



In-Home Supportive Services Public Authority

**Quarterly Report:
October-December
2008**

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

Administration

- Semi-annual satisfaction survey completed
- Agreement signed with new fingerprinting contractor

Registry:

- Registry application process suspended in November and December
- Average time to produce matchlist reduced to 1.1 days

Education:

- Classes offered in north, south, and east area locations
- In-Home Registry Consumer Education a success
- Collaborative efforts made to reach other than English speakers

Health Benefits:

- Staff completes survey of wait list providers
- 5,929 eligible providers invited to apply during annual open enrollment
- Wait list at all-time high of 1,391

IHSS Advisory Committee:

- Two new members welcomed
- Members move to be actively involved in IHSS Task Force
- Members attend several educational conferences

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



▶ **Staffing**

On November 26, staff member Francisco Ayala lost his battle with cancer. An integral part of the Education and Training Unit, Francisco brought to the Public Authority a creative energy that inspired staff, and a genuineness that endeared him to everyone around him. He will be greatly missed.

▶ **National Caregiver Month Recognition**

On November 05, 2008, a special caregiver recognition day was held with the Sacramento County Board of Supervisors. IHSS Public Authority Advisory Committee member Michele Stuart accepted a resolution in Board Chambers that highlighted the contributions made by thousands of caregivers who are providing care to the elderly and disabled in Sacramento County. Over 40 caregivers were later honored at a reception and 15 received special certificates for their long standing service in providing care for their adult children.

▶ **Semi-Annual Caregiver Registry Satisfaction Survey**

In November, staff mailed satisfaction survey postcards to 561 registry consumers who had requested a caregiver list between May 1, 2008 and October 31, 2008. With a response rate of 24%, consumers indicated that 91.8% of their caregivers are always or most always on time, that 86.7% of their caregivers always or most always complete the authorized tasks, that 94.7% feel well or very well treated by their caregivers, that 91.7% feel that PA staff were helpful or very helpful, and more than half felt that the presence of an IHSS caregiver in their lives had prevented them from being hospitalized in the four months just prior to the survey.

▶ **Contracts**

Due to budget cuts, the Department of Justice (DOJ) stopped providing fingerprint scanning services in Sacramento in October 2008. The IHSS Public Authority contracted with **We Print U** for fingerprinting services for registry caregiver applicant screening. PA staff also coordinated with Department of Health and Human Services to have registry candidates fingerprinted at the DHHS offices directly across the street from the Public Authority offices. If the registry applicant has successfully completed the initial screening process by the time they are seen for their interview with a registry specialist, the candidate is sent to DHHS or **We Print U** for livescan fingerprinting.

▶ **Newsletters**

Nearly 26,000 copies of the *Caring Matters* newsletter were mailed in December to currently active IHSS consumers, IHSS caregivers, and registry caregivers. The issue highlighted the November 5th Caregiver Recognition event held at the Sacramento County Board of Supervisors' chambers, and contained articles on dementia, preventing falls, how to reduce junk mail, tips for caregivers preparing their consumers for doctor appointments, timely information on taxes, information from the IHSS Advisory Committee, a schedule of upcoming classes, and a class registration form that may be faxed or mailed in.



▶ Caregiver Orientations

In October, 401 interest packets were mailed to potential registry applicants. Mailing of registry caregiver interest packets was suspended in November and December due to a backlog of candidates and a limited number of orientation seats. Interested applicants, 414 of them, registered for orientation, and 151 attended. Of the 151 who attended orientation, 13 were screened out due to the following:

- Caregiver had criminal history on a local background check (7)
- Caregiver did not pass the interview process (1)
- Caregiver had disqualifying criminal history on a DOJ background check (5)

A total of 142 new caregivers were added to the IHSS Public Authority Caregiver Registry during the quarter. At the end of this quarter, the registry had 288 active caregivers, 132 caregivers who were fully employed, and 34 caregivers whose applications were pending completion of the application process.

▶ Performance Indicators

For this quarter, 109 new consumers were added to the registry for services. At the end of this quarter, the registry had 560 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	435
The Number of Lists Sent to Consumers	360
Average # of Days to Create a List for Consumers	1.1 days
Matches Confirmed	158

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 3,197 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	1
Assistance in Problem Resolution	137
Assisted Client with Hiring a Caregiver	1
Calls to Law Enforcement	0
Complaints Investigated	53
Fraud Unit Referral	3
FSW Referral	1



Interventions	
IHSS Intake Referral	2
IHSS Payroll Referral	8
Non-urgent care call referred to appropriate resource	2
Provide Education	60
Provided Conflict Resolution	4
Refer to Community Resources	2
Registry Issues	11
Other	32
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.

Thirteen (13) satisfaction surveys were received from IHSS consumers this quarter. Survey results are as follows:

Service of IHSS PA staff:

- 92% Very Helpful
- 8% Helpful

Consumers who used the list:

- 69% Used the list
- 31% Did not use the list

Hired a caregiver from the list:

- 38% Hired a caregiver from the list sent
- 46% Did not hire a caregiver from the list sent
- 23% No Response

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

- To talk to rep, instead of push buttons. Hard for disabled to answer as a recording doesn't get it.
- It was all taken care of really well. Thank you.
- You are doing just fine the way you are.
- Do not put someone on the registry that does drugs and this person is gay and makes a pass at you.
- Please ask providers to respond to messages and keep appointments!!!
- Thank you so much.



Summary

Education and Training staff continued informational outreach efforts, participated in recognizing outstanding caregivers, and arranged classes in new locations throughout Sacramento County this quarter. Staff was especially successful in arranging classes translated into languages other than English.

On November 18, IHSS Public Authority Staff were invited to participate in a ceremony to honor caregivers that was hosted by Eskaton Jefferson Manor. This is an annual event that the staff dedicate to the caregivers in recognition of their commitment to Eskaton Jefferson Manor residents.

Because budget restrictions reduced newsletter distribution to three times a year, and the timing of this fiscal year's third issue had to be adjusted to allow enough time for renegotiation of contracts with education services vendors, it was necessary for staff to step up the class confirmation process, so that February, March, April, May, and June classes could be included in this issue. The next *Caring Matters* newsletter is scheduled to print in mid May 2009, for distribution in June.

Staff continue to survey class participants about the efficacy of the classes, the desirability of class content, and the convenience of the times and locations. Survey responses indicate that caregivers hear about our classes primarily through the *Caring Matters* newsletter, which includes the full class schedule and a tear-off registration form that may be mailed or faxed to the IHSS Public Authority. Additionally, class information distributed at Registry Orientation is also an effective means of informing caregivers about classes.

Outreach

Staff presented information about the IHSS Public Authority to approximately 35 IHSS staff at induction training on Business Park Drive on October 2, 2008, and to APS staff at the SAS building on Broadway on October 28, 2008.

Public Authority staff participated in a Health and Safety Fair sponsored by La Familia Counseling Services on October 22, 2008. The fair was held in the gymnasium of Maple Elementary School, located in the Fruitridge area of Sacramento. Many families in attendance are currently caring for elderly and disabled relatives, and many expressed a strong interest in information about IHSS.

Collaborations:

Guillermo Acuna, Ph.D. from CARES (Center for AIDS Research, Education, and Services) presented a class entitled "Overview of HIV/AIDS." The class was well received by the 18 students.

In November, IHSS Public Authority collaborated with La Familia to present "Rx for Communicating with Doctors and Medication Management" at the La Familia Counseling Center site located on 34th Street. La Familia Executive Director Anita Barnes provided staff to help with room set-up. The class was taught by Terry McPeck



(Eskaton) and translated by Interpreter Eva Molina. La Familia staff assisted in advertising the event to their clients who are consumers and recipients.

December provided a wonderful time for the IHSS Public Authority to introduce an initial educational offering to Chinese-speaking consumers at Eskaton Jefferson Manor. The first non-English consumer class introduced to the residents was a smashing success! Forty-one consumers attended “Make Safe, Serve Safe” on December 12, 2008. The class was presented by UCCE Instructor Gloria Barrett with Chinese translation and materials.

▶ **In-Home Education Program**

IHSS Public Authority staff and interns continued the 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 well received, 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>	31
Home Visits Scheduled <i>This is the number of consumers were scheduled for In-Home visit by registry or social work staff.</i>	9
Consumer Waived Education Services <i>This is the number of consumers who declined in-home education services.</i>	21
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 during the quarter.</i>	8*

*One home visit completed this quarter was referred last quarter, and two consumers referred in this quarter were scheduled for early January and will be reported as completed visits 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. Calls to the Urgent Care hotline are assessed immediately for Urgent Care services; if Urgent Care program services are not an appropriate response, the call is referred to the most appropriate staff for the type of intervention(s) needed. It is for this reason that Urgent Care program interventions are listed separately. This quarter, social workers conducted the following interventions:



Urgent Care Program	
Calls received on Urgent Care line	20
Resolutions:	
Abuse Reporting/Investigation	3
Assist with Problem Resolution	11
Assisted Client with Hiring a Caregiver	1
Call to Law Enforcement	0
Fraud Unit Referral	0
FSW Referral	1
IHSS Intake Referral	0
IHSS Payroll Referral	0
Non Urgent Care referred to appropriate resource	11
Other	0
Provide Education	1
Provided Conflict Resolution	1
Referred to Community Resources	2
Registry Referral	9
Referred to Accent Care (Urgent Care Program referral)	4
Unique Clients	3
Urgent Care Assistance Provided:	
Bathing	2
Dressing	0
Bowel/Bladder Care (client continent)	0
Bowel/Bladder Care (client incontinent)	2
Transfer	2
Ambulation	1
Meal preparation	2
Feeding	0
Emergency Medication Pickup	0
Laundry Services	1
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 Urgent Care program eligibility. Those callers who do not meet the Urgent Care 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	15
Assistance in Problem Resolution	103
Assisted Client with Hiring a Caregiver	9
Calls to Law Enforcement	1
Complaints Investigated	7
Fraud Unit Referral	4
FSW Referral	4
IHSS Intake Referral	0
IHSS Payroll Referral	0
Non-Urgent Care-Referred to Appropriate Resource	6
Provide Education	13
Provided Conflict Resolution	2
Referred to Community Resources	16
Registry Referral	4
Other	28
Home Visits <i>other than In-Home Education</i>	2
Total Interventions Reported	214

▶ **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
Family Caregiver Orientation	13
Skin Care and Infection Control	30
Coping with Cancer	10
Overview of HIV/AIDS	22
Healthy Living, Hypertension & Heart Attacks	5
Grief and Loss	10
Rx for Communicating with Doctors & Medication Mgmt. (English with Spanish translation)	23
Nurturing the Caregiver's Mind and Body	6
Bowel and Bladder Care	20
Eat Well, Be Well	17
Food Safety	10
Caring and Communicating with Class	3
Caring for Acute and Chronic Illnesses	9
First Aid/CPR (English)	11



First Aid/CPR (Russian)	15
First Aid/CPR (Spanish)	14
Myths and Facts of Aging	5
Disaster Preparedness	8
Don't Let Talk of the Flu Fool You	8
Make Safe/Serve (Food Safety for Consumers)	46
Orientation	153
Caregiver Support Groups	9
Total Number of Training Units* Provided	447
Total Number of New Students	79
Total Number of Training Hours Completed	1,171

*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.

■ **Satisfaction Indicators**

Satisfaction with educational offerings is measured by a written survey completed voluntarily by participants at the end of each class. Of the classes given this quarter, participants indicated that class content was excellent, and participants would recommend the classes to others.

In an ongoing effort to offer caregiver classes at optimal times and locations, responses to class surveys are carefully reviewed. During October, class surveys indicated the following about the preferred time for class meetings:

- 5:30 – 7:30 PM (68%)
- 6:00 – 8:00 PM (16%)
- 3:00 – 5:00 PM (10%)
- 10:00 AM – 12 Noon (6%)

The surveys also indicated that the preferred location is 4875 Broadway (56%), but a number of students indicated that classes offered in the south area (22%) and north area (22%) of the county would be welcomed.

In response, IHSS Public Authority staff committed to holding (3) classes each in the South area (Eskaton Jefferson Manor), North area (IHSS 6045 Watt Ave.) and East area (IHSS 9750 Business Park Dr. Rancho Cordova) of the county. The remaining classes continue to be held at ASB 4875 Broadway.

Initially, classes for caregivers in different areas and meeting places in the county resulted in below average attendance. Though attendance was small, the caregivers seemed to respond well to the new location. PA staff will continue to monitor the desirability of new locations for caregivers.



Summary

The benefits department recorded 1,185 calls during the quarter. Most calls were related to the enrollment process (28%), eligibility for health benefits (13.5%), and waitlist status (17%.)

PA staff completed a survey this quarter to discover how applicants access necessary health services during the period they are on the waitlist. The results of that survey are being analyzed and will be included in next quarter's report.

The annual open enrollment process began in December, offering an opportunity to 5,929 eligible IHSS providers to apply for health benefits. Each month throughout the year, newly eligible IHSS providers are sent applications for health benefits. These individuals must complete and return the application before the due date specified. Not every newly eligible provider chooses to apply for health benefits when they are initially offered an opportunity to apply, but individual circumstances may change over time, so each year, every eligible IHSS provider is allowed an additional opportunity to apply during an open enrollment period.

IHSS PA staff received 418 applications during the quarter, and all of those individuals were put on the waiting list. Those newly enrolled for health benefits numbered 163, leaving 1,391 applicants on the benefits wait list by the end of the quarter.

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 13 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 twelve people were enrolled in COBRA health benefits and eleven in COBRA dental benefits.



▶ **Membership**

New members Koleen Biegacki and DeAnga Hills were welcomed to the Advisory Committee. Ms. Biegacki is a caregiver for her 16 year old daughter, and Ms. Hills is a recipient.

▶ **Other Matters**

In order to become more active in their role advising what impact IHSS program changes may have on those involved with the program, committee members requested that one or more members be allowed to participate on the IHSS Task Force. 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.

Committee members, concerned about proposed cuts to the IHSS program in the California state budget, worked actively to voice their concerns individually to legislators and the Sacramento Bee to explain how valuable services are to IHSS recipients.

Committee members took part in the Elder Suicide Conference, the Supported Life Conference and the California IHSS Consumer Alliance (CICA) conference. Members requested specific information from Senior and Adult Services regarding accompaniment of caregivers at such conferences and allowable IHSS services for which hours may be billed.

Members received a Travel Policy presentation given by IHSS Public Authority staff.

The Committee sent a letter to SEIU in November, inviting them to send a representative to attend the IHSS Advisory Committee monthly meetings.

