



Public Authority Services



Annual Report

2020-2021



LETTER FROM ADVISORY BOARD CHAIR



Public Authority Services



Dear IHSS Public Authority Governing Board:

On behalf of the IHSS Advisory Board of Santa Clara County, I am pleased to report the Public Authority Services accomplishments for the fiscal year 2020/2021.

The Advisory Board wishes to thank the Board of Supervisors for their continued support of the In-Home Supportive Services (IHSS) Program in Santa Clara County. Your willingness to listen to and act on our concerns regarding the Program has continued to make the IHSS Program in Santa Clara County a model for the State.

It has indeed been quite a year! Public Authority Services has done a remarkable job complying with all State and County COVID-19 mandates.

The County IHSS Department has continued to function well under difficult circumstances. The additional staffing has been a welcome addition, even though we know more will be needed as the Program grows with the aging population.

The pandemic has amplified both the positive and negative aspects of the IHSS Program, providing an opportunity to improve the Program for both Consumers and Providers. With the expected influx of both State and Federal funds to the IHSS Program and Long Term Services and Supports, improvements should be forthcoming.

We are pleased to provide you with this report to fulfill our legal mandate to provide recommendations for improvement to the IHSS Program for the future.

Thank you,

Janie Whiteford, Chair
IHSS Public Authority Advisory Board



LETTER FROM SOURCEWISE BOARD CHAIR



Dear IHSS Public Authority Governing Board:

On behalf of the Board of Directors of Sourcewise, we are pleased to present the Public Authority Services by Sourcewise annual report for FY 2020/2021.

This past year, the PA had technical challenges when their primary set of office automation tools became unstable, causing an adjustment in workflow processes to maintain stability. A long-term project to migrate to another platform or re-build using the existing platform has been initiated.

Despite the office remaining closed to the public and the staff working remotely, the PA was able to meet its state-mandated responsibilities and the needs of the IHSS population. Several of their metrics were exceeded over last year, including IPs enrolled +8%; care coaching referrals +14%; IPs added to the Registry +15%; Urgent Care hours serviced +59%; and masks/gloves distributed to consumers and providers +250%.

The PA was able to further innovate and improve its pandemic response and was able to utilize volunteers to assist with the very large monthly mailings, allowing staff to focus more on provider needs.

Sourcewise has provided effective management services for the Public Authority in Santa Clara County for over 20 years and looks forward to continued collaboration and fostering deeper relationships with the Public Authority Governing Board, especially with newly elected Supervisors. Thank you for the opportunity to serve these vulnerable residents of Santa Clara County with dignity and respect.

Sincerely,

A handwritten signature in blue ink, appearing to read "Jeff Tepper".

Jeff Tepper, President
Sourcewise Board of Directors

Serving all adults in Santa Clara County

Since 1973

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ACKNOWLEDGEMENT

Public Authority Services (PA) by Sourcewise would like to acknowledge the Public Authority Advisory Board members: Lori Andersen, David Forderer, Beverly Lozoff, Mathew Lubinsky, Robert Stroughter, Terri Possley (Ex-Officio Member), Dennis Schneider, and Janie Whiteford for dedicating their time to advocate and learn more about In-Home Supportive Services (IHSS); provide insight and share advice to Public Authority Services, IHSS, and the County Board of Supervisors.

PA also thanks Sourcewise team members: Edith Gong, Shannin Prather, Ross Graham, Angelina Soria, and Kathryn Chittavong for their assistance in the completion of this report.

INTRODUCTION

Public Authority Services in Santa Clara County is delivered through a management service agreement between Santa Clara County and Sourcewise. Beginning in 1999, the partnership aims to offer consumers and independent care providers of IHSS enhanced access to services including, but not limited to, benefits administration, care coaching, training, and hiring assistance.

This report showcases a summary of activities and service enhancements accomplished, including challenges overcome during the continuing COVID-19 pandemic, throughout Fiscal Year (FY) July 1, 2020–June 30, 2021; all of which were accomplished through the valuable partnership between Sourcewise and Santa Clara County.

Recommendations are provided within this report from the IHSS Advisory Board to the Santa Clara County Board of Supervisors to enhance IHSS in Santa Clara County.

IN-HOME SUPPORTIVE SERVICES PUBLIC AUTHORITY MANDATES

Assembly Bill 1682 (1999-2000) requires each Public Authority to:

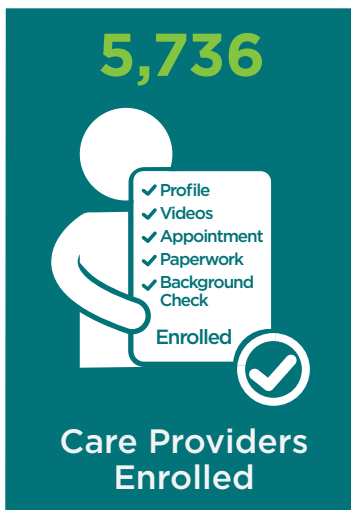
- Provide a registry to assist In-Home Supportive Services (IHSS) consumers in locating suitable providers
- Screen providers listed within the registry
- Provide access to training for IHSS consumers and providers
- Act as the employer of record for collective bargaining
- Negotiate wages, benefits, terms, and conditions of employment for Independent Care Providers serving IHSS consumers

Public Authority Services by Sourcewise provides all the above in Santa Clara County.

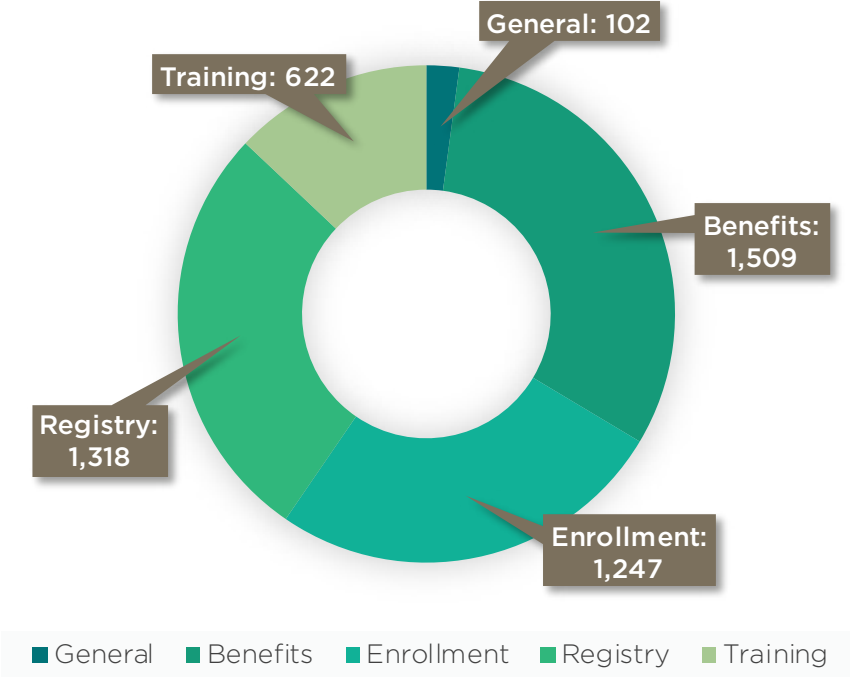
IN-HOME SUPPORTIVE SERVICES ADVISORY BOARD

The IHSS Advisory Board is a state mandate for Public Authorities. The Advisory Board was composed of 11 members until June 2021 and then reduced to 9 members, 51 percent of whom are current or past users of IHSS or personal care assistance. The Advisory Board studies, reviews, evaluates, and provides recommendations to the IHSS PA Governing Board, PA staff, and IHSS County Administrative staff. The Advisory Board also advocates for consumers and providers as they interact within various components of the IHSS system.

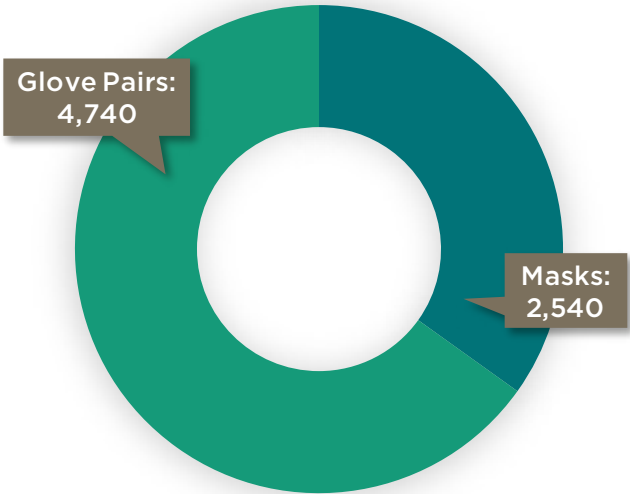
PUBLIC AUTHORITY SERVICES BY SOURCEWISE YEAR AT A GLANCE FY 2020/2021



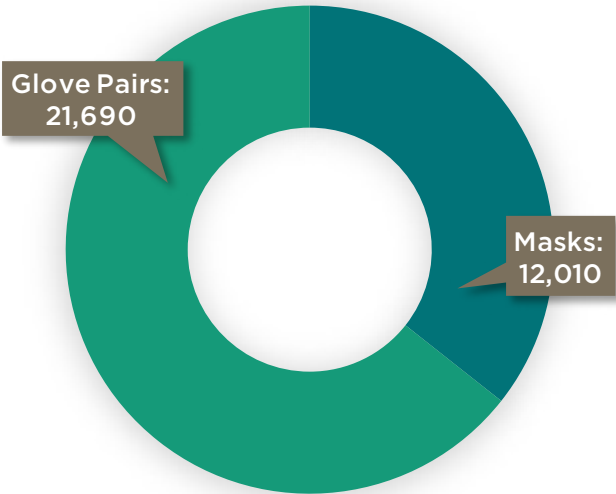
Monthly Telephone Inquiries



Emergency Protective Gear Distributed to Consumers



Emergency Protective Gear Distributed to Providers



COVID-19 PANDEMIC PROCEDURES

In March 2020, Public Authority Services by Sourcewise (PA) began making changes to many of our procedures in response to the COVID-19 pandemic and took precautionary actions to help slow the spread of the virus in our community.

Outlined below is a summary of actions made or modified throughout FY 2020/2021 to ensure PA continued to meet the evolving needs of our community.

In FY 2019/2020, from mid-March through June, the process for providers enrolling into the In-Home Supportive Services (IHSS) program transitioned to a completely virtual procedure, apart from fingerprinting. In FY 2020/2021, enrollment of up to 550 providers per month was successfully accomplished through these new methods. See section “IHSS Independent Provider Enrollment” for more information.

The Public Authority Services website—pascc.org—includes a page dedicated to COVID-19 information. The webpage is frequently updated as new information and resources become available. In spring 2021 the page was modified to include an online form through which IHSS consumers and care providers can submit requests for Essential Protective Gear (EPG)—face masks and gloves.

PA continued to distribute EPG to IHSS consumers and care providers throughout FY 2020/2021. Between July 2020 and June 2021, PA staff distributed EPG to 266 consumers and 1,098 care providers, entailing:

- 4,740 pairs of gloves to consumers
- 2,540 masks to consumers
- 21,690 pairs of gloves to care providers
- 12,010 masks to care providers

PA modified nine care provider training classes—traditionally held in-person—to make them available online. For classes that cannot be effectively learned online, guidelines and class capacities were adjusted and safety measures adopted to keep limited in-person sessions available, while complying with county health guidelines. See section “Independent Provider Training” for more information.

Educational articles have been included in every issue of The Consumer Connection quarterly newsletter highlighting health and safety tips to avoid spreading viruses and resources to help stay safe and connected while sheltering in place.

In April 2020, PA launched the Emergency Backup Registry to ensure consumers who lost their regular IP due to COVID-19 related reasons did not go without care. This program was maintained throughout FY 2020/2021. See section “Public Authority Registry” for more information.

CONSUMER TRAINING

Public Authority Services by Sourcewise (PA) assists In-Home Supportive Services (IHSS) consumers to have a strong grasp of their roles, rights, and responsibilities. The challenges associated with accomplishing training for consumers exists based on consumer availability, access and comfort in attending web-based training, and capacity to attend in-person group training sessions.

All IHSS consumers receive printed educational material through the quarterly newsletter, The Consumer Connection. The newsletter provides information for consumers to help them to continue to live safely at home. The newsletter also provides guidance on how to improve their management skills as the employer of their Independent Care Provider (IP). During FY 2020/2021, 107,002 newsletters were mailed to IHSS consumers. See “Communications” for additional information.

The Consumer Connection is also available in the resources section of the PA website: pascc.org

TESTIMONIALS FROM CONSUMERS

“Care Coordinator Trang Lai is wonderful. She really hit it out of the park and found me a match!”

— Carol

“Thank you [Registry Specialist Supervisor Katherine] from the bottom of my heart for reaching out and connecting us [with a provider]. That was amazing. Thank you so much. I appreciate you and all that you do.”

— Frank

“Thank you so much for taking the time to listen to our concerns and explain how to rotate and reuse the N95 masks you mailed to us. This is such a confusing time and I really appreciate the time you took to help us feel more confident in what we are doing and how to stay healthy.”

— Daniel

INDEPENDENT PROVIDER TRAINING

Public Authority Services provides job development training classes for IHSS Independent Care Providers (IPs) through a curriculum developed specifically to follow and reinforce the IHSS based consumer directed model of care. IPs who complete the two-part series earn certificates of completion that could be included on their resume as relevant training or education when seeking employment with IHSS consumers.

In FY 2020/2021, additional challenges were faced due to the COVID-19 pandemic. County health guidelines restricted the number of individuals allowed to gather in classrooms and many IPs expressed concerns about attending in-person classes regardless of the lowered class capacity, mask mandates, and social-distancing policies in place.

PA overcame these challenges by offering online training classes for the first time in PA's history. Online classes were made available using Zoom through existing partnerships with area adult schools and community organizations. During FY 2020/2021, 53 online classes were available to IHSS IPs in Santa Clara County and IPs filled 804 available spots in these online offerings.

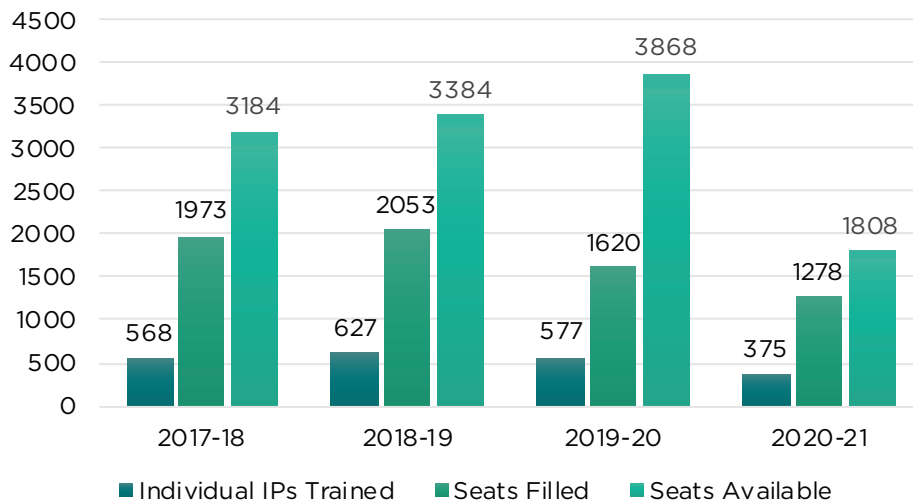
In-person classes continued to be offered where possible. All IPs attending in-person classes were required to wear a face mask, maintain six feet of distance from others, have their temperature checked prior to entering a classroom, and were instructed to stay home if they experienced symptoms of any illness.

Three class subjects have not been offered to IHSS IPs during the pandemic due to health precautions at the facilities in which these subjects are normally facilitated. These classes included Personal Care in Series 1 and Alzheimer's Basics and Falls Prevention in Series 2.

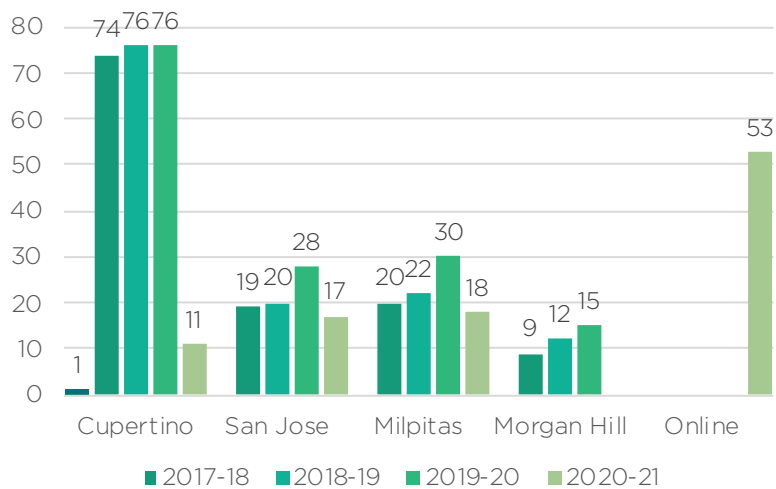
Classes are offered in English, Mandarin, Spanish, and Vietnamese through partnerships formed with organizations and adult schools throughout Santa Clara County, including Fremont Union High School District Adult School; Milpitas Union School District Adult Education; Cancer CAREpoint; Santa Clara County Fire Department; and the Emergency and Health Training Center. To make classes as accessible as possible to providers, trainings are scheduled throughout the week, including weekends, at varying times of the day.

Through these partnerships, PA provided training for 375 individual care providers, with 1,278 seats filled in 99 classes.

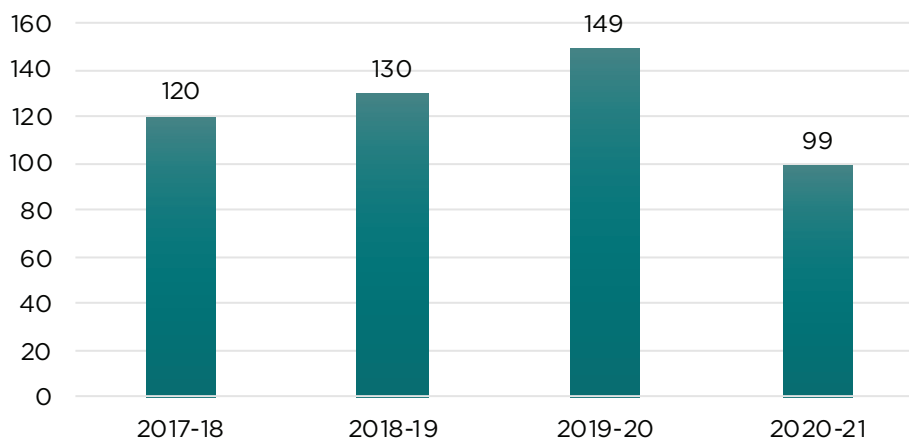
Number of IPs Trained



Number of IP Certificate Classes Offered by Location



Number of IP Training Classes Offered



The In-Home Supportive Services Provider Training Incentive Payment Program aims to motivate IPs to attend training classes by providing \$25 compensation for each IHSS care provider training class they complete. The goal of the incentive payment is to supplement income lost to attend class. During FY 2020/2021, \$30,745 was paid to IPs for completing classes.

IHSS IPs can also apply for the Life Enhancement Fund (LEF), which provides reimbursement up to \$500 per calendar year toward tuition and textbooks for taking classes beyond those offered by Public Authority Services. To be reimbursed for classes offered outside of the PA curriculum, the IP must apply for the LEF at least one month prior to the beginning of the class. Classes must meet certain criteria and must enhance the wellness or effectiveness of the IP while caring for the consumer.

In FY 2020/2021, two IPs were reimbursed a total of \$796 through the LEF.

Applications for the Life Enhancement Fund are available in English, Spanish, Vietnamese, and Chinese on the training page at pascc.org.

COMMUNICATIONS

The Public Authority Services website continues to be a fundamental point of reference, allowing IHSS consumers and IPs access to an extensive amount of categorized information and services. The website (pascc.org) provides information on all services provided by Public Authority Services, and education on topics of interest for consumers and IPs, such as:

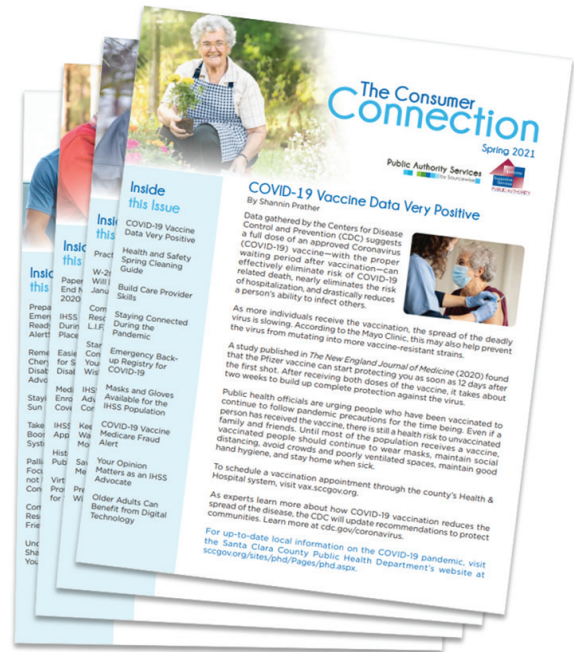
- New provider enrollment into the IHSS program
- IHSS timesheet information and resources
- Information and interest form to join the Public Authority Services Registry
- Policy updates
- Resource library (videos, documents, and other references)

The News and Updates section on the pascc.org homepage is updated frequently to highlight important information and resources for IHSS consumers, providers, and others visiting the page. During FY 2020/2021, this section highlighted information about the switch to electronic or telephonic timesheets, Electronic Visit Verification for IHSS care providers, COVID-19 Emergency Backup Care Provider Program, and information about COVID-19, including methods to obtain Emergency Protective Gear.

Newsletter

Public Authority Services mails a quarterly newsletter, The Consumer Connection, to all IHSS consumers in Santa Clara County. The Consumer Connection offers educational and informative current news; updates; and articles to help consumers gain an understanding of the IHSS program. With access to this information, consumers can take full advantage of the IHSS program and enhance their ability to live safely at home. Published newsletters are available in the resources tab on the Public Authority Services website: pascc.org.

The newsletter also functions as educational material for IHSS consumers and includes articles on health, well-being, and community resources. See section “Consumer Training” for additional detail.



Program Introduction Packet

In Santa Clara County, each month during FY 2020/2021 an average of 303 consumers and 362 IPs were welcomed into the IHSS program. Public Authority Services mails an introduction letter to new consumers and IPs upon entry to the program. The introduction letter informs consumers and IPs about services provided by Public Authority Services including: Urgent Care Registry; Provider Medical, Dental, Vision, and Valley Transportation Authority’s SmartPass benefits; Training; and Registry assistance for locating an IP.

Training Class Schedules

Twice per year, Public Authority Services mails an updated training class schedule to all IHSS Independent Providers in Santa Clara County. All active IPs may participate in training available through PA. A total of 54,724 training class schedules were mailed to IPs in Santa Clara County in FY 2020/2021. The current class schedule is also available on the website: pascc.org.

PUBLIC AUTHORITY REGISTRY

Public Authority Services Registry (the Registry) is a mandated element of Public Authority Services. Consumers who typically access the Registry may not have family members or friends available to assist them with their activities of daily living. Consumers may also need to hire additional providers to receive the care they need. The Registry assists In-Home Supportive Services (IHSS) consumers to find and hire qualified, pre-screened Independent Care Providers (IPs).

The Registry team provides tailored referral lists of IPs who match the needs and preferences of each consumer requesting assistance. Individualized matching based on the consumers' needs narrows the list of Registry providers to those who closely match the needs of the consumer making the request. The tailored list considers factors such as availability to work, services needed, and geographic location.

The Registry provides service by maintaining an electronic database of experienced IPs who:

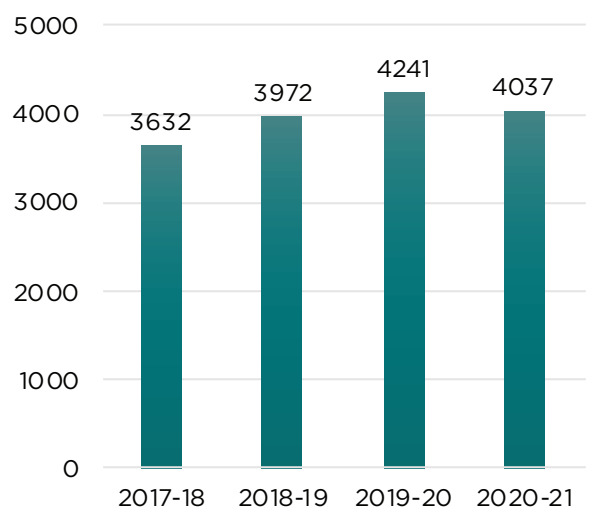
- Complete an interview with a member of PA staff
- Provide two positive references, who will be contacted and verified
- Attend a Registry Introduction Training
- Complete the State-mandated enrollment process; including passing a Department of Justice background check

IP information is maintained and updated through required monthly check-ins, which provide consumers with accurate lists of available IPs. Automated email and text check-in reminders help Registry staff with this monthly process. Over 90% of IPs opt-in to receive email and/or text message check-in reminders.

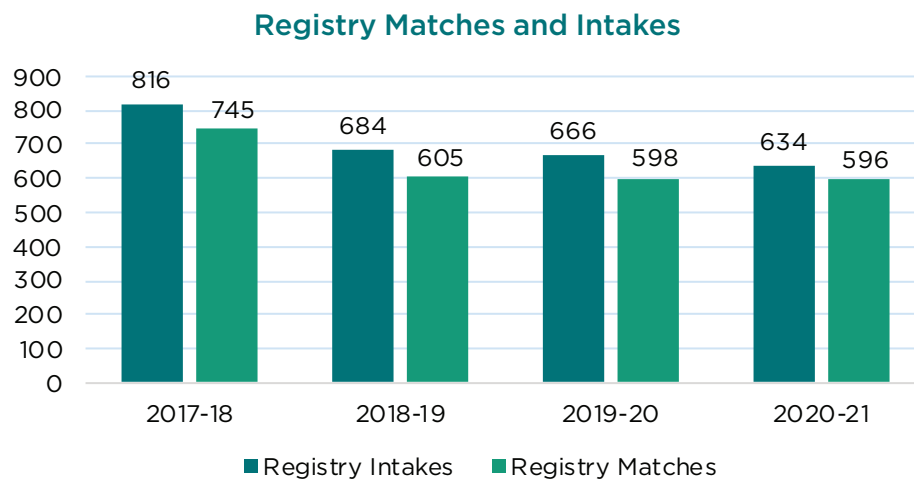
The significant ongoing workload of creating personalized IP lists for consumers is illustrated in the “Regular Registry IP Lists” chart.

In FY 2020/2021, despite working remotely, the Registry team remained fully functional using secure remote login and computer database systems. Voicemails left by consumers requesting assistance are returned within 24 hours, or the next business day, and Registry staff continue to maintain accurate records concerning all consumer and provider information, referrals, interactions, and interventions, as well as performing follow-up calls to ensure delivery of service and satisfaction with referrals.

Regular Registry IP Lists



The “Registry Matches and Intakes” chart showcases the number of referral lists that resulted in a successful consumer/IP match in FY 2020/2021, as well as the number of new consumers who contacted the Registry for assistance to locate and hire an IP.



The difference between the number of regular Registry lists created and the number of successful Registry matches highlights the need for ongoing recruitment of IPs into the Registry.

Nearly 1,969 IHSS consumers in Santa Clara County have relied on the Registry to assist them in locating an IP in the past four years, about 1000 of whom actively used the Registry during FY 2020/2021. Roughly 377 IPs were listed on the Registry. When a consumer asks for a list of providers, the Registry’s database filters IPs based on the consumer’s needs, including:

- Availability to work for more consumers
- Availability during the consumer’s preferred work schedule
- Ability to commute to the consumer’s home
- Willingness to perform the authorized tasks needed by the consumer
- Willingness to work within consumer’s home environment (smoking/non-smoking, pets, etc.)

With these filters in place, the list of 377 IP names drastically drops to a smaller pool of 10–20 available IPs. At times, the pool can drop even more and result in no available IPs, particularly if the consumer has specific language needs, lives in the County’s perimeter areas, or requires certain services that are more difficult to serve, such as lifting/transferring or being driven to medical appointments. Due to the ongoing pandemic, many IPs have limited their hours, causing further difficulties in creating lists of matching IPs for consumers.

The Registry, in partnership with the Public Authority Training Department, continues to recruit more IPs and add new names to the Registry list monthly. During the COVID-19 pandemic, recruitment activities took place via telephone and Electronic Registry Introduction Trainings (eRITS) held via web meeting.

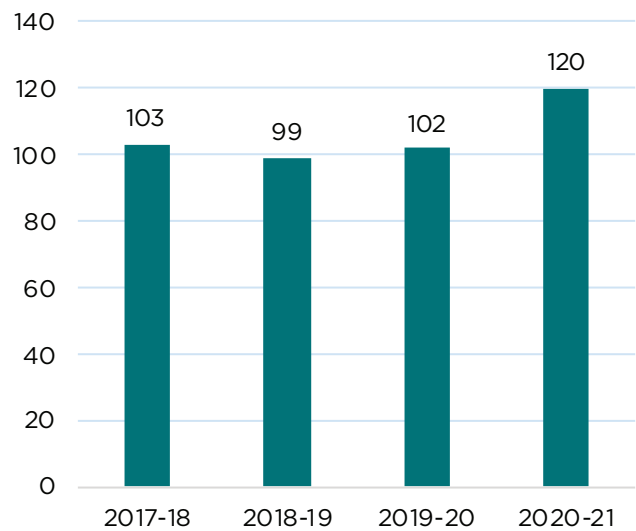
The number of IPs added to the Registry increased from 102 in FY 2019/2020 to 120 care providers in FY 2020/2021, as highlighted in the “Registry Introduction Training” chart. We believe that adding a multi-lingual application form to the website shortened the recruitment process and partially assisted in the increase over the previous year.

At times, the consumer-IP relationship is challenged with misunderstandings and miscommunication. Registry specialists and Care Coordinators help preserve consumer and provider relationships by regularly providing interventions to both parties.

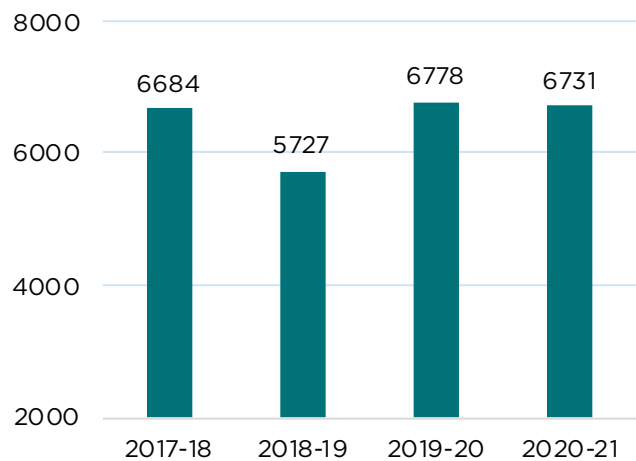
Interventions, similar to mediation, consist of problem-resolution discussions for many aspects of the employer-employee relationship; providing education and clarification for disputes over scheduling; time management; scope of services; supervisory tips; management of multiple providers; and referrals to outside resources.

In FY 2020/2021, the number of interventions decreased to 6,731 compared to 6,778 in FY 2019/2020, as shown in the “Registry: Interventions” chart.

Registry Introduction Training



Registry Interventions

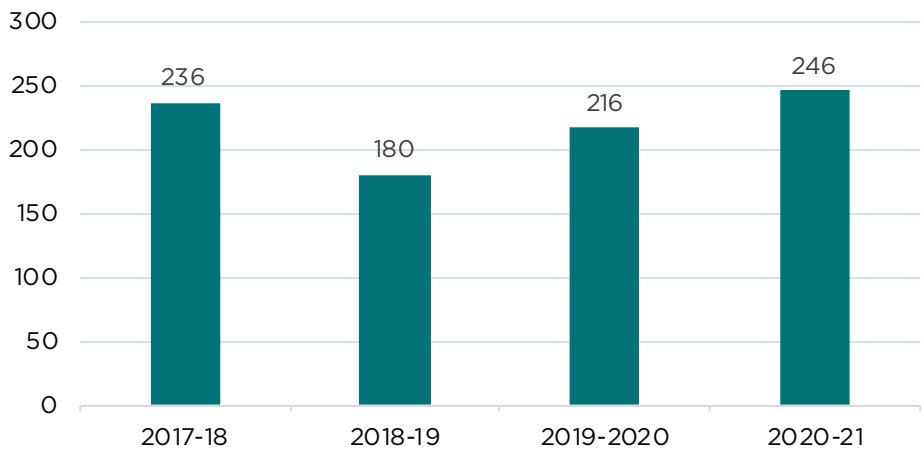


Care Coaching

Care Coaching is an enhanced service of the PA Registry which focuses on assisting consumers who experience significant challenges with their employer responsibilities, including interviewing, hiring, training, and supervising their IPs. These consumers require guidance to successfully manage the complexities of being an employer due to physical limitations, mental disabilities, or other specific issues that make one-on-one assistance necessary.

In FY 2020/2021, Care Coaching received 246 new referrals. The program's growth came not only from new referrals but from returning consumers. Consumers in the Care Coaching program who need to replace their provider or need to hire additional providers often request assistance from their Care Coordinator (CC).

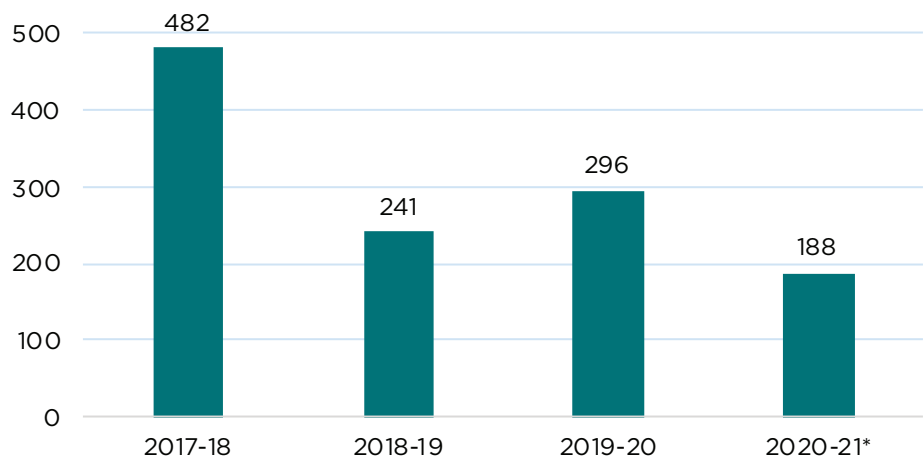
Care Coaching Case Referrals



Traditionally, once a consumer has been referred and is deemed eligible for Care Coaching, the consumer is paired with a CC who conducts an in-home visit, explains the IHSS process, and introduces the consumer to Care Coaching services. If the consumer chooses to work with a CC, they are assisted through every step of the IP hiring process.

Due to state mandated shelter-in-place in March 2020, the Care Coaching program was not able to conduct in-home visits and, instead, served consumers remotely. The program adapted quickly, and Care Coordinators were able to conduct all services via telephone or video chat.

Care Coaching Home Visits



*Completed via telephone or video chat

Not only was this an adjustment for CCs, but for consumers as well. To ease this adjustment, the Care Coaching program created a packet of educational materials for consumers who need guidance but are able to complete the hiring process without in-person assistance. This packet was mailed or emailed to consumers and reviewed over the phone with a CC.

To determine the level of assistance needed, a remote care coaching program was built and tiers were created.

- Tier 1 determination indicates the consumer can navigate the hiring process on their own but might be anxious, overwhelmed, or are a new IHSS consumer; or a friend or family member is assisting with the process if the consumer is unable to perform hiring tasks themselves.
- Tier 2 determination indicates that the consumer can navigate the hiring process on their own but may be hesitant to taking on this responsibility. CC's spend more time working with the client, letting the client observe how the CC speaks on the phone with IPs and assists with one or two interviews if needed. The goal is to transition the consumer to Tier 1 after minimal assistance is provided.
- Tier 3 determination indicates the consumer requires care coaching due to a physical or mental hinderance and does not have any other person to assist them.

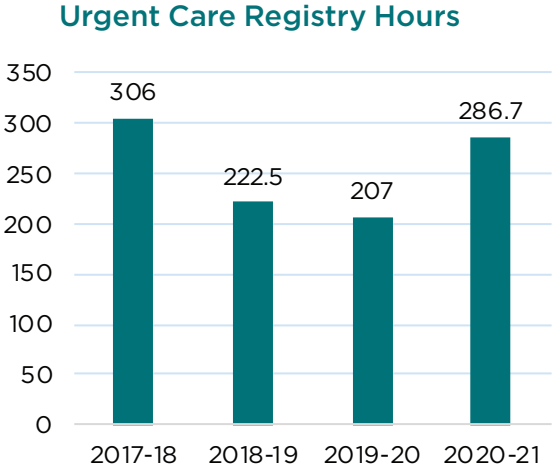
Urgent Care Registry

The Urgent Care Registry (UCR) ensures that consumers of In-Home Supportive Services have access to a safety net should they find themselves unexpectedly without care. Personal emergency or illness by the IP can create a stressful and alarming situation for a consumer, especially when the individual does not have a back-up plan in place for their care.

To be eligible for UCR, consumers must be authorized for at least 50 hours of IHSS services, be approved for and have an urgent need for personal care tasks, such as bathing, bowel and bladder care, and transfers. A replacement IP is provided on a short-term basis to assist the consumer with their urgent needs to ensure their safety and well-being and to prevent trips to the emergency room.

The primary reasons consumers access the UCR is to find a substitute IP when their regular provider cannot report for their schedule due to a personal emergency or illness, or when their regular provider suddenly quits with little or no notice.

In FY 2020/2021, 286.7 UCR hours were utilized compared to 207 hours in FY 2019/2020, as illustrated in the Urgent Care Registry Hours chart.



Emergency Backup Registry

In April of 2020, to assist IHSS consumers directly or indirectly impacted by the COVID-19 pandemic in Santa Clara County, Public Authority Services launched the state mandated Emergency Backup Registry (EBR). The EBR focuses on assisting consumers who have been exposed, infected and/or impacted (i.e., losing their caregiver due to COVID-19 related reasons) by the pandemic.

If an IHSS consumer's current provider cannot assist them due to COVID-19 complications, an IHSS Social Worker, consumer, or authorized representative of a consumer can complete and submit an EBR request.

The EBR can be used if the current provider:

1. Is subject to Federal, State, or Local quarantine or Isolation order related to COVID-19;
2. Has been advised by a health care provider to self-quarantine related to COVID-19;
3. Is experiencing COVID-19 symptoms and is seeking a medical diagnosis;
4. Is caring for an individual subject to an order described in (1) or self-quarantine as described in (2);
5. Is caring for his or her child whose school or place of care is closed (or childcare provider is unavailable) due to COVID-19 related reasons; or
6. Is experiencing any other substantially similar condition specified by the U.S. Department of Health and Human Services.

In FY 2020/2021, 421 EBR hours were utilized. In the beginning of the pandemic, more than 50 IPs were willing to be on EBR. By the end of the fiscal year, that number dropped to 19.

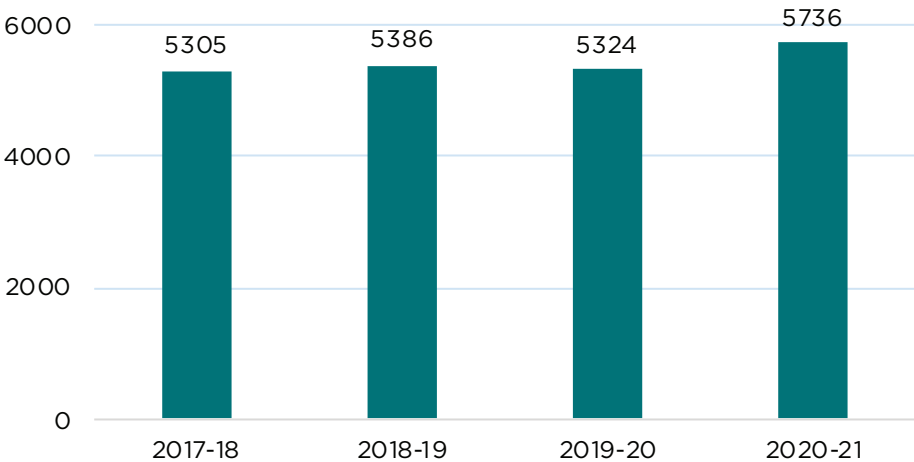
IHSS INDEPENDENT PROVIDER ENROLLMENT

Public Authority Services is responsible for administering the enrollment process of IPs into the IHSS program for Santa Clara County. An individual providing care services must complete several steps as required by law to be eligible for payment as an IHSS provider. Those steps include an orientation, learning the IHSS program rules, providing photo identification, and passing a fingerprint background check.

A dedicated enrollment phone line is available as a valuable tool for new IPs enrolling in the program. PA staff educate providers and consumers about enrollment steps and resolve issues that could otherwise delay acceptance into the IHSS program.

Currently, over 27,933 IPs make up the IHSS workforce in Santa Clara County, and 74% of the consumers in the program are cared for by a family member. A large number of IPs join or leave the program every month. Typically, around 450 to 550 new IPs are enrolled every month via the email and telephone methods adopted due to the COVID-19 pandemic. These modified procedures remove the need for in-person visits, but increased staff workload and required re-allocation of certain duties.

Providers Enrolled



Maintaining files, managing the required orientations, and scheduling individual enrollment appointments for every IP is a complex process. A web-based computer system—Registration, Enrollment, Video Appointment (REVA)—automates and simplifies many of the required enrollment steps. IPs connect to the web-based system at their convenience to view orientation videos, complete enrollment forms, and schedule an individual telephone enrollment appointment to complete the final steps. Secure email is used for the required document delivery.

The Department of Justice Background Check

IPs are required to submit their fingerprints for enrollment in the IHSS program. PA Enrollment staff members are responsible for conducting a detailed review of any Criminal Offender Record Information (CORI) received as a result of the DOJ submission.

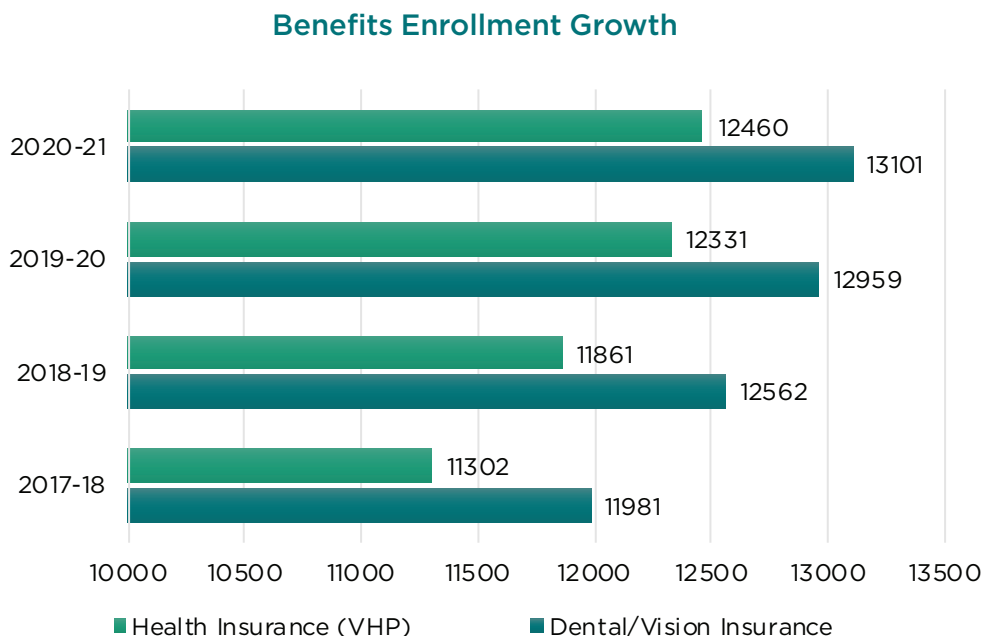
For the IHSS program, authorized staff review all criminal records deemed relevant by the DOJ as it applies to the IHSS program for the individual within California during the past 10 years. Individuals applying may be approved as an IHSS Independent Provider even if they have a criminal record for certain offenses. The IHSS consumer will not receive notification that a provider has any criminal history unless the crimes are listed as specified by law.

BENEFITS ADMINISTRATION

Public Authority Services (PA) is responsible for administering employment benefits for In-Home Supportive Services (IHSS) Independent Providers (IPs) in Santa Clara County.

PA Benefits staff members handle responses to more than 1,500 telephone inquiries each month from the growing membership illustrated in the “Benefits Enrollment Growth” chart.

On a monthly basis, PA Benefits Specialists notify new IPs of eligibility for benefits; provide application forms; assist with form completion; explain benefit options; and offer assistance via telephone. Providers are eligible for medical, dental, and vision coverage if they are paid for working at least 35 hours each month for two consecutive months. Providers are also eligible for a free VTA SmartPass for bus and light rail transit.



In FY 2020/2021, staff continued to work mostly from home with remote access to their office workstations, which enabled them to handle telephone calls and IP profile updates. Scheduled office time a few days per week has allowed the essential handling of incoming and outgoing mail.

A special protection that was implemented in 2020 to prevent IPs from losing their medical insurance due to diminished hours caused by the pandemic remains in force and is expected to continue through September 2021. At that time, the usual eligibility rules will resume.

Medical Benefits for Independent Providers

The medical benefits offered to IPs are important and valuable components of their compensation. Medical coverage is provided by Valley Health Plan (VHP). Currently, monthly premiums paid by Santa Clara County and IHSS are \$921.13 for each Classic VHP Plan, which is no longer available to new members, and \$703.74 for each Preferred VHP Plan.

IPs pay \$25 per month as their share of the medical premiums. PA staff manage collection of provider premiums through payroll deduction and billing processes.

TESTIMONIALS FROM PROVIDERS

"I appreciate Angelina's [Registry Manager] help to get me connected to the IHSS service desk to help with the Electronic Timesheets."

— Jane

"Wow! Thank you so much [Training Manager] for sharing your knowledge with me so patiently and clearly. I felt so lost and frustrated, and now I know where I can start in my search for assistance for my husband. You must be an angel from heaven!"

— Reyna

"Thank you for the training classes and, most especially, to Jacky and all the Public Authority training team. Online Zoom classes are very helpful and essential to caregivers."

— Elizabeth

"It is very seldom that I want to write a review about somebody's outstanding performance. I had some questions regarding benefits and left a couple of messages. The most experienced person who could answer my questions was Dulce Rojas. She diligently called and took her time, explaining my situation in detail, and there was a sense that she deeply cared about her clients. I just want you to know you have an excellent employee on your team."

— Dina

CONTINUOUS PROCESS IMPROVEMENT

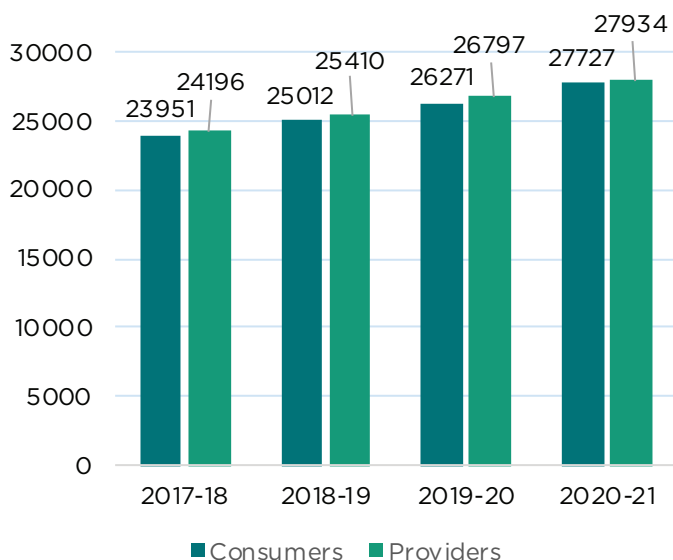
To accommodate the significant ongoing growth in the IHSS consumer and provider population illustrated in the “IHSS Program Growth” and “5 Year Program Growth” charts, Public Authority Services continuously review and update processes to improve efficiency and apply technology for better customer service. This applies to all aspects of effectively serving the needs of IHSS consumers and providers in Santa Clara County.

The COVID-19 pandemic has required PA staff to invent new processes to allow ongoing services and these new processes continued to be analyzed and improved throughout FY 2020/2021.

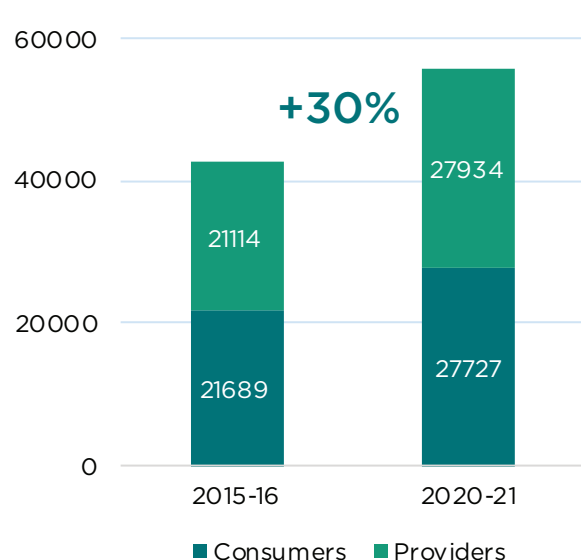
Improvements to our processes, including those specifically modified to address the COVID-19 pandemic, included:

- Shifting most care provider training classes from an in-person format to online.
- Adding Provider Skills videos to the Public Authority Services website.
- Utilizing MS Teams to create online forms for Emergency Protective Gear requests, Registry Interest forms for IPs wanting to add their name to the Registry, and Registry Policy Acknowledgement forms, which can be completed online and submitted through the Public Authority Services website or email.
- Creating Care Coaching tiers to assist in determining the level of assistance required by consumers referred to the Care Coaching program.
- Initiating design review projects to investigate current office automation software and methods used for all PA departments. The current systems are reaching limits and an evolution plan to next generation software is required.

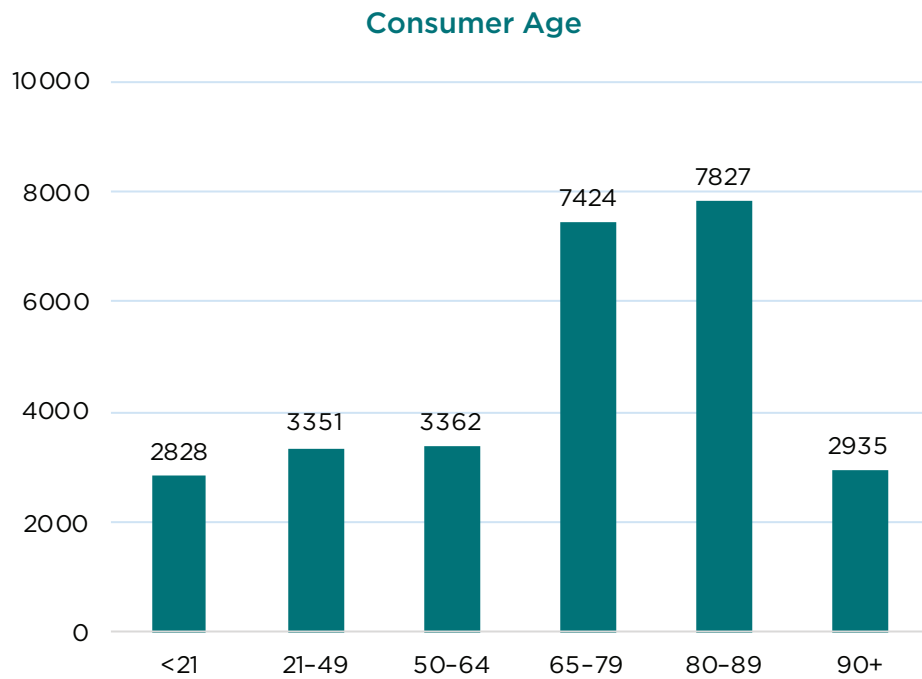
IHSS Program Growth



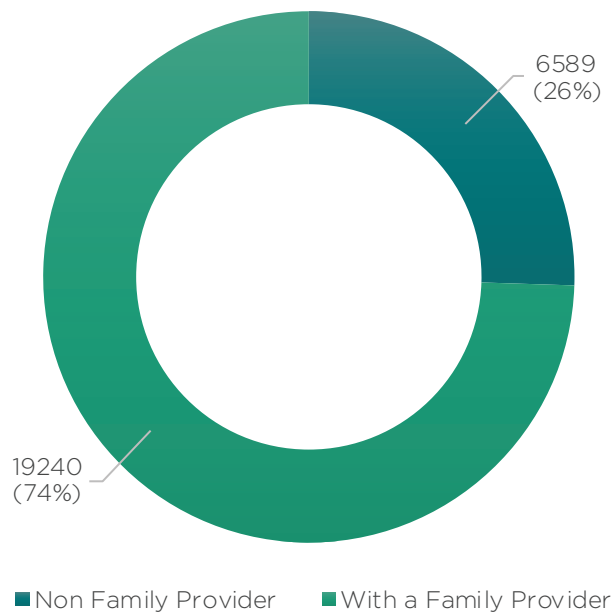
5 Year Program Growth



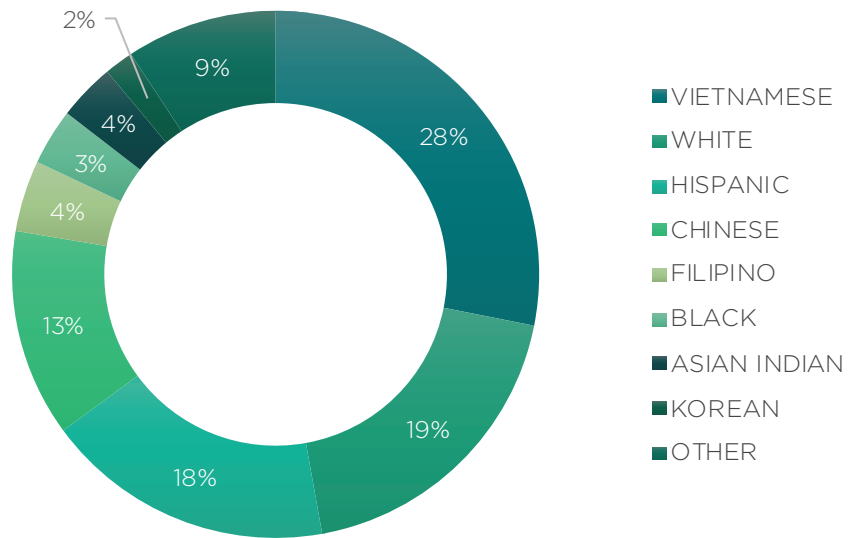
A PROFILE OF IHSS CONSUMERS



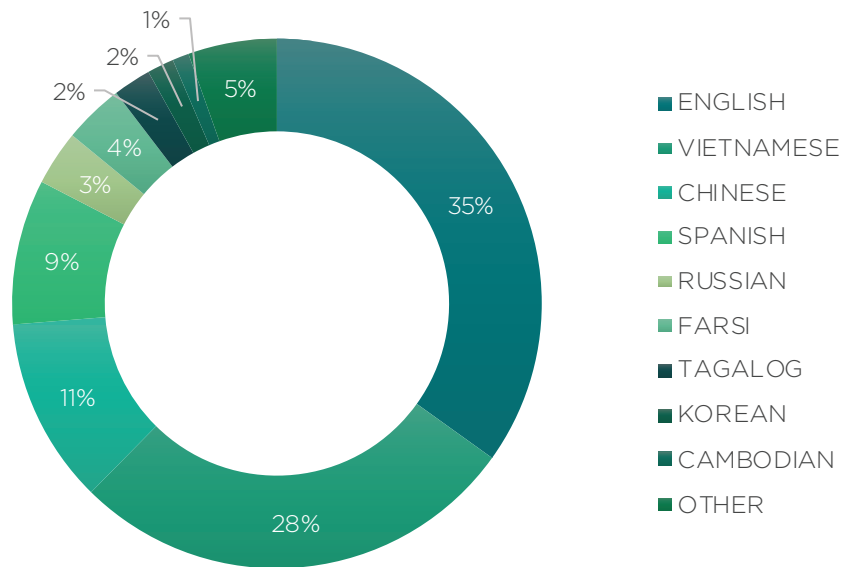
How many Consumers have a Family Provider?



Consumer Ethnicity

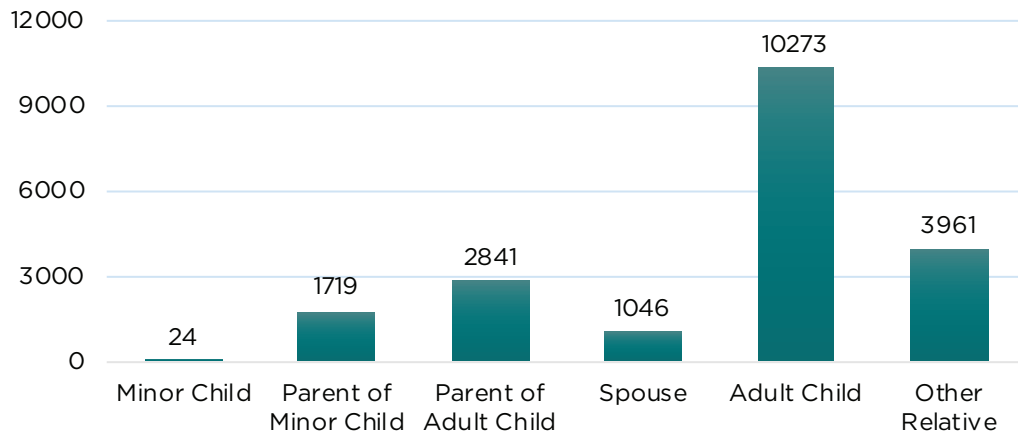


Consumer Spoken Language

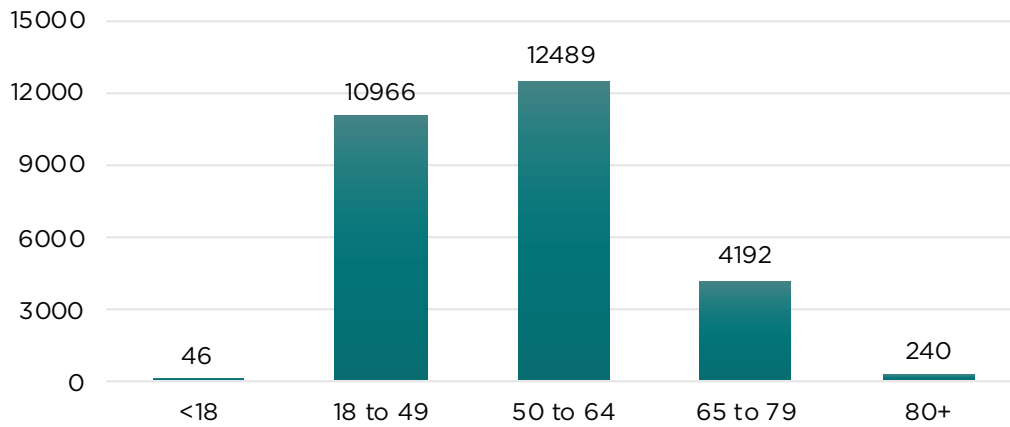


A PROFILE OF IHSS PROVIDERS

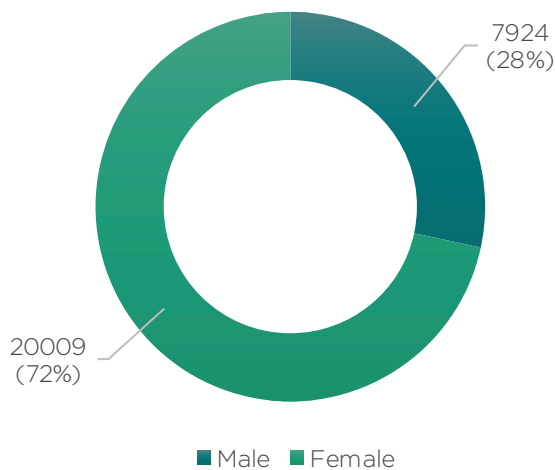
Type of Family Care Providers



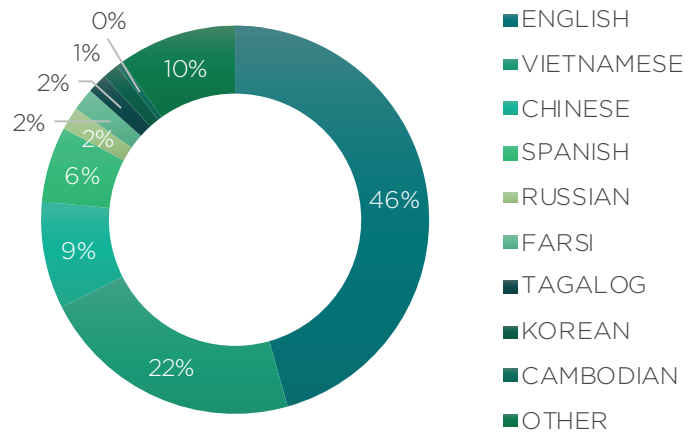
Provider Age



Provider Gender



Provider Spoken Language



RECOMMENDATIONS TO THE BOARD OF SUPERVISORS 2021

With the continuing presence of the COVID-19 pandemic, including the new variant D volatility, and the potential influx of both State and Federal dollars into the IHSS Program— affecting both consumers and providers—the IHSS Public Authority Advisory Board considers the following recommendations to be vitally important in the next fiscal year.

- Continue building our relationship with the Board of Supervisors and their Policy Aides. Scheduling semi-annual meetings so IHSS consumer and provider challenges can be discussed and addressed, and opportunities for new, additional funding can be explored.
- Review and approve Advisory Board member applications in a timely manner. In the past fiscal year, two member application have been submitted and have yet to be approved. In one case it has been over 12 months since the application was submitted. Having diverse consumer and Union representation on the Advisory Board is key to advocacy and input on improving the IHSS program.
- Acknowledging the extreme difficulties in the current environment of obtaining care providers, we recommend additional funding and support to develop a more robust Emergency Backup Program. Public Authority Services will explore additional contract opportunities to augment what is currently in existence.
- Develop a much more robust Consumer Training Program. It is very apparent that many Consumers do not understand the IHSS Program, and this causes mismatched expectations often affecting consumer-provider relationships, resulting in a revolving door issue with providers. Helping consumers to better understand the program, their responsibilities, and developing management skills will help alleviate this problem.
- A small number of IHSS consumers require more highly skilled personal care tasks, such as bowel and bladder care and other para-medical skills. It is very difficult to find care providers either willing or able to provide these tasks. We recommend development and implementation of a tiered payment system to better compensate those providers willing to do this critical work.

Important Phone Numbers

Public Authority Services by Sourcewise

Information concerning provider benefits, provider enrollment, training or other services of the Public Authority.

P: (408) 350-3206

F: (408) 296-8340

pascc.org

info@pascc.org

Public Authority Services Registry

Call the Registry if you need help finding an IHSS care provider.

(408) 350-3251

IHSS Social Services

Information regarding authorized hours and services or to speak with a social worker.

(408) 792-1600

IHSS Payroll

Call for any payroll or timesheet matters.

(408) 792-1600

Sourcewise Information & Awareness

Information on available services in Santa Clara County.

(408) 350-3200,
option 1

Adult Protective Services

24-hour Hotline.

Call for help, if you or someone you know suspect abuse of a senior or dependent adult.

(408) 975-4900

(800) 414-2002

UNION SEIU Local 2015

Representing providers.

Call for information about the Union and payroll deductions.

(855) 810-2015

Members of the Public Authority Advisory Board

Lori Andersen

David Forderer

Beverly Lozoff

Mathew Lubinsky

Terri Possley

(Ex-Officio Member)

Dennis Schneider

Janie Whiteford



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pascc.org