as consumer list requests, caregiver updates and caregiver interest calls, the registry staff also provided support of the following nature:

Interventions	
Abuse Reports/investigations	12
Advocacy	35
Case Conference	1
Complaint	66
Consumer List Request Issues	136
Emergency	0
Fraud Reports/investigations	16
IHSS Issues	39



Interventions	
Information and Referral	41
Interview Assistance	7
Mentor Assignments	0
Problem Solving	46
Registry information & Issues	33
Other	6
Total Interventions Reported	438

Note: This information represents a snapshot of ongoing assistance by Registry staff to IHSS consumers and providers during this the quarter.

### ■ **Satisfaction Indicators**

Comment cards, asking IHSS consumers to evaluate list quality and helpfulness of IHSS Public Authority staff, are sent to all IHSS consumers receiving match lists. When negative responses or comments are received, if a name has been provided, registry staff follow-up to ascertain that the consumer is safe, has the services they need, and determines whether an APS or other report should be filed.

Eighteen (18) satisfaction surveys were received from IHSS consumers this quarter. Survey results are as follows:

#### **Service of IHSS PA staff:**

- 89% Very Helpful
- 6% Helpful
- 5% Fair

#### **Consumers who used the list:**

- 67% Used the list
- 22% Did not use the list
- 11% Not applicable

#### **Hired a caregiver from the list:**

- 56% Hired a caregiver from the list sent
- 22% Did not hire a caregiver from the list sent
- 11% Not Applicable
- 11% No Response

#### **Comments about what consumers believe would improve Registry services and make it easier to use:**

- Nothing been very helpful.
- Call back sooner
- It was helpful – needs no improvement.
- More timely receipt of timecards.



## Caregiver Registry

Staff: Blagaila, Cotta-Warren, Juarez, Manz, Radley, Sidney, Vlaykova

- Have some more short term [caregivers].
- I found someone before I got the list. Shannon H. was very helpful, I would use her again.
- If the list could show general area in which workers live, would help in phone calls.
- Have more employees that are “on call.”



**Summary**

Consumer classes were resumed in September after a brief hiatus; consumer classes scheduled in July and August were postponed while the instructor recuperated from a broken limb. Eskaton received excellent marks from attendees at the September 24, 2008, "Living with Chronic Illnesses" at Greenfair Apartments. On September 25, 2008, UCCE presented "Make Safe Serve Safe" (Food Safety) to consumers at the Russell Manor housing facility. The consumer questionnaire evaluation results showed that all thought the class was a good use of their time and they would recommend the class to others.

Class attendance increased this month as the Education & Training Unit tried a variety of mechanisms to advertise classes. Strategies included use of predictive dialing machine to notice caregivers of class offerings, posting schedules and flyers at drop boxes for caregivers to see as they drop-off timesheets and increased emphasis on class attendance at Caregiver Orientation. The Public Authority phone tree training line was revised to make registration by telephone easier.

The classroom training evaluation form was redesigned to capture information related to class attendance. Questions were asked that about what impact class location, cost of travel and time of class, had on whether caregivers attended. Initial results indicate that there is some interest in offering classes in Rancho Cordova and that another desirable class time is from 1-3 pm.

In an effort to improve access to caregiver classes in the south county, the Public Authority negotiated an agreement with Eskaton Jefferson Manor to use their meeting room. Class access for caregivers who live in North Sacramento will be enhanced through the use of the classroom at the Senior and Adult Services building on Watt Ave.

National Family Caregiver Month: Staff engaged in planning for the Caregiver Recognition Event that will be held on November 5, 2008 at the Sacramento County Board of Supervisors. Save the date cards have been sent and donations have been solicited.

**Outreach**

Russian Community Outreach: On September 26, 2008, the Public Health Department Coordinator for Slavic Outreach and Public Authority Education staff collaborated in presenting "File of Life" information to the Russian-speaking IHSS recipients of Cordova Meadows Apartments.

Caregiver Support Group: A variety of methods have been attempted to increase awareness of and participation in the group. Group meetings continue to be small despite phone calls to caregivers in the immediate area. A newsletter item prompting interested caregivers to contact the Education Supervisor had some success.



The Service Employees International Union (SEIU) safety series continued in August with the presentation of two classes, “Back Injury Prevention/Chemical Hazards and Workplace Violence Prevention”, and both classes received high scores from caregiver evaluations. All who responded would recommend this class to others. The speaker and the content were ranked as excellent by the attendees.

“Self-Care for the Working Caregiver” was provided pro-bono by the Del Oro Caregiver Resource Center on August 13, 2008.

▶ **Collaborations:**

Education and Training unit is discussing partnering with La Familia on a Spanish language consumer class later this year.

Outreach to Non-English speakers has become difficult since staff at various community collaboratives are bearing increasing workloads due to budget related staff reductions. Direct educational activities appear unlikely in the near future but it is hoped that a relationship can be maintained should such opportunities present themselves in the future.

▶ **In-Home Education Program**

In September, IHSS Public Authority interns began gearing-up for the fall in-home consumer education effort designed to assist consumers who are new to the registry by answering questions about the employer role and how to best utilize IHSS Public Authority registry and educational services. The program has been very successful in the past, and very much appreciated by IHSS consumers.

In-Home Education Program Referrals <i>This is the number of consumers that were referred to the program by the registry.</i>	39
Home Visits Scheduled <i>This is the number of consumers were scheduled for In-Home visit by registry or social work staff.</i>	6
Consumer Waived Education Services <i>This is the number of consumers who declined in-home education services.</i>	33
Unable to Contact Consumer <i>This is the number of consumers with whom the Public Authority was unable to make contact.</i>	1
Home Visits Completed <i>This is the number of consumers that received In-Home Education.</i>	4*

\*One home visit was scheduled for next quarter, and will be reported as a completed visit in the next quarterly report..



► **Interventions**

Education Social Workers provide problem resolution assistance when IHSS consumers or care providers call with a complaint or issue that is beyond the scope of what can be easily handled by Registry Services. Issues referred to social work staff are often complex and require more in-depth assessment to identify appropriate response and referral. This quarter, social workers conducted the following interventions:

<b>Urgent Care Program</b>	
Calls received on Urgent Care line	43
Resolutions:	
Abuse Reporting/Investigation	4
Assist with Problem Resolution	5
Assisted Client with Hiring a Caregiver	12
Call to Law Enforcement	0
Fraud Unit Referral	2
FSW Referral	4
IHSS Intake Referral	0
IHSS Payroll Referral	2
Non Urgent Care referred to appropriate resource	28
Other	6
Provide Education	0
Provided Conflict Resolution	1
Referred to Community Resources	1
Registry Referral	4
Referred to Accent Care (Urgent Care Program referral)	10
Unique Clients	8
Urgent Care Assistance Provided:	
Bathing	7
Dressing	4
Bowel/Bladder Care (client continent)	1
Bowel/Bladder Care (client incontinent)	5
Transfer	6
Ambulation	1
Meal preparation	8
Feeding	4
Emergency Medication Pickup	0
Laundry Services	6
Critical Medical Appointments	0
Critical Food Shopping	0

Calls to the Urgent Care hotline do not always meet the Urgent In-Home Care program criteria. Every call is screened by PA staff, who use a screening tool to determine UIHC program eligibility. Those callers who do not meet the UIHC program eligibility are assisted with other appropriate resources and interventions, as needed.



Often, those who call the Urgent Care hotline have multiple issues to be resolved, or the presenting issue requires multiple interventions. Depending on the particular situation, in addition to referrals to various agencies to provide needed assistance, PA staff may contact law enforcement, make a report to adult protective services, or provide conflict resolution between the consumer and their caregiver.

Interventions (Other Than Urgent Care)	
Abuse Reports/investigations	29
Advocacy	23
Case Conference	3
Complaint	30
Consumer List Requests/Issues	28
Emergency	1
Fraud Reports/investigations	8
IHSS Issues	11
Information and Referral	71
Interview Assistance	16
Mentor Assignments	0
Problem Solving	74
Registry information & Issues	7
Other	103
Home Visits <i>other than In-Home Education</i>	3
<b>Total Interventions Reported</b>	<b>407</b>

▶ **Performance Indicators**

Performance is measured by the number of classes offered and the number of participants successfully completing offered courses.

Following is a list of classes offered during this quarter, and the number of participants in each:

Training Title	Number of Participants
<b>First Aid/CPR (3 sessions during the quarter)</b>	<b>41</b>
<b>Risk Mapping and Blood borne pathogens</b>	<b>26</b>
<b>Points for Providing personal care</b>	<b>23</b>
<b>Back Injury prevention and chemical hazards</b>	<b>21</b>
<b>Self Care for the working caregiver</b>	<b>24</b>
<b>Improve Mobility and Transfer Safety</b>	<b>23</b>
<b>When Behavior is difficult</b>	<b>12</b>
<b>Workplace Violence Prevention</b>	<b>14</b>
<b>Community resources</b>	<b>23</b>
<b>Neurological Diseases(Parkinson's and Seizure Disorders)</b>	<b>16</b>



<b>Dementia and Preventing Falls</b>	<b>13</b>
<b>Schizophrenia</b>	<b>11</b>
<b>Living with Chronic Illnesses</b>	<b>21</b>
<b>Make Safe Serve Safe</b>	<b>34</b>
<b>Orientation</b>	<b>136</b>
<b>Watt Avenue Support Group</b>	<b>15</b>
<b>Total Number of Training Units* Provided</b>	<b>453</b>
<b>Total Number of New Students</b>	<b>163</b>
<b>Total Number of Training Hours Completed</b>	<b>1171</b>

\*Each training unit represents one student in one class session. It is common for participants, whether caregivers or consumers, to attend more than one class during the quarter. For this reason, the total number of unduplicated individuals trained is also included.

#### **Satisfaction Indicators**

Satisfaction with educational offerings is measured by a written survey completed voluntarily by participants at the end of each class. Responses from the caregiver classes “Dementia and Preventing Falls” and “Community Services to the Rescue” indicated that the content was excellent, and participants would recommend the classes to others.

Eighty percent of survey respondents were comfortable with the class time, while less than 2% preferred slightly earlier and the same number preferred slightly later. Sixty-three percent approved of the central classroom location at 4875 Broadway, while others suggested that classes also be held in other areas of the county.

In answer to that request from caregivers, the next scheduled class on October 14, 2008 will be held in the South Area at Eskaton Jefferson Manor. Staff will continue to monitor class attendance and respond to student suggestions.



**Summary**

This quarter 1,047 IHSS care providers became eligible for benefits and were sent an application packet. While 173 participants disenrolled from the health benefits program, maintaining enrollment at the maximum of 3,439 participants left 1,061 on the benefits wait list by the end of the quarter.

The benefits department recorded 1,037 calls during this quarter, many from people who are on the waitlist or eligible for benefits and are conveying an urgent need for insurance coverage. Benefits staff provides these callers referrals to community resources, including the primary care clinic and the county dental clinic.

PA staff developed and began conducting a survey this quarter designed to discover how applicants access necessary health services during the period they are on the waitlist. The survey will continue into the next quarter, and results will be reported at the conclusion of the survey.

Caregivers receiving benefits or on the waitlist and whose hours have dropped below the eligibility threshold of 85 paid hours for the month, are offered the opportunity for a fast track registry application process with the goal of increasing their hours. During this quarter, the registry enrolled 18 applicants through this fast track process.

For those enrolled in benefits that are unable to increase their hours, COBRA continuation coverage is offered which allows a caregiver to maintain their benefits for up to eighteen more months by paying the full premium amount each month. By the end of this quarter, a total of sixteen people were enrolled in COBRA health benefits and eleven in COBRA dental benefits.



▶ **Membership**

The IHSS Advisory Committee welcomed new member, Antoinette Lopez-Coles. Member Bari Schlesinger remains on leave. Member Kay Thiem resigned.

The Committee has had difficulty maintaining a quorum (6 members) at their regular meetings; the July meeting was cancelled due to an anticipated lack of quorum attending, and a quorum was not achieved at the August meeting. The committee did have a quorum in attendance at the September meeting, and completed several outstanding items of business at that meeting.

Efforts continue to locate candidates to fill the remaining four vacant seats. An article in the *Caring Matters* newsletter this quarter yielded several calls from IHSS recipients and caregivers who might be interested in serving on the committee, applications were mailed, and new applicants for the Advisory Committee are being interviewed. A tag line on the warrants recruiting members was also used. Paratransit has added the recruitment message to their telephone messages while folks wait on line.

▶ **Other Matters**

The IHSS Advisory Committee advised the Board of Supervisors via letter of the potential impact of the governor's recommended cuts in IHSS services.

The committee codified their fiscal year 2008-2009 budget, using the guidelines contained in the recently published County Fiscal Letter regarding Advisory Committee funding.

The Advisory Committee reaffirmed their affiliation with the California In-Home Supportive Services Consumer Alliance (CICA) by voting to pay the dues of \$2,000 for the year.

The IHSSAC Chair, Ms. Lyall, wrote a letter to the County Executive requesting that an Advisory Committee member participate on the IHSS task force established by the Sacramento County Board of Supervisors, but that request was deferred. It was explained that this workgroup was an internal look at IHSS, but that the information would be brought to the Advisory Committee for input.

