

# Riverside County In-Home Supportive Services Public Authority 2013 Annual Report

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- > Customer Service
- > Technology
- > Business Friendliness
- > Employment

## Goals & Objectives 2013-2014

### Message from the Executive Director

The In-Home Supportive Services Public Authority (IHSS PA) has made significant improvements in all business areas. Plans are underway to build upon our current infrastructure to ensure continued success. Due to our achievements in 2013, the IHSS PA is well-positioned to effectively implement (and maintain) the countywide goals of service efficiency and access through streamlined business processes and capitalization of current technology.

**“One-Stop” Business Model:** With the goal of being a One-Stop PA by December 2015, we are well on our way to offer a multitude of services from our Moreno Valley location. We are also able to deliver services remotely, by telephone calls and e-mail exchanges among our DPSS district offices.

By 2015, the IHSS Public Authority shall offer the services indicated below. The goal is to offer IHSS consumers and providers the convenience of having their multiple needs met (or coordinated) through a single contact (PA), with the option to have such services delivered to the location of their choice:

- *mandatory IHSS provider orientations countywide,*
- *process all initial enrollment paperwork in the IHSS case management system,*
- *complete all requests for provider record transactions, and*
- *resolve all provider payment issues (not associated with Administrative Hearings).*

**Technology Development:** To build capacity for a One-Stop PA, we are in active pursuit of tools that deliver business efficiencies. Using “self-serve” and automated systems, we are able to streamline many of our internal processes, allowing us the capacity to better interface with the community, enhance public access, and expedite quality service. Service enhancements to be implemented in 2014 include:

- **Internet Provider Access (iPA):** a public website for individuals to complete the IHSS provider application and orientation videos from the comfort of their homes or other locations with free computer and Internet access. This application shall save two (2) hours of activity traditionally delivered at the district office, thereby reducing office traffic and customer wait time.

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- **IHSS Payment Portal (iPayPort):** a DPSS-wide tool geared at providing immediate access to IHSS income verifications required for establishing benefits eligibility. This tool will automate approximately 30% of income verifications being completed manually by PA staff.
- **Warm Line Approach (Solidus):** a service delivery strategy that will allow the public to access the IHSS-related information or service they need through the telephone (Call Center). The Solidus technology will be a critical tool to measure productivity and monitor accountability, as we strive to answer all calls from the public by a “live” PA staff and resolve concerns as expediently as possible.

We began implementing the initial stages of our One-Stop approach during the last quarter of 2013 in the form of: 1) enhanced capacity for on-site services; 2) Quick Start home visitation; 3) streamlined paper work processing (**see Achievements At-A-Glance**). As we begin 2014, the PA team continues to demonstrate the ability and initiative to rise to new expectations and perform to the level demanded by this enhanced service philosophy. We look forward to a successful 2014-2015 with assistance from our partners, Advisory Committee, and members of the public.

**Jewel Lee**  
Executive Director, IHSS Public Authority

## Goals & Objectives for 2013 and into 2014

### >Access

#### • Internet Provider Access (iPA)

- Groundwork has been laid to begin the new iPA pilot in Spring 2014. iPA is a “One Stop” shop for IHSS home care providers. The IHSS PA is striving to embrace new technology to help make our “One-Stop” service goal a reality. With iPA, potential home care providers will be able to fill out an online application to become an IHSS Public Authority registry provider. If approved, the applicant will be invited to a “Signing Appointment.”
- When cleared by the DOJ, the provider will be linked to an IHSS consumer. This groundbreaking concept will make sure potential providers are processed without making multiple trips to various offices and will save County resources by streamlining services.

### > Customer Service

#### • Time Sheet Service Call Center (TSSC)

- In 2013, the Adult Services Division launched a new call center dedicated to serving the needs of IHSS home care providers and

### December 2013 Quarter 4 Achievements At-a-Glance

**Increased Productivity by 89%:** Established a 24- to 48- hour (home visit) response to urgent requests for IHSS consumer-provider matches.

**Established a Job Placement rate of 90%:** Secured IHSS consumer-provider matches within 2 to 5 days upon receipt of request for Registry services.

**Enhanced Efficiency by 60%:** Reduced wait time by delivering public/business requests for “Income Verifications” from 5 days to 2 days.

**Established 100% “Walk-In” service capacity:** All on-site requests for payment records are provided on the same day.

**Maintained a 98% Call Center Answer Rate:** Answered and resolved calls regarding IHSS time sheets and payments (Average calls: 13,000 per month; 600 per day)

## Goals & Objectives for 2013 and into 2014, continued

resolution of time sheet and payment issues. TSSC functions under the service philosophy of immediate problem resolution through “live” customer interface. In spite of continued increases in call volume, call center staff is able to maintain a 98% answer rate to customer calls that now average to 600 per day. Currently located at the DPSS Hole Street office, TSSC team will physically relocate to the Moreno Valley PA facility by June 30, 2014.

### > Technology

#### • Telephone Enhancements: “Solidus” & “RingDale”

- As the PA case load grows, the need for upgraded telephone systems becomes critical to our ability to accommodate the influx of inquiries and paperwork. Implementation of the Solidus call tracking system promises to enhance our capacity to monitor and respond to incoming customer calls; while the RingDale electronic fax tool brings us closer to a more space-efficient/cost-effective paperless system.

### > Business Friendliness

#### • Walk-in Requests & Record Production

- A critical function of IHSS PA is the production of income and employment records for home care providers. Employment and income verifications are critical to both individuals and businesses for the purpose of eligibility determination for public benefits, personal loans, and other financial transactions. By reducing non-essential steps in the paperwork process, we are able to deliver record requests to individuals and businesses in a more expedient manner. By expanding our staff coverage for walk-in requests, PA Reception is now able to accommodate 75 “same-day” requests for customer records each month.

### > Employment

#### • Targeted Recruitment & Immediate Matching

- The advent of Quick Start requires a provider registry pool that has the capacity to respond to matching “interview” requests within 24 to 48 hours. In order to establish quality consumer-provider matches, PA is now engaging in targeted recruitment efforts to ensure that individuals accepted into the IHSS Registry Program are able and willing to perform the range of personal care required by our IHSS consumer populations. By doing so, the PA is able to establish a more meaningful service partnerships (for the benefit of the consumers), **and** long-term employment opportunities (for the benefit of the in-home providers).



### Customer Service Feedback:

I am very grateful for such fast work! How refreshing!  
(January 2013)

Both ladies at the counter gave excellent customer service and the lady on the phone was beautiful and helped me. Thank you!  
(December 2013)

Your staff was exceptionally gracious and impeccable in conduct and gave excellent counseling and clarity in the goals of her home visit. Very uplifting and professional  
(February 2013)





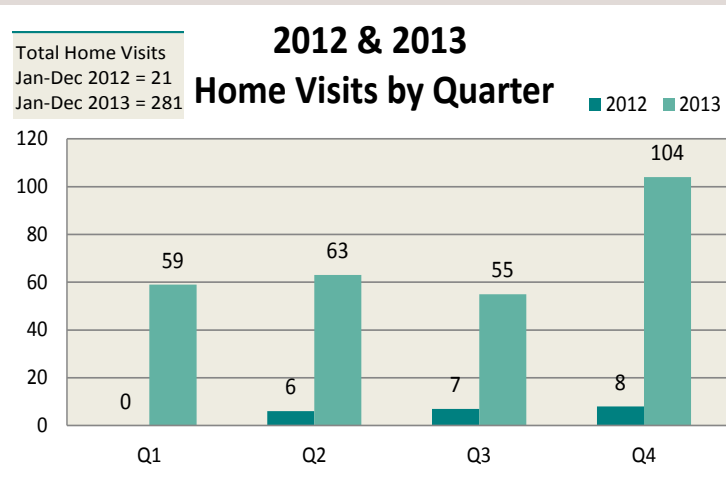
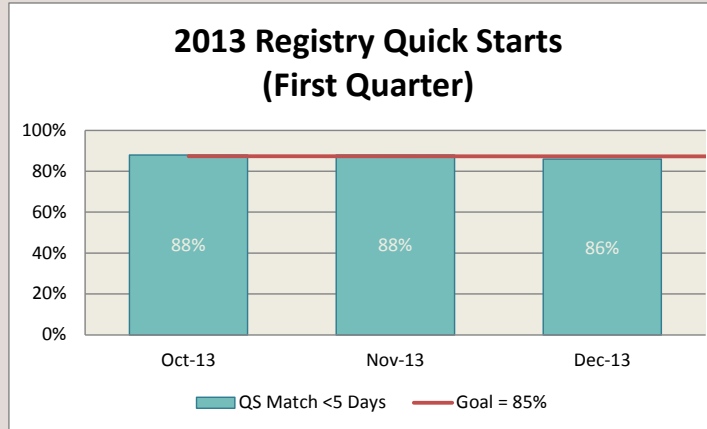
## 2013 Accomplishments:

### Quick Start

In October 2013, the PA launched a service delivery model geared at further reducing client risk factors through (1) immediate response; and (2) in-home care-giver matching. This service approach is unique in that both the Registry needs assessment and the provider payment processing are streamlined into one client home visit.

With Quick Start referrals, PA staff completes a client home visit within two days upon receipt of the social worker's request. During the home visit, PA staff also facilitates "job interviews" between the client and prospective providers. All paperwork and payment processing are completed by PA staff, allowing the benefit of service to start as quickly as the next day, but no later than 5 days from the home visit/interview.

- The Quick Start service model mitigates client health and safety risk by:
- achieving quality provider matches (job placement) by the end of the visit;
- mediating/educating both parties on Rights and Responsibilities associated with the "client-employer" and "caregiver-employee" relationship; and
- centralizing all paperwork requirement (at PA) to ensure immediate service provision.



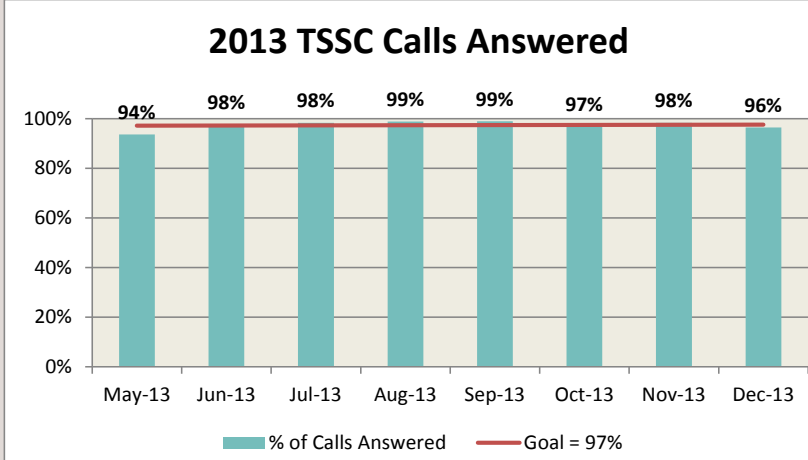
### Enhanced "Matching Assessments" through Home Visitation

The primary goal of PA Registry is to establish long-term, fruitful care-giving relationships, allowing our IHSS consumers to thrive independently in their own homes.

Starting in October 2013, appropriate care providers are interviewed, screened, and matched with IHSS consumers during home visits to ensure quality, informative interactions.

### Time Sheet Service Call Center (TSSC)

The Time Sheet Service Center (TSSC) was implemented in April 2013 to better serve our customers with answers about provider payment information. Our goal is to provide our customers with quality, efficient service. Over the 9-month implementation period in 2013, TSSC received a total of 116,000 calls, averaging to approximately 13,000 calls per month. With an average volume of 600 per day, we continued to maintain a 98% answer and resolution rate.



# 2013 IHSS Advisory Committee Annual Report



- > Activities
- > Achievements
- > Challenges

### >Background

The purpose of the In-Home Supportive Services (IHSS) Advisory Committee (AC) is to offer the consumer/provider perspective in the planning and implementation of IHSS-related services in the county of Riverside. The IHSS AC is comprised of 11 members who represent:

- Six residents of the county who are current or former recipients of IHSS;
- One member of the county office on aging advisory committee;
- Two residents of the county who are current or former providers of IHSS;
- One county resident representing organizations in the county that advocate for people with disabilities;
- The director of the department of public social services, or a designee.

This report represents the valiant efforts of the IHSS Advisory Committee members to ensure that the voices of IHSS consumers, in-home care givers, older adults and disabled individuals stay in the forefront of significant local and statewide program changes.

### > Activities

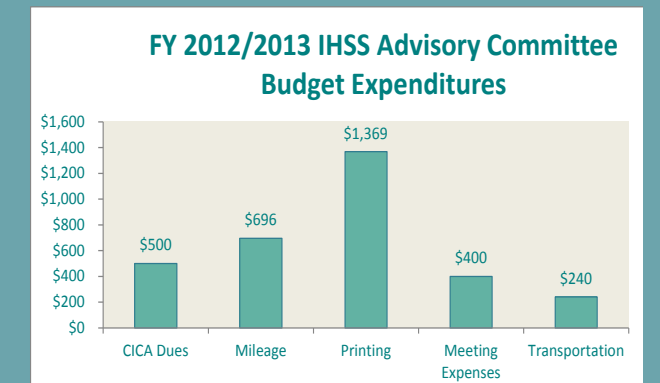
- Reviewed IHSS program protocol for the implementation of the new IHSS provider time sheet on May 2013.
- Reviewed and edited Public Authority Registry application for the "Recruitment Ramp-Up" efforts starting on October 2013.
- Participated in the Coordinated Care Initiative Stakeholders' Workgroup that

includes representatives from the IHSS community in the counties of Riverside and San Bernardino, Molina Health Care, and Inland Empire Health Program (IEHP).

- Continued participation in the California IHSS Consumer Alliance (CICA) for networking and educational purposes. The focus for CICA during the past year has been the implementation of the Coordinated Care Initiative (CCI) that was included in the Governor's 2013 budget. Participated in community functions and meetings geared at

### Budget:

In 2013, the IHSS Advisory Committee (AC) had a budget of \$5,916. A little over half (54%, or \$3,205) of this budgeted amount was spent on: Printing (43%), Mileage and Transportation (29%), Membership Fees (15%), and Meeting Expenses (13%). The budget expended thus far supports the AC goal increasing public awareness of the IHSS Advisory Committee activities and recruitment of new members.



## > Activities > Achievements > Challenges, continued

increasing awareness about: resources for the disabled and older adults; community service goals of the IHSS Advisory Committee; and impact of IHSS legislative and program changes that are forthcoming.

- Participated in the filming of the DPSS Adult Services Division "Customer Service Training" video to ensure that perspectives of IHSS consumers and providers are delivered to DPSS employees.
- Initiated the vendor/contracting process to develop the "IHSS Advisory Committee Recruitment" video to be completed and disseminated in 2014.

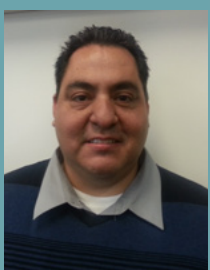
### > Achievements

- After eight years of dedicated service two AC members (Felice Connelly and Kristine Loomis) ended their term in October 2013.
- Diligent recruitment efforts in 2013 resulted the appointment of new AC members in 2013 and early 2014:
  - District 2: Ben Jauregui – IHSS Provider Representative
  - District 3: Christiana Boney – IHSS Consumer Representative
  - District 4: Donald Brock – IHSS Consumer Representative

- In collaboration with the Council on Aging, AC Committee members hosted a "Development Day" (on Month 2013), that focused on Disability Awareness Training and strategies on how to communicate effectively with the disabled community.

### > Challenges

- Membership and Participation: The AC Committee continues to prioritize appointment of all 11 membership slots to ensure the varied perspectives of the aging and consumer communities are represented.
- Use of Technology: The AC Committee is actively pursuing the use different technologies and venues (videos, teleconferencing) to optimize outreach efforts and meeting participation.
- Policy Impact Analysis: The AC Committee members continue to participate in state and local workgroups and/or town hall meetings to proactively represent the voices of aging and disabled communities. Specific subject matters that presented varied complexity and depth included: Cuts/reduction of IHSS service hours; Coordinated Care Initiative (Dual Demonstration Project); IHSS Provider Overtime.



### IHSS Advisory Committee:

#### Executive Committee:

Chairman: Dwight Solis,  
Vice Chairman: Paul Van Doren,  
Secretary: Kimberly Schroff

#### Committee Members:

District 2: Ben Jauregui, District 3:  
Christiana Boney (Not Pictured),  
District 5: Donald Brock (Not pictured),  
Council on Aging Delegate: Ann  
Kasper, DPSS Designee: Lisa Shiner