



In-Home Supportive Services Public Authority

**Quarterly Report:
April-June
2008**

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

Administration

- IHSS Public Authority Board of Directors approves proposed budget
- Two staff positions eliminated due to budget constraints
- Service agreements completed for upcoming year

Registry:

- Caregiver applications temporarily suspended
- Surveys report registry services as very positive

Education:

- Outreach held at Hmong Women's Center
- In-Home Education pilot program completed
- Core Class graduates honored

Health Benefits:

- Maximum health benefit enrollment maintained at 3,439
- 1,006 caregivers on the waitlist

IHSS Advisory Committee:

- Member recruitment efforts are expanded.
- Officers elected for new fiscal year
- Changes made to sub-committee structure

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



▶ **Staffing**

Debra Larson joined the PA as Human Services Supervisor over the Education Unit in May. Debra holds a Master's degree in Social Work and comes to the IHSS Public Authority from Child Protective Services.

▶ **Budget**

On June 10, 2008, the IHSS Public Authority Board of Directors approved a proposed budget of \$2,324,550, for fiscal year 2008-2009. Funding cuts necessitated the elimination of two vacant positions, one Senior Office Specialist and one Administrative Services Officer II and elimination of one of the two quarterly newsletters sent to IHSS consumers and caregivers.

The fiscal year 2008-09 budget is predicated on \$30,000 in rollover realignment funding from fiscal year 2007-08 to fiscal year 2008-09. If that rollover funding is not realized, additional adjustments will be necessary at final budget hearings in September. .

▶ **Contracts**

The Sacramento County IHSS Public Authority Board of Directors approved the renewal of our professional services contracts for the 2008-2009 fiscal year. The following service agreements will provide educational opportunities for IHSS clients and their care providers, continuing services for the Urgent In-Home Care program, and continued support of the CareTracker registry database:

AccentCare, Inc.	Urgent In-home care services	\$25,000
American Red Cross	CPR & First Aid Training	\$6,544
Eskaton, Inc.	Caregiver Skills Training	\$8,200
Refined Technologies, Inc (RTI)	Registry database support	\$21,500
University of California Cooperative Extension	Caregiver & Consumer Classes	\$9,150

▶ **Newsletters**

The summer edition of *Caring Matters* newsletter was sent to over 16,000 provider households this quarter, bringing information about hepatitis, stress, the new 2-1-1 community services information number, and tips on how to be the best caregiver possible. This issue also featured a reflective article about the importance of life memories, and featured those caregivers who successfully completed a class in each of the six core categories recommended for care providers.



▶ **Caregiver Orientations**

For the first two months of this quarter, the registry mailed out 615 interest packets to people who wanted to become a registry caregiver. At the end of May, with orientation enrollment filled into the middle of August, the decision was made to suspend the mailing of interest packets. All callers interested in becoming a registry caregiver were advised to call back at the beginning of August. During this quarter, 470 interested caregivers registered for orientation, while 83 actually attended. Of the 83 who attended orientation, 28 were screened out due to the following:

- Caregiver had criminal history on a local background check (10)
- Caregiver had criminal history on the Department of Justice (DOJ) background clearance (1)
- Caregiver did not pass the interview process (17)

A total of 133 new caregivers were added to the IHSS Public Authority Caregiver Registry during the quarter. At the end of this quarter, the registry had 280 active caregivers, 121 caregivers who were fully employed, and 29 caregivers whose applications were pending. Caregivers in “pending” status are given a 60 day period of time to complete the orientation/screening process before having their status changed to “closed.”

▶ **Performance Indicators**

For this quarter, 135 new consumers were added to the registry for services. At the end of this quarter, the registry had 523 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	482
The Number of Lists Sent to Consumers	374
Number of Days to Create the List for Consumers	1-2 days

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 3,867 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:



Caregiver Registry

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

Abuse Reports/investigations	12
Advocacy	6
Case Conference	4
Complaint	83
Consumer List Requests/Issues	74
Emergency	2
Fraud Reports/investigations	20
IHSS Issues	27
Information and Referral	58
Interview Assistance	2
Mentor Assignments	0
Problem Solving	29
Registry information & Issues	86
Other	14

Note – the numbers noted here may not reflect a complete count of all the interventions provided by staff. Staff continues to work with our vendor to improve the intervention tool in CareTracker to better meet the needs of the PA. During the latter part of the quarter, a resolution component was added and will be implemented July 1st, 2008.

► **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.

Fifteen (15) satisfaction surveys were received from IHSS consumers this quarter. Survey results are as follows:

Service of IHSS PA staff:

- 80% Very Helpful
- 7% Helpful
- 13% Fair

Consumers who used the list:

- 86% Used the list
- 7% Did not use the list
- 7% Not applicable

Hired a caregiver from the list:

- 53% Hired a caregiver from the list sent
- 33% Did not hire a caregiver from the list sent
- 7% Not Applicable
- 7% No Response

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



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

- “Nothing, doing a good job. Keep up the good work”
- “It was perfect, thanks!”
- “Random drug testing.”
- “It was a long hard time to find someone, but I finally did.”
- “Can’t think of anything to improve the service.”
- “Include special skills/training received.”
- “None at this time, everyone has been helpful and informative.”
- “List residence/location.”
- “Was great. Decided to give granddaughter a chance, but would definitely use list again.”
- “I don’t have any idea. I would rather hire someone through a friend or word of mouth. Thanks.”
- “Maybe if you could find people by different criteria’s, like name, birthday, culture.”



▶ **Outreach:**

Two IHSS Public Authority staff members in cooperation with Asian Pacific Islander Family Caregiver Services attended the Asian Pacific Rim Street Festival in Old Sacramento on May 18, 2008. Information about the IHSS Public Authority and IHSS services were distributed by staff to festival attendees.

The IHSS Public Authority partnered with the Hmong Women’s Heritage Association, co-sponsoring a class held at their center on Florin Road in Sacramento on June 19, 2008. The class presentation, conducted in the Hmong language, included information on preparing for home emergencies. The Community Services Planning Council provided details of their new service called 2-1-1, a free phone number that enables Sacramento county residents to find what community services are available to meet their needs. The class was advertised through translated flyers and Hmong radio spots; 25 caregivers and care recipients attended.

▶ **Collaborations:**

April 22, 2008: Dr. Karen Romines provided a class on Foot Care. The class was very informative, providing information on general foot care and a new and innovative technique to reduce the need for amputation.

May 13, 2008: Chief Rick Martinez from the County Office of Emergency Operations provided a training class on Disaster Preparedness.

May 22, 2008: Elizabeth Contreras with the Sacramento County Alcohol and Other Drug Program provided training about how to recognize the signs and symptoms of alcohol and drug use.

May 28, 2008: Ms. Sheila Enders, MSW, U.C. Davis presented information on Advanced Health Care Directives and stressed the importance of having written directives as to preparing for end-of-life decisions.

▶ **In-Home Education Program**

In April, IHSS Public Authority interns completed piloting 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. It is hoped that the program can be continued, as it has been very successful and appreciated by IHSS consumers. The following represents activities of the in-home education program for April 2008 only:

Consumers contacted:	
Declined home visit:	24
No Contact-message left:	7
Home Visit completed:	15
Consumer deceased:	1
Family Service Worker assistance requested:	3



► **Interventions**

Education Social Workers conducted the following interventions:

Home Visits Made:	5
APS Referrals Made:	14
CPS Referrals Made:	1
Fraud Referrals Made:	9
Complaints Investigated:	104
Referrals to IHSS for FSW Assistance:	5
Urgent Care Referrals this month:	11

► **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
Core Class Graduation 2008	11
Memory Maintenance	13
Clutter Control	21
Cancer Hypertension and Heart Attacks	12
Foot Care	11
When Behavior is Difficult	8
First Aid/CPR	28
Coming Clean with Ruthie	8
Caregiver Job Skills (Russian)	7
Managing Arthritis	4
Food Safety	19
Disaster Preparedness	9
Community Resources to the Rescue	17
Alcohol and Other Drugs	10
Family Caregiver Orientation	4
Let's Talk -Communication skills	6
Myths and Facts About Aging	20
Caregiving with Class	13
Home Emergencies/Community Resources (Hmong)	25
Orientation	184
Watt Avenue Support Group	7
Total Number of Training Units* Provided	437
Total Number of New Students	204
Total Number of Training Hours Completed	1158

*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.



Staff: Ayala, Crane, Larson, Noble

Education and Training social workers planned and organized a Core Class recognition event held on April 3, 2008. This event honored 11 caregivers who have completed classes that are categorized as “core” classes to improve caregiver professionalism.

■ **Satisfaction Indicators**

Satisfaction with educational offerings is measured by a written survey completed voluntarily by participants at the end of each class. During the quarter, there were 7 orientation workshops for 184 applicants to the Caregiver Registry. Of the 178 participants responding to the survey, more than 90% rated the information offered at orientation as excellent, finding the information useful and the instructors’ responses to questions exceptional. Participants noted that the orientation workshops would benefit by larger classroom space and better refreshments.

When asked about additional training topics, attendees responded that they would like to learn more about paramedical training and coping with family members. As usual CPR and First Aid led the way on preferred future classes, but there is significant interest in classes featuring back care/lifting, exercise for seniors with disabilities, and cooking. The preferred training location for classes was the South Sacramento area.

Evaluations of classes given by contract providers and classes presented by local area professionals rated both as being well received by participants. Rated especially high were the class on community resources and food safety. Participants in all classes surveyed responded overwhelmingly that they would recommend the class to others.



Summary

With enrollment maintained at the maximum of 3,439, benefit disenrollment during this quarter ranged from 42 in April to 66 in May. By the end of the quarter, the benefits wait list was 1,006. The benefits department received 1,015 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.

During the last quarter, the benefits vendor developed a program to automate the benefits eligibility process including electronic enrollment reporting to the health and dental carriers and SEIU-UHW for benefits withholding.

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 24 applicants through this fast track process. For those enrolled in benefits that were 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. Thirteen people were enrolled in COBRA health benefits and thirteen in COBRA dental benefits during the quarter.



▶ **Membership**

IHSS Advisory Committee members Robyn Payne and Petrita Powers resigned in April. Member Bari Schlesinger requested a leave of absence beginning in May.

The committee has had difficulty maintaining a quorum (6 members) at their regular meetings; a quorum was not achieved at neither the April nor the May meeting.

Recruitment efforts are ongoing to find candidates to fill four vacant seats. Arrangements were made with Paratransit to have a recruitment message played on their phone lines while callers are on hold. Recruitment flyers were sent to a number of organizations, an article was included in the *Authority Speaks* newsletter, and an advertisement was placed in the Senior Spectrum.

IHSS Advisory Committee member Michelle Stuart spoke with a supervisor at the Watt Avenue location and obtained permission to put a recruitment flyer on the bulletin board. She also handed out flyers to people dropping off their timecards.

Guy Klopp of Senior and Adult Services agreed to post the recruitment flyers at Broadway and also send flyers to the other locations. Mr. Klopp was also asked if the Advisory Committee could put an advertisement for recruiting new members on IHSS' phones when callers are on hold. He said he would check into the cost of such an endeavor.

▶ **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 Advisory Committee held nominations and elections this quarter for fiscal year 2008-2009 officers. Kristen Lyall will serve as Chair and Melissa Kinley, Vice Chair.

Stormaliza Powmacwizalord attended the California Community Choice Project Long Term Care Financing Study. She encouraged members to complete a survey she received from the meeting.

Ms. Powmacwizalord visited Assemblyman Roger Niello briefly and others at the Capitol to convey to them how large an impact anticipated state budget cuts will have on the IHSS population.

The Committee invited Mark Snaer from the County's Senior Nutrition Program to provide a presentation of the programs that are available to seniors and disabled. Mr. Snaer also provided information on Senior Nutrition's sister program, All Seasons Café, that provides nutritious meals in a congregate location.

The IHSS Advisory Committee sub-committee structure was reviewed to determine how to maximize members' time and minimize transportation costs. It was decided to make



the Legislative Sub-committee ad hoc, and to schedule remaining sub-committee meetings back-to-back in pairs.

Members also collaborated with the IHSS Public Authority to develop a new process for IHSS Advisory Committee bill paying that incorporates IHSS Chair's review and approval before bills are paid.

