

SAN BERNARDINO COUNTY  
IHSS PUBLIC AUTHORITY

14



Annual Report



# LETTER FROM THE EXECUTIVE DIRECTOR



Rosa E. Hidalgo  
Executive Director, IHSS

## WELCOME!

For the San Bernardino County In-Home Supportive Services (IHSS) Public Authority, the past few years were years of noted improvement, collaboration and recognition as well as changes at the local, state and Federal levels.

### **SIGNIFICANT EVENTS IN THE PAST YEARS INCLUDE:**

- The Public Authority partnered with the Workforce Investment Board (WIA) in a program nominated, and awarded a 2011 NACO award
- Change in leadership in 2012
- Successful negotiations with SEIU/ULTCW homecare provider union in 2013
- Shifting of provider services responsibilities from IHSS to the Public Authority in 2014

The goal of this report is to keep stakeholders, including our Board of Directors, IHSS Providers, IHSS Recipients, San Bernardino County Human Services and the community at large, informed about the services and supports that are available from the Public Authority.

The Public Authority continues to be 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 Department of Justice background checks to ensure safety to the elderly and people with disabilities.

### **SERVICES PROVIDED BY THE IHSS PUBLIC AUTHORITY:**

- Employer of Record for IHSS workers through effective bargaining over wages and benefits
- Establishment of a provider registry
- Provide access to training
- Criminal Background checks
- Administration of health benefits for caregivers

Change was hallmarked by the innovative programs that were developed and implemented this year. The National Caregiver Training Program continues to be strong throughout the county. Consumer focused training was launched with great success. The Provider Registry assists more than 15% of the IHSS recipient population and has increased recruitment in the hard to serve areas of our county such as the mountains and deserts.

Respectfully,

Rosa E. Hidalgo  
Executive Director

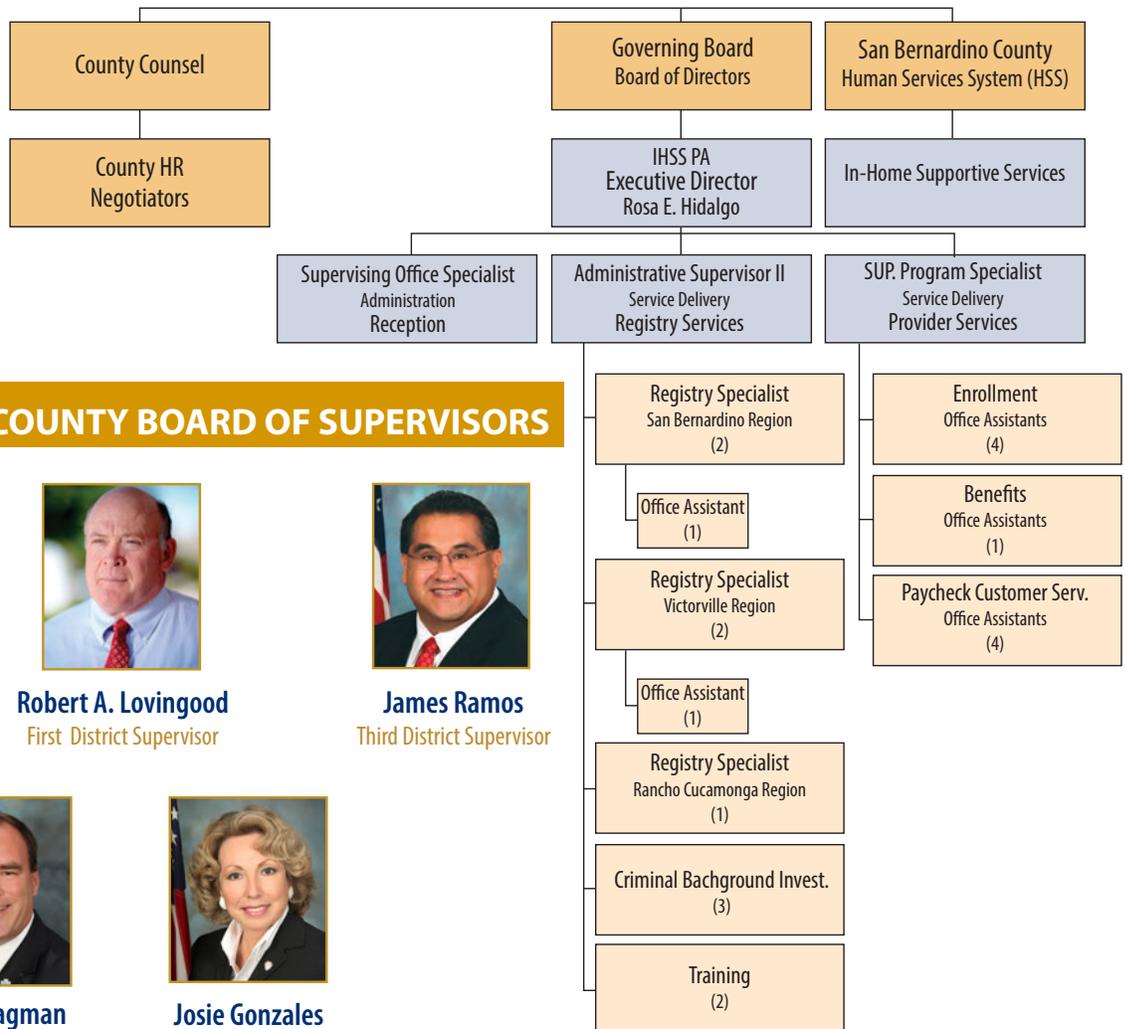
The San Bernardino County IHSS Public Authority is a separate entity created by ordinance of the San Bernardino County Board of Supervisors. It is governed by a Board of Directors consisting of the members of the Board of Supervisors but with a distinct agenda process.

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.

## ORGANIZATION CHART AND STAFFING LEVELS SAN BERNARDINO COUNTY PUBLIC AUTHORITY

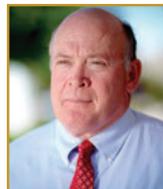


## SAN BERNARDINO COUNTY BOARD OF SUPERVISORS



**Janice Rutherford**

Chair, Second District Supervisor



**Robert A. Lovingood**

First District Supervisor



**James Ramos**

Third District Supervisor



**Craig Hagman**

Fourth District Supervisor



**Josie Gonzales**

Fifth District Supervisor

# OBJECTIVES

The Public Authority Executive Director position was filled on March 2012 by Rosa E. Hidalgo. Mrs. Hidalgo also serves as the employer of record with the California Department of Social Services and as the Custodian of Records with the State Department of Justice for over 17,000 current IHSS providers.

## THE OBJECTIVES SET FORTH FOR THE SAN BERNARDINO COUNTY IHSS PUBLIC AUTHORITY:

- To act as the employer of record for individual providers serving the IHSS Consumers
- To administer provider health benefits packages
- To provide assistance to consumers finding IHSS providers and established referral systems under which IHSS providers are referred to consumers through the Public Authority registry
- Oversight of state-mandated Department of Justice background investigations for processing new and current IHSS providers
- To provide access to trainings for IHSS Providers and Consumers
- IHSS/Public Authority Advisory Committee
- Assist the In-Home Supportive Services program
- Administration of the Public Authority

### **OBJECTIVE I** - *To act as the employer of record for individual providers serving the IHSS Consumers*

The PA director has been an active participant in the collective bargaining process with the United Long Term Care Workers /Service Employees International Union. In addition, San Bernardino County HR Assistant Director, Bob Windle and Human Resources Officer III, Mark DeBoer took the lead and were an instrumental part of the bargaining team on behalf of the Public Authority to ensure the best interest and direction of the Board of



The Memorandum of Understanding (MOU) with United Long Term Care Workers (ULTCW) expired June 2011. Contract negotiations for a renewal began in October 2011. In June 2013, ULTCW and the PA reached an agreement that included a change of health care provider plan from Symetra to a Kaiser plan. Funding remained the same for wages and benefits. Final approval of the MOU by the Board of Directors was given on July 9, 2013.

### **OBJECTIVE II** - *To administer provider health benefits package*

#### **PROVIDER SERVICES UNIT**

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 past years, all providers that previously received health benefits through the Long Term Care Worker Health Trust Fund (The Trust) transferred to a Select Benefits Plan with Symetra and now are transferring to the Health Care Employee/Employer Medical & Dental Trust Group which offers a Kaiser plan. In October of 2013 providers changed health benefit plans and received coverage from Kaiser Permanente. The PA continues to work with 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.

The Kaiser Permanente Plan negotiated a premium of \$426.00. The Public Authority and ULTCW has continued 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. Our goal for the next fiscal year is to offer healthcare assistance services that provide personalized assistance to caregivers.

**OBJECTIVE III - *To provide assistance to consumers finding IHSS providers and established referral systems under which IHSS providers are referred to consumers through the Public Authority registry***

## **REGISTRY UNIT**

The Public Authority Registry continues to provide essential registry services to IHSS consumers in San Bernardino County. Services include: provider referrals to IHSS consumers, interview assistance, problem resolution, mediation, criminal background investigation, reference checks, home visits, provider follow-up, and updates on County program changes.

As of June 30, 2013, there were a total of 1200 providers forming part of the Public Authority Registry. In 2012, all registry forms, handbooks and procedures were updated. In May 2013, an electronic Provider Update form was generated. Providers can now update their files via the Internet or in person. Having up-to-date contact information helps us meet the needs of IHSS clients looking to hire.

## **REGISTRY STATISTICS (CONSUMERS)**

In fiscal years 12/13, registry staff sent out 1,947 provider referral lists. Each list sent to consumers has approximately six names to choose from. The consumer then interviews the providers and selects who they would like to hire. Of the 1,947 lists that were sent, 1,273 providers were hired. In fiscal years 09/10 thru 12/13 the Public Authority registry sent over 3,600 referrals to

consumers. In fiscal years 12/13 the number of registry referrals increased due to IHSS Social Worker referrals. Registry staff conducted outreach to IHSS Social Workers who were not aware of registry services which increased consumer referrals. In addition, IHSS caseload has increased.

## **REGISTRY STATISTICS (PROVIDERS)**

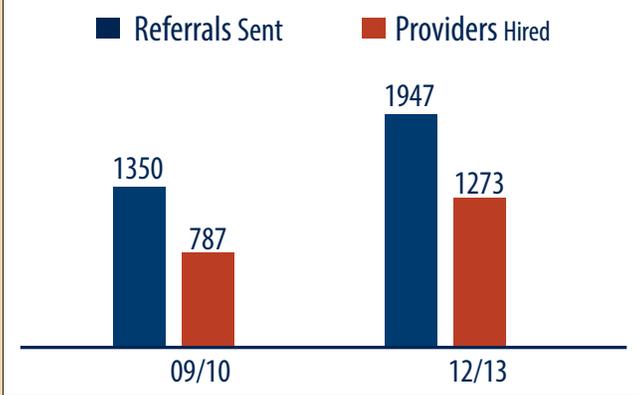
In 2013 the registry was closed to accepting applications in most areas of the County due to an overwhelming response. In July, the registry began accepting applications from all regions within the county to be prepared for the upcoming changes the State of California added to the provider enrollment process for IHSS. The recruitment was targeted to increase the number of specific language fluency and skill set (six months' experience) for providers in all regions. Applicants continued to be required to provide two personal references and one professional.

The registry received and processed 931 registry applications from July 2012 to December 2013. Of the 931 applications received, 374 providers cleared the screening process and were accepted onto the registry.



# OBJECTIVES *(Continued)*

## REGISTRY REFERRALS AND HIRES



*The registry has noticed a decrease in provider applications since 2009. It is believed that the decrease is due to the new state law changes that require IHSS providers to not only pay for their own criminal background check, but also be cleared according to the new list of disqualifying codes. In addition, new criteria were implemented to apply to be on the registry, requiring providers to successfully complete a screening interview and attend a registry information session. The goal of the screening interview is to obtain quality providers.*

## REGISTRY ENHANCEMENTS INFORMATION SESSION

In an effort to standardize the registry information process, a PowerPoint presentation was created. Each registry clerk conducts the information session utilizing the new PowerPoint presentation. The presentation ensures that all information given remains consistent across all regions. In an effort to obtain more current information for the database, caregivers are given an update form in the information session to complete before leaving. This allows for the most up-to-date information to be entered into the registry database.

## RECRUITMENT AND OUTREACH

In 2010 the registry increased the number of caregivers in the hard-to-serve areas of the County. There was a 25% increase of providers in the Mountain area, and 20% in the Needles area. In 2014 the registry conducted heavy recruitment activities to prepare for upcoming federal legislation changes regarding overtime. The legislative changes place a cap on the number of hours that each caregiver can work for a consumer. These legislative changes will require many consumers to have more than one caregiver, which will increase the demand for more caregiver referrals.



## PROJECTED REGISTRY ENHANCEMENTS

In the coming year, the registry will review ways to enhance and improve registry services. Some improvements under consideration are:

- Offer non-experienced providers the opportunity to attend a four-week National Caregiver Training Program in lieu of the required six months' experience
- Offer CPR/First Aid Training to all registry caregivers

## **OBJECTIVE IV** - *Oversight of state-mandated Department of Justice background investigations for processing new and current IHSS providers*

### CRIMINAL BACKGROUND INVESTIGATION UNIT

Assembly Bill, Fourth Extraordinary Legislative Session (ABX4) (Chapter 17, Status of 2009), added various sections to Welfare and Institutions Code (W&IC) to establish additional enrollment requirements for all IHSS providers. Under these new provisions, all current and prospective providers of IHSS must submit fingerprints and undergo a criminal background check by the California Department of Justice (DOJ).

Under provisions that went into effect November 1, 2009, counties require all current and prospective providers to undergo fingerprinting and criminal background check. W&IC Section 12305.81 prohibits the provision of services or receipt of payment for providing services if, within the last 10 years, an individual has been convicted of or incarcerated for a crime involving fraud against a government health care or supportive services program; or has been convicted of a crime of abuse of a child, elder or dependent adult (Tier 1); additional provisions went into effect Feb 1, 2011 also prohibited payment for providing services.

This new State law requires that applicant providers be responsible to pay the costs for fingerprinting and criminal background checks. Legislation also established provisions which will permit an individual, under certain circumstances including an individual waiver by a consumer or a general exception granted by the state (certain Tier II only), to be enrolled as an IHSS provider in spite of a conviction for an exclusionary crime. In addition, the State established an appeals unit to process appeals effective November 1, 2009.



# OBJECTIVES *(Continued)*



## PURPOSE AND PROCESS

### THE MAIN PURPOSE OF THE CBI UNIT IS TO:

- Collect and track Live scan forms
- Review Criminal Offender Record Information (CORI)
- Inform the prospective or current provider about the results of the CORI review and provide information for the next step of the enrollment process (including appeal processes, individual waiver and general exception information, if applicable)
- Provide background to and receive appeals decision from the State PEA Unit and CBCB
- Process individual consumer waivers
- Schedule providers for IHSS orientations

## ACTIVITIES AND OUTCOMES

In an effort to assist the IHSS providers with this new expense, the IHSS Public Authority applied for a grant through the San Bernardino County Workforce Investment Board (WIB) to provide a limited number of vouchers for existing providers that needed to comply with the new statutes by December 31, 2010. Vouchers were given for free fingerprinting and background checks to existing providers that met specific low-income criteria. This successful joint program with the WIB assisted over 2000 providers complete the new enrollment process and avoided "massive layoff," and was nominated for a national Association of Counties (NACo) award.

The IHSS Public Authority CBI Unit has processed over 24,500 criminal background checks from January 2010 to February 2011 for current, new and prospective providers. Only about 140 providers have been disqualified to date. After a year-and-a-half of successful operation, the Criminal Background Investigation Unit (CBI) has established itself as a vital service for ISS providers and consumers in San Bernardino County. This unit currently has 2.5 staff members and one supervisor that act as Custodian of Records for IHSS providers' DOJ criminal background investigations.

### **OBJECTIVE V** - *To provide access to trainings for IHSS Providers and Consumers*

#### PROVIDER SERVICES UNIT

The Public Authority began directly providing trainings in 2005. Training was previously provided through referral and access to community resources. Currently 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 (NCTP). Trainings are offered in Rancho Cucamonga, San Bernardino, Victorville, Barstow, Needles, and Yucca Valley.

## 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:

- Conducted a complete review of all caregiver training profiles to assure that all registry providers were meeting the Public Authority's training requirements
- Updated training materials by adding more hands-on training classes and purchasing more current CPR/First Aid curricula
- Implemented strategies to reduce no-show rates in CPR/First Aid classes which significantly reduced cost per participant
- Certified additional in-home trainers for CPR/First Aid and NCTP Certification



## CLASSES OFFERED

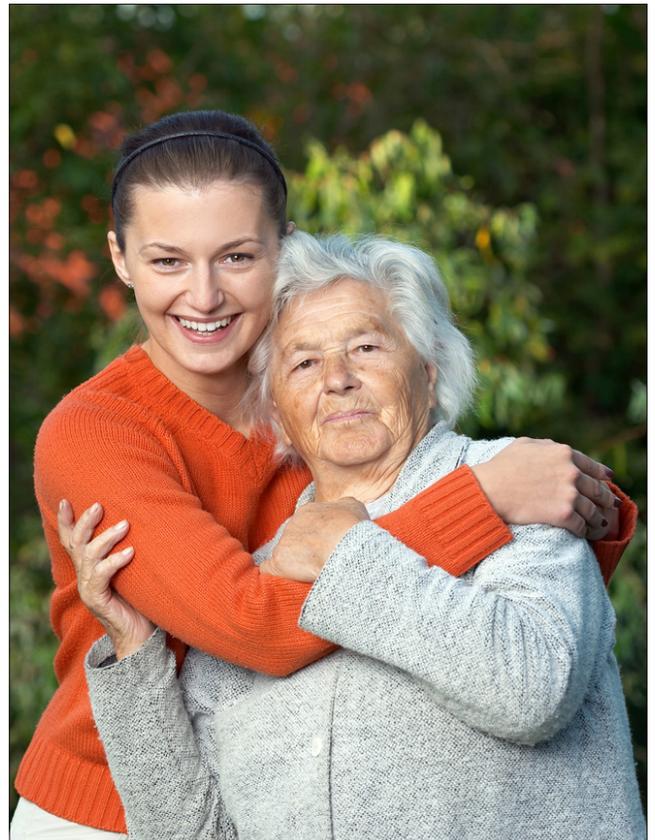
The IHSS Public Authority offers free education and training classes to all registry and IHSS caregivers to help enhance their knowledge, professional growth and to increase the quality of care provided to IHSS consumers. From 2009 through 2014 the following classes were offered:

- Caregiver Wellness
- Elder Abuse & Neglect
- Alzheimer's
- How to take Vital Signs
- CPR/First Aid
- Re-think your Drink
- Food Safety
- Cultural Competence
- Aphasia
- National Caregiver Training Program (4 week Course)
- Hearing Loss
- Eating for a Healthier You

## NATIONAL CAREGIVER APPRECIATION DAY EVENT

The successful 7<sup>th</sup> Annual Caregiver Appreciation Day for IHSS caregivers was held November 2012 in Rialto, Victorville, and Yucca Valley. There were over 350 caregivers in attendance who not only enjoyed fresh pastries, fruit, and coffee for breakfast, they also enjoyed a BBQ (donated by SBPEA and SEIU). Nomination forms were sent to registry consumers asking for caregiver nominations for "Caregivers of the Year." There were five caregivers who were selected and recognized at the event. The San Bernardino County Board of Supervisors provided certificates to the caregivers who were selected.

Caregivers enjoyed entertainment from Cowboy Max along with a Caregiver Presentation by Eugenia Turner from Performance, Education & Resource Centers regarding Stress Relief. Special thanks went out to the many community organizations that made the event extra special with their donations, including SEIU, Symetra Financial, Goldman & Walker, Wellspring Benefit Solutions, Latino Health Collaboration, Stater Bros. Markets, IEHP, Molina Healthcare, Homeland Fingerprinting, RTZ, Alta Vista Credit Union, and American Livescan Center.



## WHERE ARE WE GOING?

The San Bernardino County Public Authority Training Department plans to utilize additional staff to allow the training manager to incorporate new trainings for 2015-2016. We look forward to improving the training department through:

- Offering Consumer Training
- Making the National Caregiver Training Program available monthly
- Offering courses in multiple languages
- Locating new, fun and interesting trainings

## **OBJECTIVE VI - IHSS Public Authority Advisory Committee**

### IN-HOME SUPPORTIVE 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.*

## 2014 HSS ADVISORY COMMITTEE MEMBERS ROSTER

Karen Davis	Barbara Chastain
Randy Schlect	Marcus Brown
Patti Strauch	Linda Brooks
Mary Gillion	Sharon Swayzer
Janice Jackson	Brenda Travis
Chris Tarr (IHSS rep)	

### IHSS ADVISORY COMMITTEE SUB-COMMITTEES

Legislative Committee  
Finance Committee



# OBJECTIVES *(Continued)*

## THE FUNCTION OF IHSS ADVISORY COMMITTEE

The IHSS Advisory Committee is a citizen body comprised of 11 voting members and five alternates appointed by the San Bernardino County Board of Supervisors. The majority of the committee is made up of consumers of home-based services. 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.

## OUTREACH AND PUBLIC AWARENESS COMMITTEE

IHSS Advisory Committee Budget - Federal and State funds support the functions of the IHSS Advisory Committee. The total annual budget of the IHSS AC is approximately \$6,000. 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.



The IHSS Advisory Committee has a majority of consumers of home-based services. Other members may be caregivers, advocates for senior and disabled adults or children, or interested community members.



## ACCOMPLISHMENTS

- The Advisory Committee developed a comment card to receive input from the community on their concerns regarding the IHSS Program. The cards will be placed in IHSS District Offices.
- A Caregiver Appreciation Day Program was attended in November of 2010, hosted by the Public Authority, and a booth was set up to recruit new Advisory Committee Members.
- In October 2010, the Committee sent two members to the 8th Annual California In-Home Supportive Services Consumer Alliance (CICA) Conference. The members brought back information for the Committee to review.
- The IHSSAC had their Annual Training Day in April 2011 that focused on the history of the IHSS Program, Public Authority history, and an overview of the Brown Act.

## IHSS ADVISORY COMMITTEE MEETINGS

The IHSS Advisory Committee meeting is held quarterly on the first Wednesday of the designated month, at 686 East Mill Street, San Bernardino, CA, from 9:30 a.m. to 12:00 p.m. The public is invited to attend and is encouraged to bring concerns to the Committee during the time allotted for public comments.

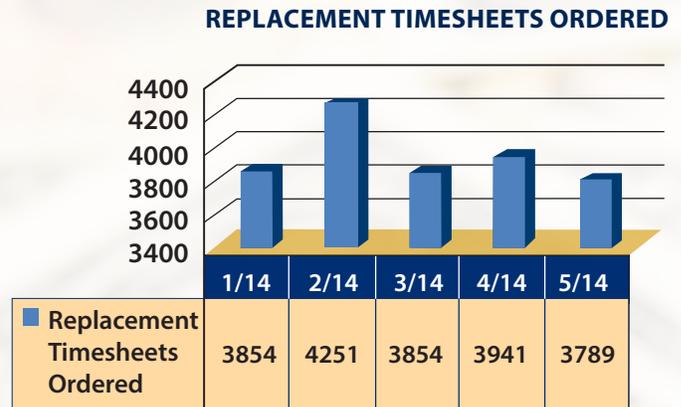
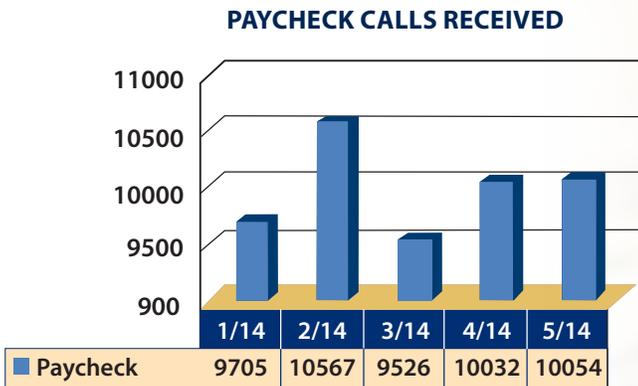
### **OBJECTIVE VII - Assist the In-Home Supportive Services Program**

On January 2014, the Public Authority agreed to administer IHSS services to providers. These services include:

- Paycheck Customer Services
- Replacement timesheet
- Provider orientations
- Enrollment of providers
- Administration of the IHSS Advisory Committee

## PAYCHECK CUSTOMER SERVICE

Paycheck Customer Service (PCS) is a call center that handles all provider inquiries regarding their paychecks. In addition, we included to this center the ordering of replacement timesheets for providers. In the past, these were two separate units. By combining the units it eliminated transferring providers to another line and their requests are now handled right away. Illustrated below is the monthly call volume and requests for replacement timesheets from January through May 2014.



## PROVIDER ORIENTATIONS

A new requirement is for all providers to complete IHSS Provider Orientation, which resulted from passage of Assembly Bill (AB) X4 19 (Chapter 17, Statutes of 2009). ABX4 19 added Section 12301.24 to the Welfare and Institutions Code (W&IC).

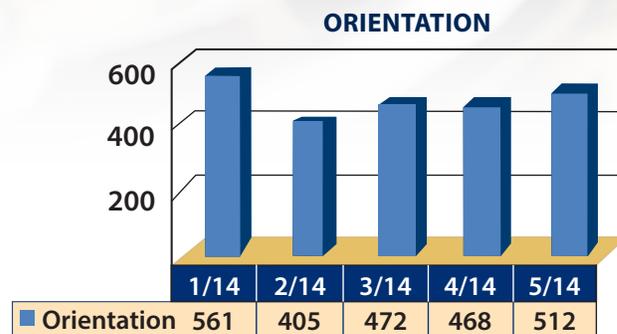
### BACKGROUND

- Legislation required that effective November 1, 2009, all prospective providers must complete a Provider Orientation at the time of enrollment. All current IHSS providers shall receive the same Provider Orientation information before June 30, 2010. It further directs the California Department Provider Orientation is a new requirement for all In-Home Supportive Services providers to complete. This resulted from passage of Assembly Bill (AB) X4 19 (Chapter 17, Statutes of 2009). ABX4 19 added Section 12301.24 to the Welfare and Institutions Code (WIC) to include this mandate.

Orientation in consultation with the counties includes, but is not limited to, the following:

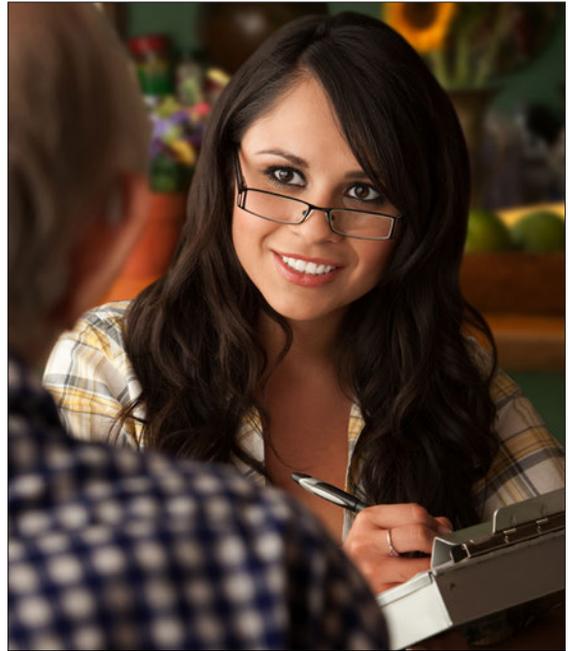
- The requirements to be an IHSS provider
- A description of the IHSS program
- The rules, regulations, and provider-related processes and procedures, including timesheets
- The consequences of committing fraud in the IHSS program
- The Medi-Cal toll-free telephone fraud hotline and internet web site for reporting suspected fraud or abuse in the provision or receipt of supportive services

The graph below illustrates the monthly number of providers attending orientations from January through May 2014.

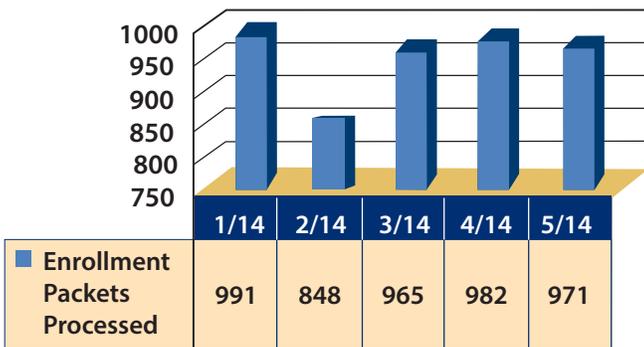


**PROVIDER ENROLLMENT**

The final step is enrolling the provider in the Case Management Information and Payroll System (CMIPS) in order for the provider to be able to receive their timesheets and paycheck. The Public Authority processed over 4,700 enrollment packets in a period of five months.



ENROLLMENT PACKETS PROCESSED



**OBJECTIVE VIII - Administration of the Public Authority**

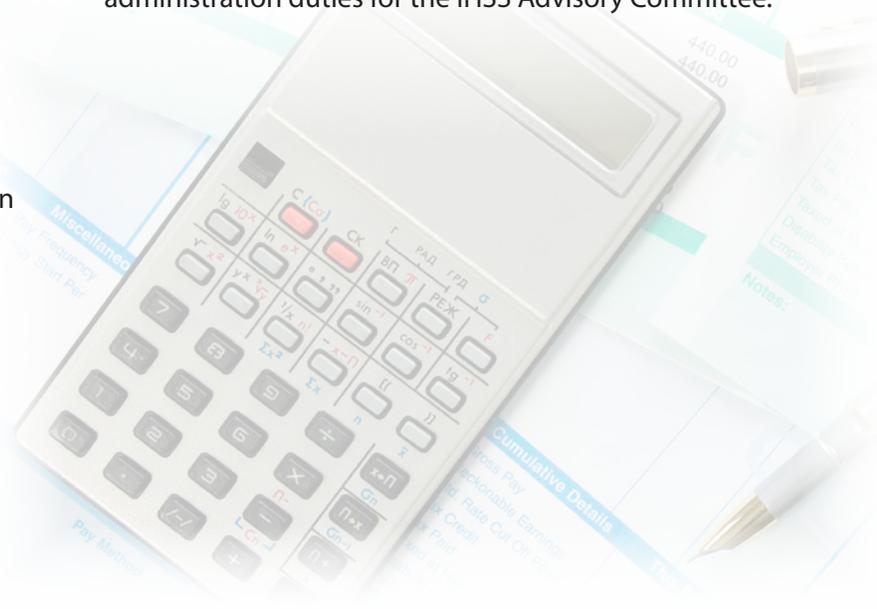
Our stakeholders are the single most important component and information source in the decision making processes we use to design our services. The Public Authority is composed of 26 staff. There is one Executive Director, one Registry Manager, one Supervising Program Specialist, five Social Workers, one Supervising Office Specialist and 17 Office Assistant II, III and IV.

The Public Authority is working very closely with the Department of Aging and Adult Services fiscal staff as well as HS Administration to ensure that we stay within our budget allocation and follow required guidelines.

DAAS provides budget oversight and continues to submit fiscal invoices to the State on budget expenditures. The PA is fiscally responsible and prepares and submits annual operating budgets to

the CEO's office and is approved by the Board of Directors. The Public Authority participates and follows all legislative sessions to ensure we provide all services as required by State and Federal law.

In January of 2014, the Public Authority took over the administration duties for the IHSS Advisory Committee.





686 E. Mill Street, 2nd Floor  
San Bernardino, CA 92414-0640  
909-891-3900