

THE BOARD OF SUPERVISORS OF THE COUNTY OF STANISLAUS
ACTION AGENDA SUMMARY

DEPT: In-Home Supportive Services Public Authority

BOARD AGENDA # *B-15

Urgent Routine

AGENDA DATE June 24, 2008

CEO Concur with Recommendation YES NO
(Information Attached)

4/5 Vote Required YES NO

SUBJECT:

Acceptance of the In-Home Supportive Services Advisory Committee Fiscal Year 2007-2008 Report to the Community

STAFF RECOMMENDATIONS:

Accept the In-Home Supportive Services Advisory Committee Fiscal Year 2007-2008 Report to the Community.

FISCAL IMPACT:

There is no fiscal impact associated with the acceptance of the In-Home Supportive Services Advisory Committee Fiscal Year 2007-2008 Report to the Community.

BOARD ACTION AS FOLLOWS:

No. 2008-473

On motion of Supervisor Monteith, Seconded by Supervisor Grover
and approved by the following vote,

Ayes: Supervisors: O'Brien, Grover, Monteith, DeMartini and Chairman Mayfield

Noes: Supervisors: None

Excused or Absent: Supervisors: None

Abstaining: Supervisor: None

- 1) X Approved as recommended
- 2) _____ Denied
- 3) _____ Approved as amended
- 4) _____ Other:

MOTION:

Christine Ferraro

ATTEST: CHRISTINE FERRARO TALLMAN, Clerk

File No.

DISCUSSION:

The In-Home Supportive Services Advisory Committee (IHSSAC), composed of Recipients and Providers, is charged with the responsibility of providing a recommendation to the Board of Supervisors regarding the mode or modes of In-Home Supportive Services (IHSS) service delivery. Additionally, the IHSSAC also provides on-going advice to the Board of Supervisors regarding IHSS issues. Since its inception in December 2000, the Stanislaus County IHSSAC has worked diligently for the betterment of the IHSS program in Stanislaus County.

In an effort to keep the community informed of its actions and accomplishments the IHSSAC produces a report summarizing the year's achievements. The 2008 Report to the Community is the fourth such report the Committee has produced. One of the key components of the report is the summarization of a survey of IHSS Providers and Recipients. The IHSSAC commissioned Strategic Marketing + Communications to conduct surveys of IHSS Recipients and Providers. The first survey was conducted in 2004, the second in 2005, the third in December 2006 and this year's survey in January 2008. These surveys have provided a wealth of information about the needs and wants of IHSS Recipients and Providers. This information is useful in helping the Committee develop action items for the coming year.

In addition to the survey, the report contains a message from the Chair, an explanation of the IHSS program and the interconnectivity of IHSS, Link2Care, the State, the Union and the IHSSAC, member profiles, statistics from IHSS and Link2Care, information about becoming an IHSSAC member, and a recognition of former IHSSAC members.

The focus of the Committee's activities this year has been the recruitment of new members to the IHSSAC. In December 31, 2007, four IHSSAC Members had terms expire. The IHSSAC began working on a marketing campaign to attract new members in fall of 2007. The IHSSAC came up with a three-pronged approach: it did a direct mailing to all IHSS Recipients and Providers, advertised on bus benches and placed posters in MAX and StaRT buses. As a result of this campaign the IHSSAC was able to recruit three new members. The IHSSAC now has nine members, with room for an additional two members. Individuals are encouraged to apply to the Board of Supervisors to become IHSSAC members. In order to be considered for membership to the IHSSAC, individuals need to be current or former Recipients or Providers of IHSS services or demonstrate community activism. Successful candidates are appointed by the Board of Supervisors and serve a two-year term.

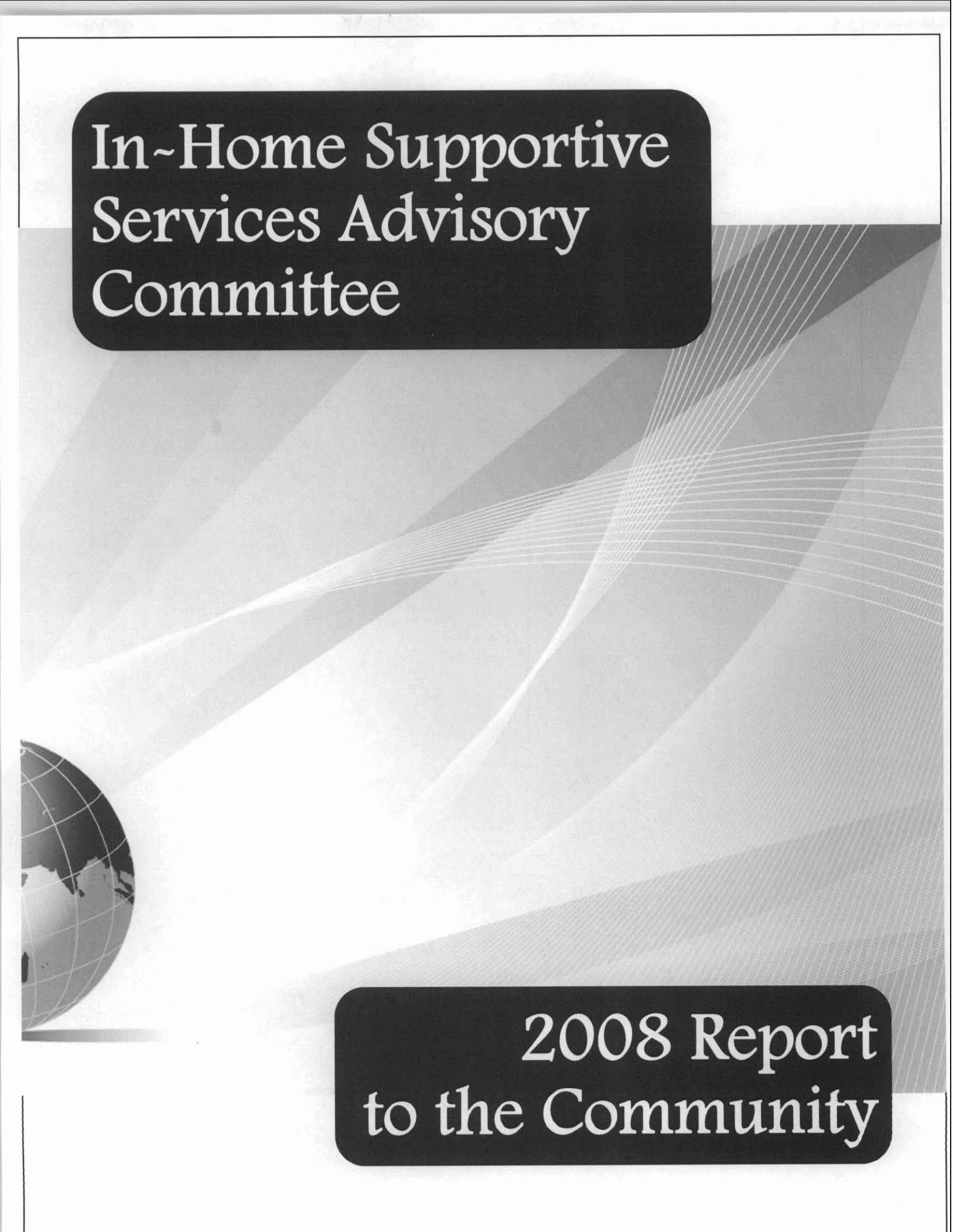
Upon acceptance of this report by the Board of Supervisors, it will be mailed to all of the IHSS Recipients and Providers in Stanislaus County. Additionally, copies will be available at Link2Care, the In-Home Supportive Services Public Authority, the Community Services Agency and with the Clerk of the Board. Survey results have determined that mailing is the best method to get this information to the IHSS community.

POLICY ISSUES:

Acceptance of the Fiscal Year 2007-2008 Report to the Community meets the Board's priority of a healthy community.

STAFFING ISSUES:

There are no staffing issues associated with this report.

The background features a grayscale abstract design. On the left, a portion of a globe is visible, showing the Americas. The rest of the background is filled with overlapping, wavy, semi-transparent lines that create a sense of depth and movement. A large, dark, rounded rectangular box is positioned in the upper left quadrant, containing the main title in white serif font.

**In-Home Supportive
Services Advisory
Committee**

**2008 Report
to the Community**



Message from the In-Home Supportive Services Advisory Committee Chair

I was first introduced to the IHSS Committee from a friend of mine, who thought it would be a good idea if I went with her to one of the meetings. Having worked with developmentally disabled for over twenty five years I was more than happy to attend the meeting. I had never heard of this Committee before and was very impressed with what I found.

I provide care for my thirty four year old daughter who is severely retarded. I joined the IHSS Committee to serve as her advocate. The IHSS Advisory Committee is a "State Mandated Body" established by a bill called the "Aging with Dignity" initiative. The function of this Committee is to advise the Board of Supervisors about ways to improve the IHSS program.

I became a member in March 2005 and was elected as Chairman of the Committee in January 2008. I also serve as a member of the Board of Directors that govern two programs for the developmentally disabled. Being a member of the IHSS Advisory Committee has given me the opportunity to reach out to people in that capacity also, and share information about the IHSS Program.

Many new things have happened since I became a member of the Committee. We now have a Public Authority, a homemaker program which provides IHSS services on an emergency basis, and a registry that is up and going to provide services for our Recipients. We have also been instrumental in the wage and benefit increase for our Providers. To serve on this Committee is an honor and a pleasure. Our goals are set high for our Recipients, for they deserve nothing but the best from the Committee and from the community.

Mary Burch,
IHSS Advisory Committee Chair

Meet Our Members:

Mary Burch, Committee Chair

District #2

Mary joined the Committee to represent her disabled daughter and help those caring for a handicapped person to receive all of the benefits that are available to them. Mary enjoys cooking and shopping at second hand stores. She also serves on two other boards that advocate for the developmentally disabled.



Accomplishments this Year

**Want to make a Difference in your Community?
Get involved with the In-Home Supportive
Services Advisory Committee!**

Committee members make recommendations to the Stanislaus County Board of Supervisors about the In-Home Supportive Services program. By joining, you can help make a difference for the elderly and disabled members of our community.

The Committee meets the second Friday of each month, and is open to the public. Members are paid a \$30 stipend for each meeting they attend. Transportation is available. Call us at 558-4787 for more information.



305 Downey Modesto, CA 95354 (209) 558-4787

This year the In-Home Supportive Services Advisory Committee (IHSSAC) had significant turnover among its members. In 2007 there was one open seat and four committee members who had terms expire. The Committee took three measures to recruit new members; a direct mailing to IHSS Recipients and Providers, advertisement on Stanislaus Regional Transit (StaRT) and Modesto Area Express (MAX) Buses and advertising on bus benches.

Example of postcard sent to all IHSS Recipient & Providers.

The IHSSAC developed a postcard that could be mailed to all IHSS Recipients and Providers asking them if they would like to get involved with the Committee. The postcard explained the purpose of the Committee and how to get more information to apply to be a member.

In conjunction with the direct mailing campaign, the Committee created posters that were placed in Stanislaus Regional Transit (StaRT) and Modesto Area Express (MAX) Buses. The Committee also rented selected bus benches throughout Modesto to generate interest in the IHSSAC.

The campaigns were successful and the Committee now has three new members. There are still openings on the IHSSAC. If you are interested in joining, call the Committee at 558-4787 to find out more.



Bus Bench ad displayed near the Doubletree hotel in downtown Modesto.

Roberta Ferraro-Foster, Vice-Chair

District #5

Robbyn joined the Committee to make sure Recipients and Providers are treated fairly in the IHSS program. She hopes to learn more about IHSS and help protect those who are a part of it. Robbyn also enjoys cooking, bingo, church and gardening.





Working Together: The Branches of IHSS

Navigating the many programs offered by Stanislaus County can be overwhelming, and understanding how they all work together can be confusing.

In-Home Supportive Services (IHSS) is a program available in every County of the **State of California**. The State has established the regulations for the IHSS program. This includes eligibility requirements, tasks covered by the program, and payments for the Providers. In addition, the State has established guidelines for the various tasks.

In Stanislaus County, the In-Home Supportive Services Program falls under the larger umbrella of the **Community Services Agency (CSA)**. Community Services Agency has three divisions, Stan Works, Children's Services, and Adult Services. Each division has several programs that they administer. The Adult Services Division of CSA oversees Adult Protective Services, the Multipurpose Senior Services Program, Medi-Cal for the disabled and elderly, General Assistance, SSI Advocacy, Information and Referral, and the In-Home Supportive Services Program.

The Advisory Committee, formed December of 2000, is comprised of Recipients and Providers directly involved with the IHSS program. They advise the Board of Supervisors regarding the direction of the program and the levels of service they would like to see provided.

Link2Care, the **IHSS Public Authority** works closely with the IHSS Program and the IHSS Advisory Committee. Link2Care acts as the employer of record for collective bargaining, operates a Provider registry, investigates the qualifications and background of potential Providers, provides training to IHSS Providers & Recipients and other functions related to the delivery of IHSS.

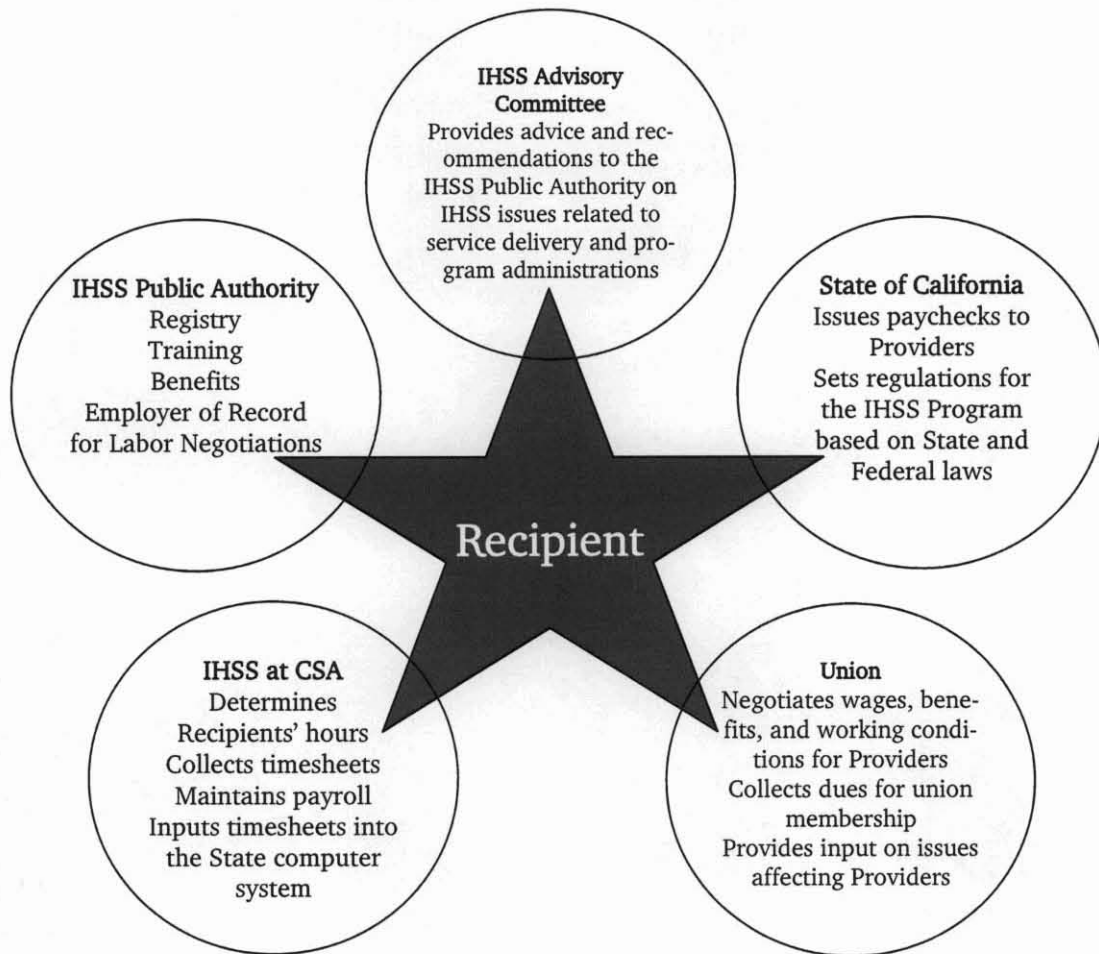
Meet Our Members:



Jose Acosta, Recipient

District #1

Jose joined the Committee so he could learn more about the IHSS program and help it to grow. A musician most of his life, Jose enjoys playing the piano, adapting one-handed style after suffering a stroke. Jose also enjoys bowling, horse shoes and music.



The **United Domestic Worker's Union of America (UDWA)**, is the union that represents IHSS Providers in Stanislaus County. The union negotiates wages, benefits, collects dues from members, and provides input on issues affecting IHSS Providers.

By partnering together, these five components focus on continual improvement in working conditions for Providers and increase access to care for the elderly and dependent adults of our community.

Joan Blackwell, Provider

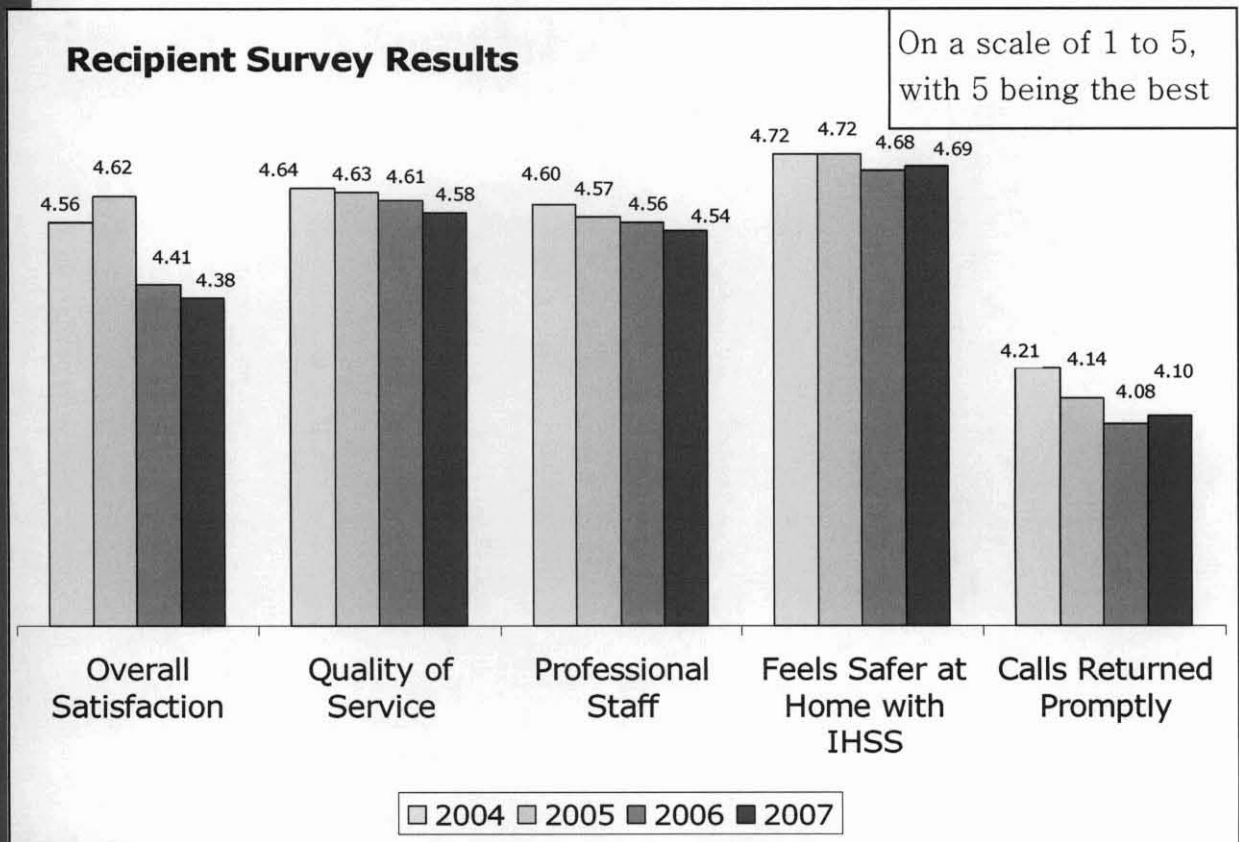
District #4

Joan joined the IHSS Committee hoping to share with others in the community what the IHSS Program can do for them. When she's not advocating for others, she enjoys dancing, gardening, and watching movies.



Survey Results

For the fourth year, an independent survey of Stanislaus County IHSS Recipients and Providers was commissioned by the IHSS Advisory Committee (IHSSAC). The latest survey was conducted in January 2008, by the professional research firm "Strategic Marketing + Communications" in Turlock, California. The survey was mailed to 2000 Recipients and 2000 Providers to obtain statistically valid samples. Each survey contained 27 Likert scale (rating 1-5, with 5 the best) questions, 10 multiple choice questions and one open ended question.



Meet Our Members:



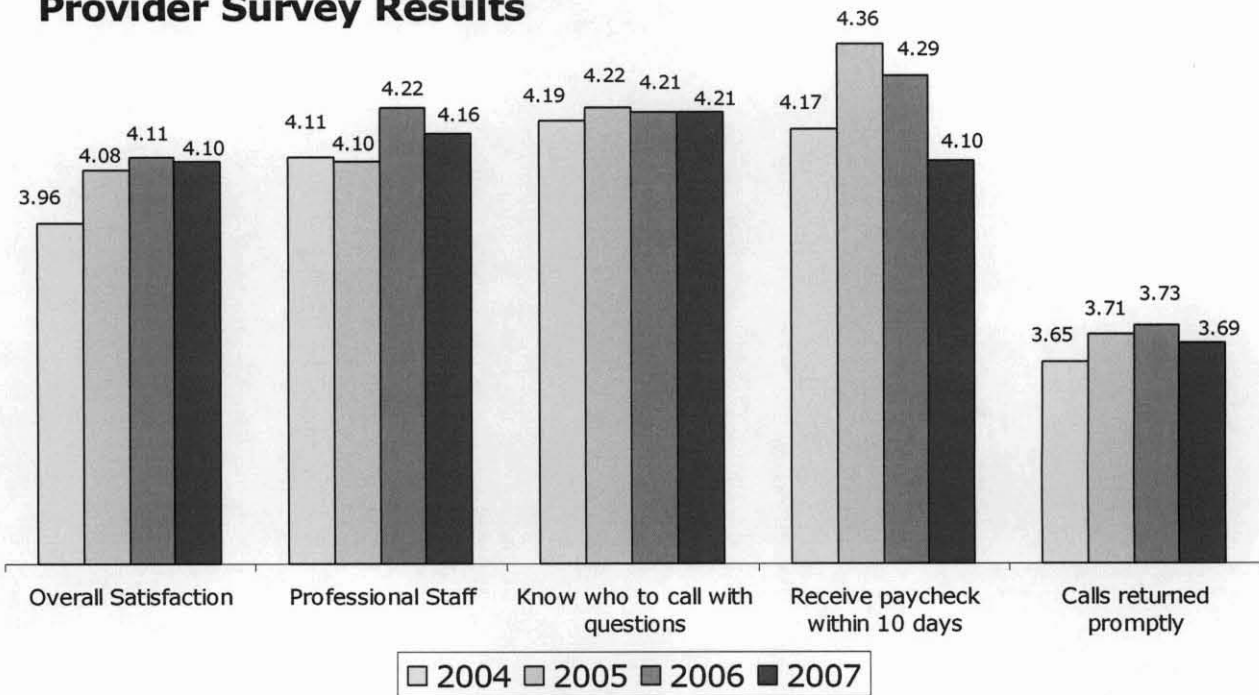
Kenny Brown, Recipient

Kenny joined the Committee to improve the IHSS program for those it was designed to serve, and help Providers achieve wages and benefits that reflect the work they do. A full time CSU student, Kenny also serves on the Board of Directors for DRAIL and works part time at the CSU library.

District #2

On a scale of 1 to 5, with 5 being the best

Provider Survey Results



The Typical IHSS Recipient

Is female, over 65 years old, speaks English as her primary language, lives in Modesto, has been on the IHSS program for two or more years and is cared for by a family member.

The Typical IHSS Provider

Is female, 35 to 64 years old, speaks English as her primary language, has been an IHSS Provider for over two years, and is caring for a family member.

Jose Cisneros, Recipient

Jose joined the Committee to help others and learn more about how IHSS works. He is hoping what he learns about the IHSS Program will help in his pursuit of becoming a social worker. Jose is a student at MJC and enjoys movies, computers and is a fan of the San Francisco 49ers.

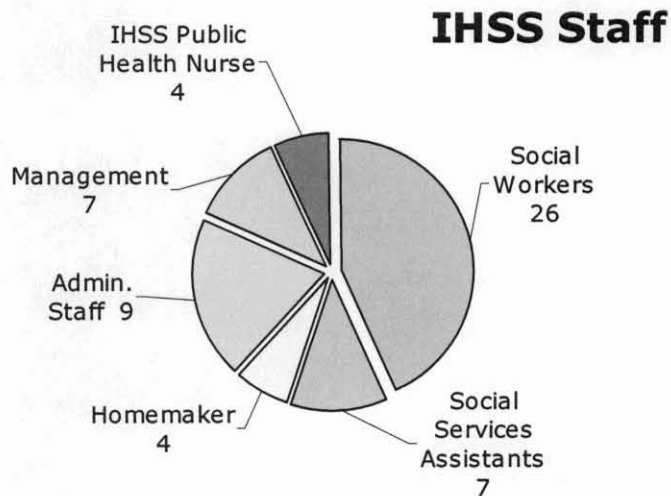
District #4



County Staff: Your supportive partners

IHSS Management includes the IHSS Manager and Supervisors. The manager oversees all the IHSS operations in Stanislaus County. In addition to overseeing day to day management, the manager keeps Stanislaus County in compliance with State mandates, involvement with State policy and legislative matters affecting IHSS Recipients, Providers and staff.

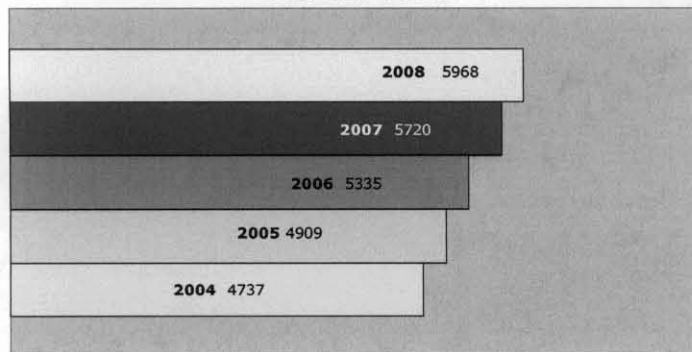
Supervisors: There are 4 IHSS Social Worker Supervisors and 1 Public Health Supervisor. These supervisors are responsible for helping the IHSS Social



Workers with questions relating to difficult cases, distribution of caseloads, training new Social Workers, reviewing 100% of IHSS cases and coordinating case coverage when staff are on vacation.

IHSS Social Workers are the main contact for the IHSS Recipients. They visit the Recipients in their homes and determine the number of authorized hours for each task the Recipient needs. Each Social Worker handles an average of 230 cases!

Yearly Average IHSS Caseload



IHSS Social Services Assistants are the main contact for the IHSS Providers. They help answer questions about timecards, hire packets, paychecks and other Provider issues.

Meet Our Members:



Marie Cochran, Provider

Marie joined the Committee to learn more about IHSS and improve IHSS services. She is on the Board of the Continuum College in Turlock, and spends a lot of time helping her daughter accomplish all that she can. Marie also enjoys church activities and sewing.

District #5

There are seven SSA's providing support to twenty-six Social Workers!

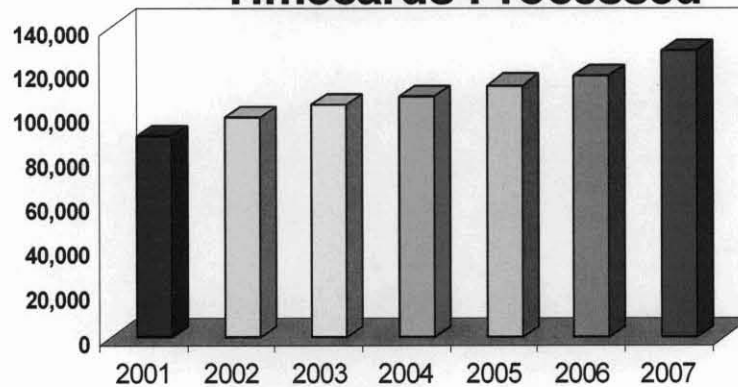
IHSS Homemakers Program has Nursing Assistants that are used for Recipients who are in need of urgent services. They provide the authorized IHSS tasks for the Recipients until a permanent Provider can be found.

IHSS Public Health Nurses are Social Workers with a nursing degree. Their caseload includes Recipients who have higher medical needs than the average individual on IHSS.

Administrative Staff support the IHSS program in the areas of phone coverage, general clerical support, data entry for new cases and closing cases and processing timecards.

These staff help set up over 300 new cases and process over *eleven thousand* timecards each month!

Timecards Processed



	Dec-01	Dec-02	Dec-03	Dec-04	Dec-05	Dec-06	Dec-07
Timesheets	90,190	99,407	105,015	108,241	113,733	118,398	129,693

Valerie Mitchell, Recipient

District #4

Valerie feels the IHSS Program is important because it allows Recipients to be as independent as possible. She enjoys animals, spending time with her family, and volunteering for the California Transplant Donor Network.



Facts & Figures about IHSS

- 5,968: The number of individuals receiving IHSS services as of March 2008.
4,720: The number of individuals providing care for IHSS Recipients in March 2008.
4.6 MILLION: Total number of hours served to IHSS Recipients in 2007.
73.8: The average number of authorized hours per Recipient in February 2008.
\$8.84: The current wage received by IHSS Providers. This has increased 18% since October 2004.

*Numbers have been rounded

- \$52,211,205 Total funds budgeted in '07/'08 for the Stanislaus County IHSS program.*
\$5,318,705 Total funds budgeted for Administrative costs.*
\$46,892,500 Total funds budgeted for Direct Program costs.*
\$2,733,000 Premium paid by Stanislaus County for IHSS Provider Health Insurance in 2007.
\$126,760 Premium paid by IHSS Providers (premiums are only deducted from those receiving benefits).
\$23,000 Total funds spent on Provider training in 2007.
551 Number of IHSS Providers receiving insurance in December 2007.
103 New insurance enrollees in 2007.

*Figures from CSA Fiscal Year '07/08 MidYear budget approved by the Board of Supervisors February 2008

Meet Our Members:



Connie Muller, Recipient

District #1

With a goal of helping others by serving on the Committee, Connie wants to make the public aware of the services available to them. She enjoys many hobbies, including painting, reading, writing children's books, singing and movies.

Recognition of Service:

A heartfelt thank you to past members



Linda White, Provider

District #2

Linda has been a Provider for her husband, who has multiple sclerosis, for over 17 years. It is important to her that the IHSS Program effectively serve the community. Linda was the 2007 Chairperson for the Advisory Committee.



George Sharp, Advocate

District #3

A Beyer High and MJC graduate, George is now a Systems Change Advocate for DRAIL*, working closely with the State Legislature to advocate for the disabled.



Dwight Bateman, Advocate

District #1

Dwight has extensive experience in a variety of issues affecting the disabled community. It is his goal to educate and empower disabled individuals, encouraging everyone to advocate for their rights and the rights of others.



Rose Martin, Recipient

District # 1

Rose has lived in the local area all of her life and worked as an administrative assistant for many companies in the community. Rose is currently volunteering time at DRAIL*, advocating for those with disabilities.

*Disability Resource Agency for Independent Living

The Committee would like to thank each of you for your contributions, commitment, and dedication.

Thank you for your interest in the In-Home Supportive Services Program, and our work through the Advisory Committee. For more information, please visit our website at www.stancounty.com/IHSS or call us at 558-4787.

Contact Information

In-Home Supportive Services:

IHSS Intake	(209) 558-2637
IHSS Payroll/General Info	(209) 558-3976
Community Services Agency	(209) 558-2777
TTY	(209) 558-2001
Adult Protective Services	(209) 558-2637

Other County Agencies:

Link2Care	(209) 558-4787
Board of Supervisors	(209) 525-4494
Area Agency on Aging	(209) 558-8698
IHSS Advisory Committee	(209) 558-4787

Other Agencies:

DRAIL (Disability Resource Agency for Independent Living)	(209) 521-7260
United Domestic Workers	(209) 526-5274

Visit us on the web at www.stancounty.com/IHSS

Stanislaus County Board of Supervisors

- District 1 - William O'Brien
- District 2 - Thomas Mayfield
- District 3 - Jeff Grover
- District 4 - Dick Monteith
- District 5 - Jim DeMartini

