



# Stanislaus County In-Home Supportive Services Advisory Committee

2009 Report to the Community



# Message from the In-Home Supportive Services Advisory Committee Chair

I joined the In-Home Supportive Services Advisory Committee (IHSSAC) to ensure that IHSS clients and caregivers alike are treated fairly and with dignity. I was appointed to the IHSSAC in January 2008. In 2008, I was elected as vice-chair of the Committee and then in 2009 I was elected as chair of the IHSSAC.

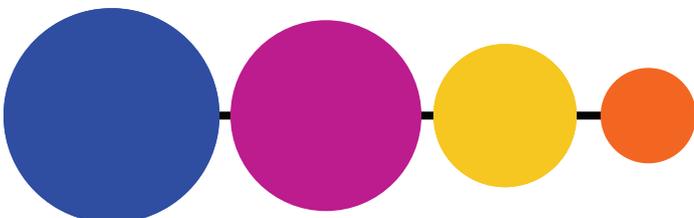
Prior to becoming an In-Home Supportive Services (IHSS) caregiver, I was a Payroll and Human Resources Officer in the Bay Area for nearly 20 years.

My In-Home Supportive Services (IHSS) career came unexpectedly one summer's evening when my whole life was changed in an instant. My mother took a terrible fall at the Stanislaus County Fair in Turlock and broke her hip in three places. Now, years later, after numerous unsuccessful surgeries to repair her hip and a diagnosis of dementia, my mother now requires full time care.

My middle management career was now over, and along with it a very lucrative salary. However, except for the loss of wages, IHSS has actually become the most rewarding job of my life! I really enjoy taking care of mom and serving as the chair person for the IHSSAC.

One of the projects I am very excited about is a media campaign to inform people about the importance of the IHSS program. While we are still in the early stages of development, I look forward to completion of this project.

Robbyn Anne Foster  
IHSS Advisory Committee Chair



# Accomplishments this Year

This year also saw a historic first for the In-Home Supportive Services Advisory Committee (IHSSAC), with the first ever joint IHSSAC, Commission on Aging (COA) and Adult Services Advisory Committee (ASAC) meeting.

The IHSSAC has the responsibility to inform the Board of Supervisors on matters pertaining to IHSS; the COA has a similar duty related to the aging population. The ASAC is a group of interagency staff members and the public who provide guidance to Adult Services at the Community Services Agency. These three groups came together for the first of its kind meeting in January to receive mandatory training and discuss shared goals.



The day consisted of mandatory ethics training (AB-1234) provided by County Counsel Jack Doering and Assistant County Counsel Ed Burroughs. They walked the Committee members through the ethical requirements related to advisory committee work. Next, the group received an excellent presentation on memory loss by Seasons Community Relations Director Bob Hopper. The day concluded by a facilitated networking discussion session, where the committee members got to know one

another and discuss common goals. The day was very successful and plans are in the works to make next year's event even better.

In addition to the joint meeting, the IHSSAC commissioned its fifth annual survey of IHSS Recipients and Providers. Surveys were randomly sent to 2000 IHSS Recipients and 2000 IHSS Providers, seeking their input. The surveys asked basic demographic questions as well as program satisfaction questions. The summarized results of the survey are displayed on pages 6 through 9 of this report.



Finally, the Former Committee Chair Mary Burch, and then Vice Committee Chair, now Committee Chair, Robbyn Foster, participated in Capitol Action Day. The May 15<sup>th</sup> event on the steps of the State Capitol brought together IHSS Recipients, Providers and advocate groups. They voiced their opposition to cuts to the IHSS program and encouraged the Governor and the Legislators to find ways to balance the budget without cutting this valuable program.



# 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.

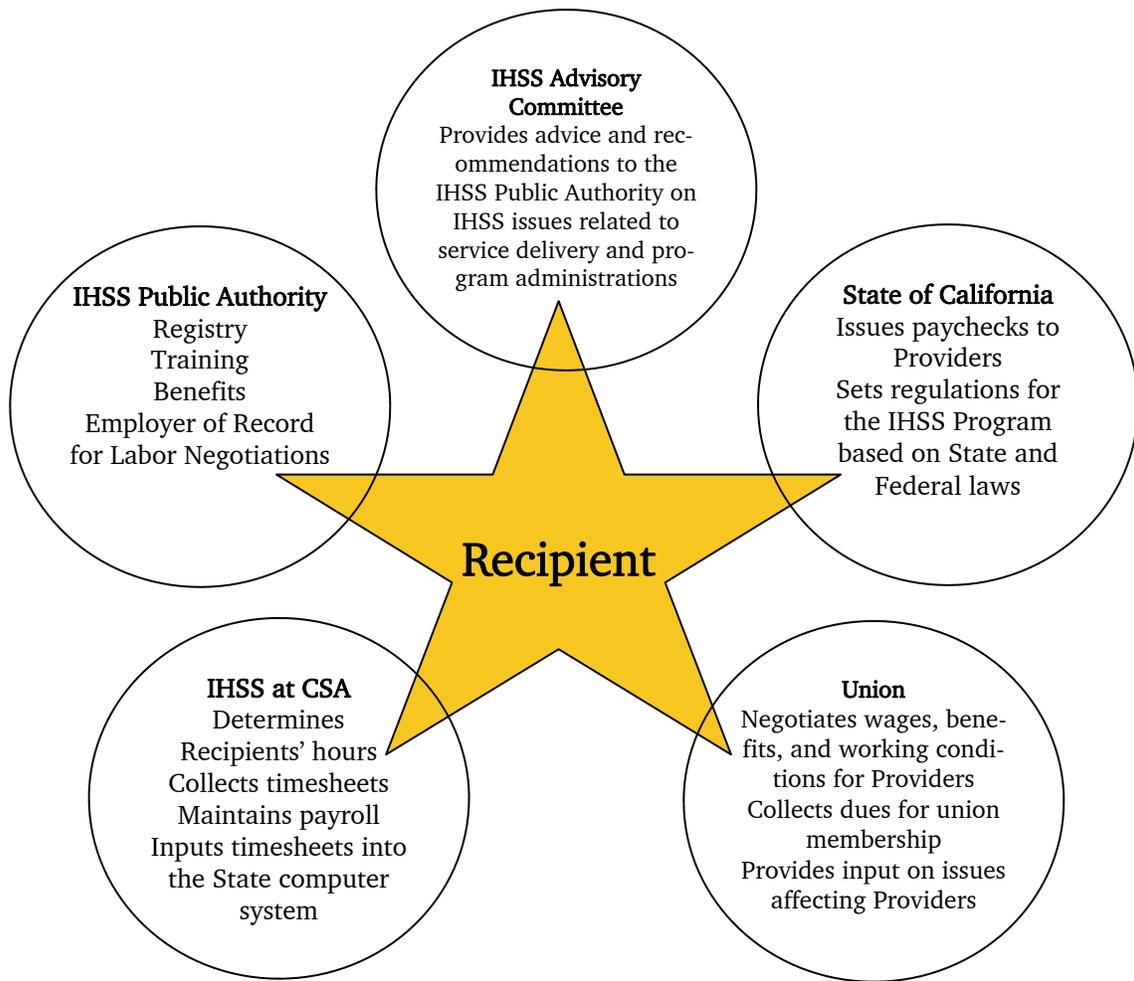
In-Home Supportive Services (IHSS) is a program available in every county in the **State of California**. The State has established the regulations for the IHSS program. This includes eligibility requirements, tasks covered by the program, and payments for the Providers. In addition, the State has established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

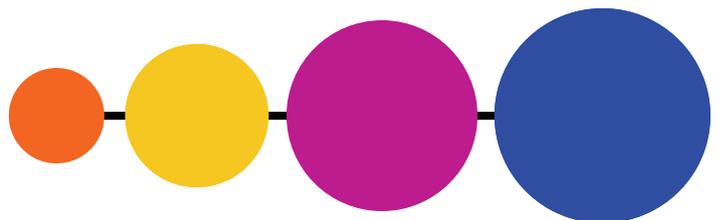
**The Advisory Committee**, formed October of 2001, is comprised of Recipients and Providers directly involved with the IHSS program. They advise the Board of Supervisors regarding the direction of the program and the levels of service they would like to see provided.

**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, along with other functions related to the delivery of IHSS.

**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 of working conditions for Providers and increased access to care for the elderly and dependent adults in our community.





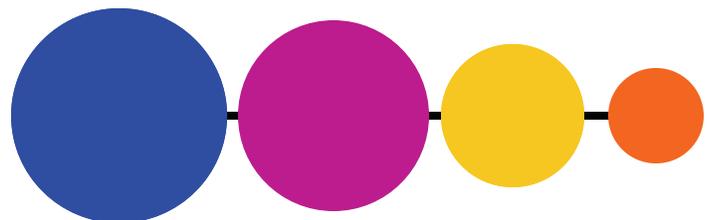
# Recipient Survey Results

For the fifth 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 2009 for the 2008 survey year 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 Likert scale (scale of 1-5, with 5 the best) questions, multiple choice questions and open ended questions.

The Recipient survey asked basic demographic information about how long the Recipient had been receiving IHSS services, the Recipient’s primary language, their gender, age and the area of the county the Recipient resided.

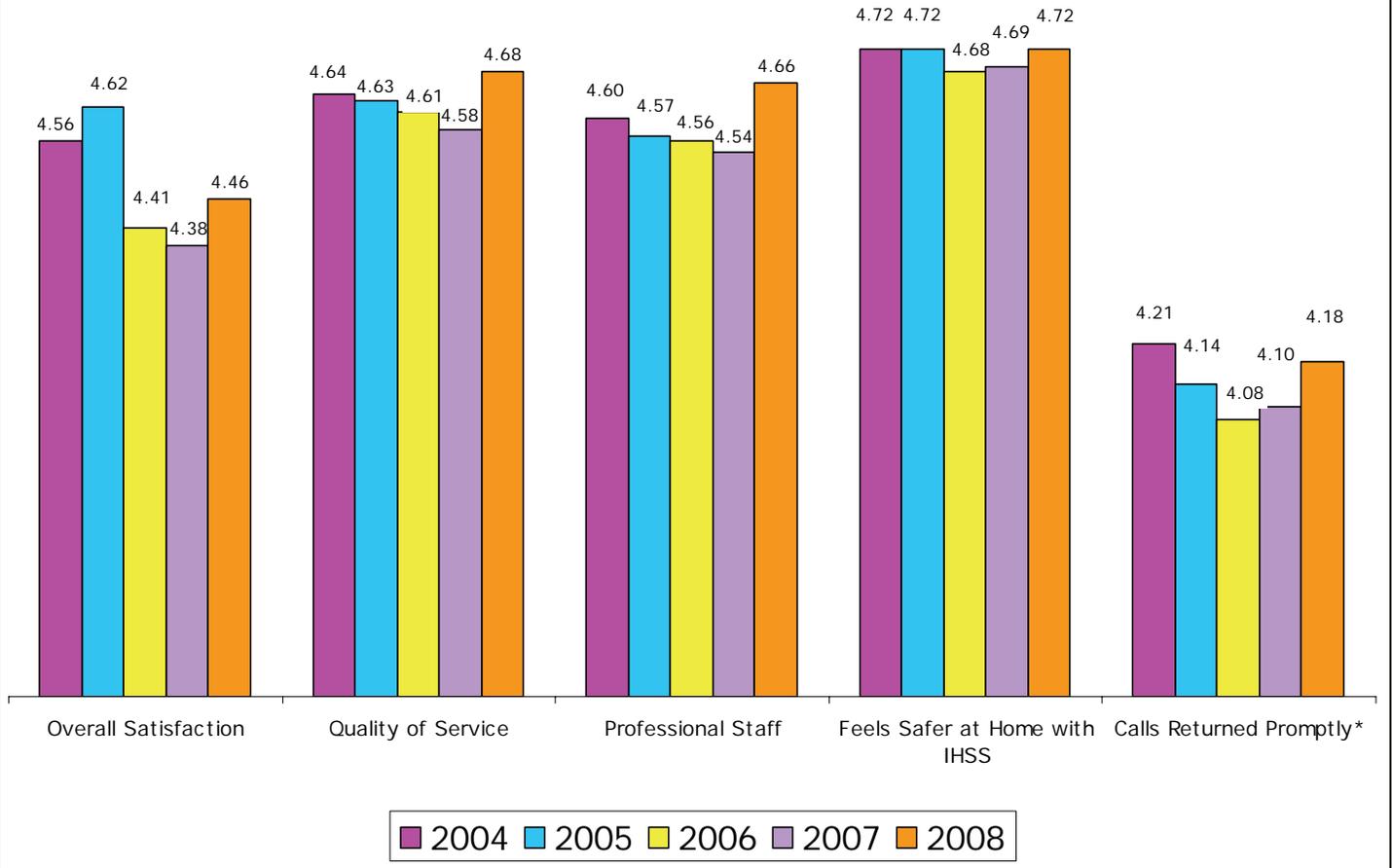
We are pleased to report that the survey results show increased satisfaction in all categories from last year, and some categories reached their highest satisfaction levels since the survey began. Survey results in prior years revealed an opportunity for improvement in IHSS staff communication with IHSS Recipients.

As a result of previous surveys, IHSS staff increased their efforts to return calls within 24 hours and important numbers were published in the Link2Care newsletter to help IHSS Recipients contact the appropriate person. Targeting these areas has resulted in messages being sent to the right person the first time, and increased satisfaction from Recipients regarding the communication they receive from staff.



## Recipient Survey Results

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



\*In 2008, this question was changed to read "Calls returned within 24 hours".

### 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.



# Provider Survey Results

The IHSS Advisory Committee Provider survey asked basic demographic information about how long the Provider had been providing IHSS service, how they found their current Recipient, the Provider's primary language, gender, age and the area of the County the Provider resided.

The Provider survey reflected some important improvements during the 2008 survey year. Notably, the increase in receiving paychecks in a timely manner, and improved communication with IHSS. We believe these items contributed to the jump in overall customer satisfaction.

The IHSS Advisory Committee and Link2Care held informational meetings about direct deposit in April 2008. IHSS Providers had the opportunity to meet with representatives from Valley First Credit Union and were given a complete overview of the direct deposit process. Staff were available to help Providers complete forms and determine eligibility.

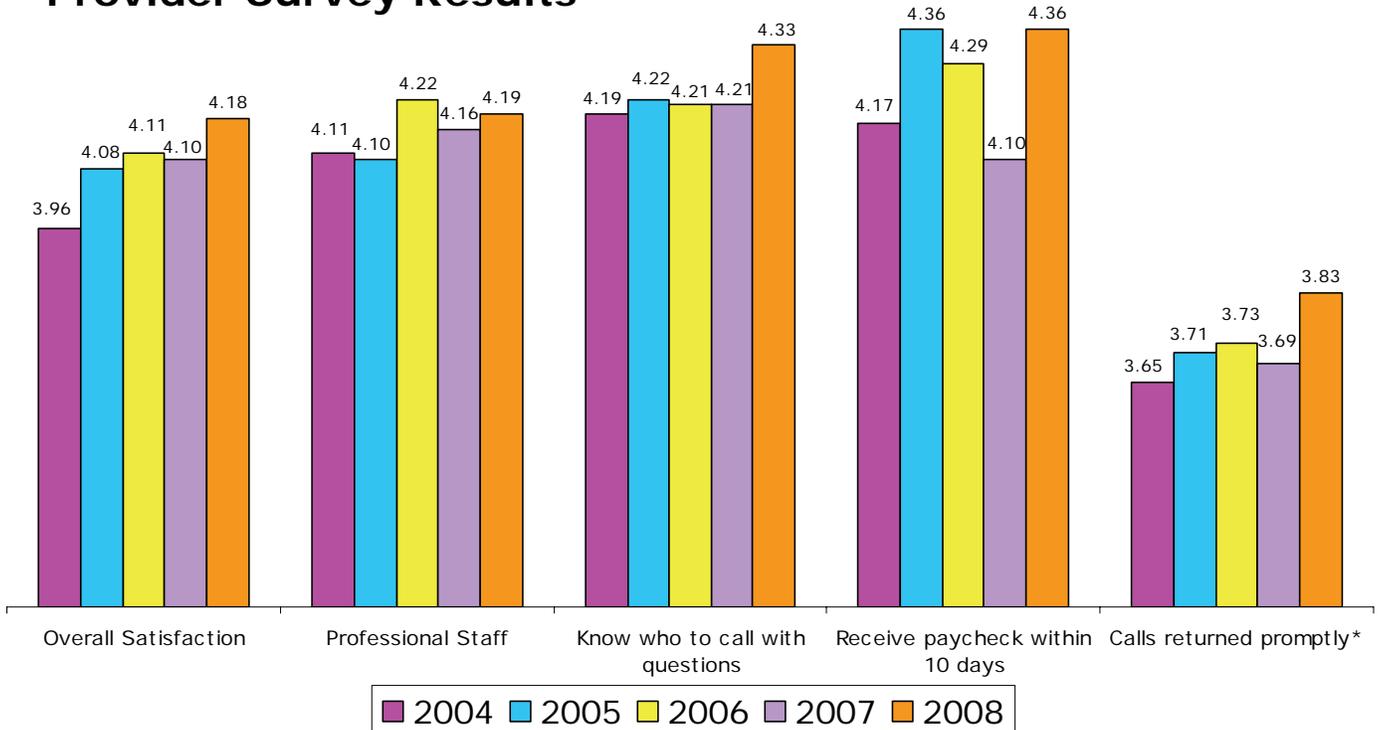
Direct deposit was made available for IHSS Providers for the first time in May of 2008, and our survey revealed that over 90% of Providers were aware of the direct deposit benefits. This process improvement has helped Providers receive their checks securely, and in a timely manner, resulting in increased satisfaction.

Survey results in prior years revealed an opportunity for improved communication between IHSS staff and IHSS Providers. As a result of the survey, IHSS staff increased their efforts to return calls within 24 hours and educating IHSS Providers on whom to contact. Targeting these areas has resulted in messages being sent to the right person the first time, and increased satisfaction from Providers regarding the communication they receive from staff.

We are pleased to report that IHSS Providers have reported increased satisfaction in every category reported, and the IHSS Advisory Committee will continue to use the results from the annual survey to improve services for IHSS Recipients and Providers.

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

## Provider Survey Results



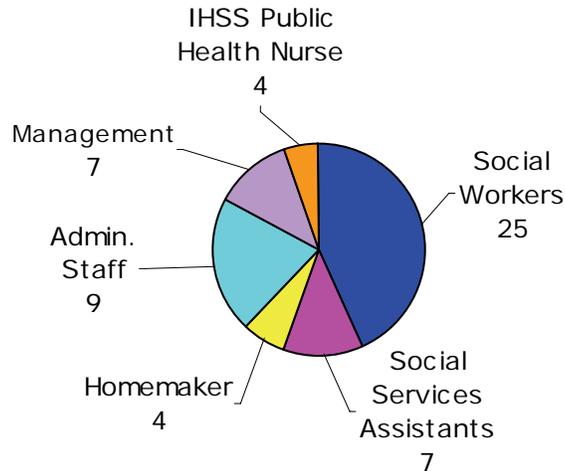
\*In 2008, this question was changed to read  
"Calls returned within 24 hours".

**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.

# County Staff: Your supportive partners

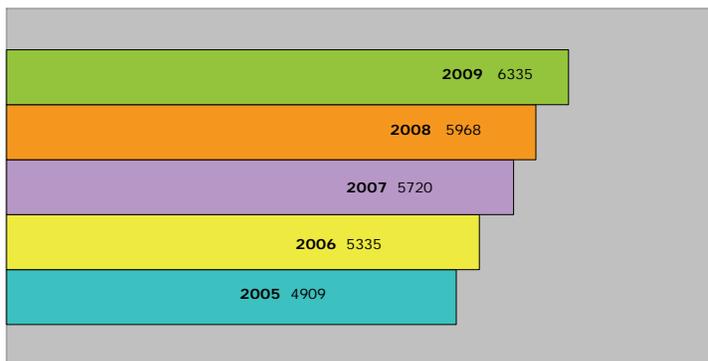
**IHSS Management** includes the IHSS Program Manager and Supervisors. The Program Manager oversees all IHSS operations in Stanislaus County. In addition to overseeing day to day management, the Program Manager keeps Stanislaus County in compliance with State mandates, and is involved with State policy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

## IHSS Staff



**Supervisors:** There are 4 IHSS Social Worker Supervisors and 1 Public Health Nurse Supervisor. These supervisors are responsible for helping the IHSS Social Workers and Public Health Nurses with questions related to difficult cases, distribution of caseloads, training new staff, reviewing 100% of IHSS cases, and coordinating case coverage when staff are absent.

## Yearly Average IHSS Caseload



**IHSS Social Workers** are the main contact for 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 240 cases!

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

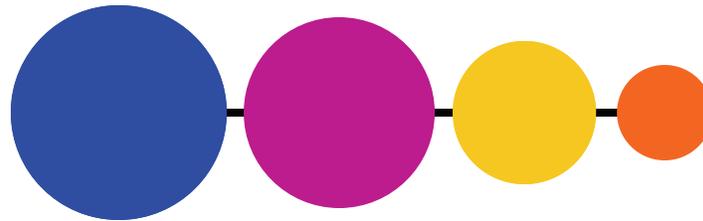
Provider issues. There are seven SSA's providing support to twenty-five Social Workers and four Public Health Nurses!

***IHSS Homemaker Program*** consists of 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.

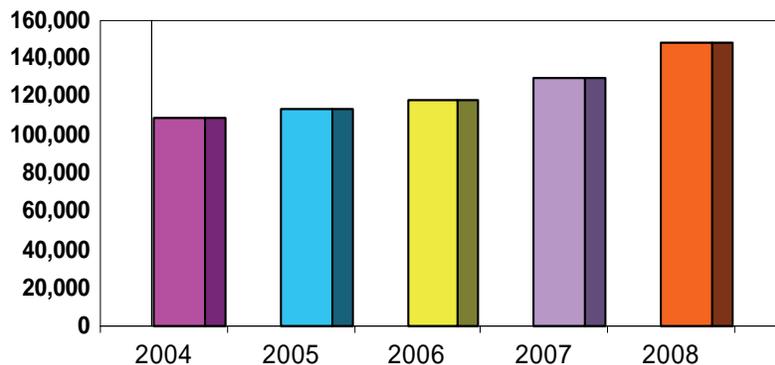
***IHSS Public Health Nurses*** are Registered Nurses that carry a caseload of IHSS Recipients that have higher medical needs than the average individual on IHSS.

***Administrative Staff*** supports 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 *twelve thousand* timecards each month!



**Timecards Processed**



	Dec-04	Dec-05	Dec-06	Dec-07	Dec-08
Timesheets	108,241	113,733	118,398	129,693	147,725

# Meet the Committee



Joan Blackwell, Provider

District #4

Joan joined the IHSS Advisory 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.

Jose Cisneros, Recipient

District #4

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 SF 49er fan.



Marie Cochran, Provider

District #5

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.

Roberta Ferraro-Foster, Provider

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 online poker.





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.

Valerie Mitchell, Recipient

District #4

Valerie feels the IHSS Program is important because it allows Recipients to be as independent as possible. She enjoys spending time with her family, and volunteering for the Sierra Recovery Center while she is attending school to become a substance abuse counselor.



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.



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.



**Would you like to be a part of the committee?**

**Call 558-4488 for more information**

# Facts & Figures about IHSS

**6,335** The number of individuals receiving IHSS services as of March 2009.

The number of individuals providing care for IHSS Recipients in March 2008: **5,182**

**5.1 Million** Total number of hours served to IHSS Recipients in 2009.

The average number of authorized hours per Recipient in February 2009: **74.9**

**\$9.11** The current wage received by IHSS Providers. This has increased 31% since October 2004.

\*Numbers have been rounded

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**\$56,372,519** Total funds budgeted in '08/'09 for the Stanislaus County IHSS program.\*

**\$5,133,848** Total funds budgeted for IHSS Administrative costs.\*

**\$51,238,671** Total funds budgeted for IHSS Direct Program costs.\*

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**\$3,189,741** Premium paid by Stanislaus County for IHSS Provider Health Insurance in 2008.

**\$114,980** Premium paid by IHSS Providers (premiums are only deducted from those receiving benefits) in 2008.

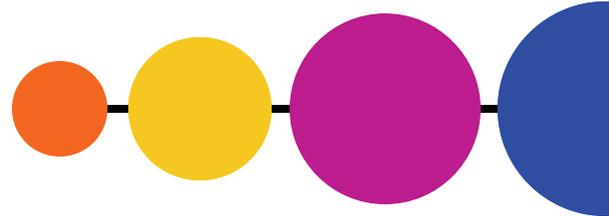
**\$12,735** Total funds spent on Provider training in 2008.

**549** Number of IHSS Providers receiving insurance in December 2008.

**106** New insurance enrollees in 2008.

\*Figures from CSA Fiscal Year '08/'09 MidYear budget approved by the Board of Supervisors February 2009

# Recognition of Service:



## Our sincere appreciation to past members



Mary Burch, Provider

District #3

Mary is a Provider for her disabled daughter. She joined the Committee in 2005, and served as chairperson in 2008. It was a pleasure to have both Mary and her daughter, Christy, attend the meetings. Our many thanks to Mary for her years of service.

Kenny Brown, Recipient

District #2

Kenny is a student at Stanislaus State University. He has been on the Committee since its inception in 2001, and served as chairperson in 2005 and 2006. He and his wife are expecting their first child this year. The Committee wishes him and his family the best, and appreciate his contributions to the IHSS program.



Jose Acosta, Recipient

District #1

Jose continues to pursue his love of music at home in Riverbank. He has served on the Committee since its inception in 2001. He always had a smile and kind word for those on the committee, and his presence will be missed.

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

# 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](http://www.stancounty.com/IHSS)

## Stanislaus County Board of Supervisors

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

