

# IN-HOME SUPPORTIVE SERVICES PUBLIC AUTHORITY

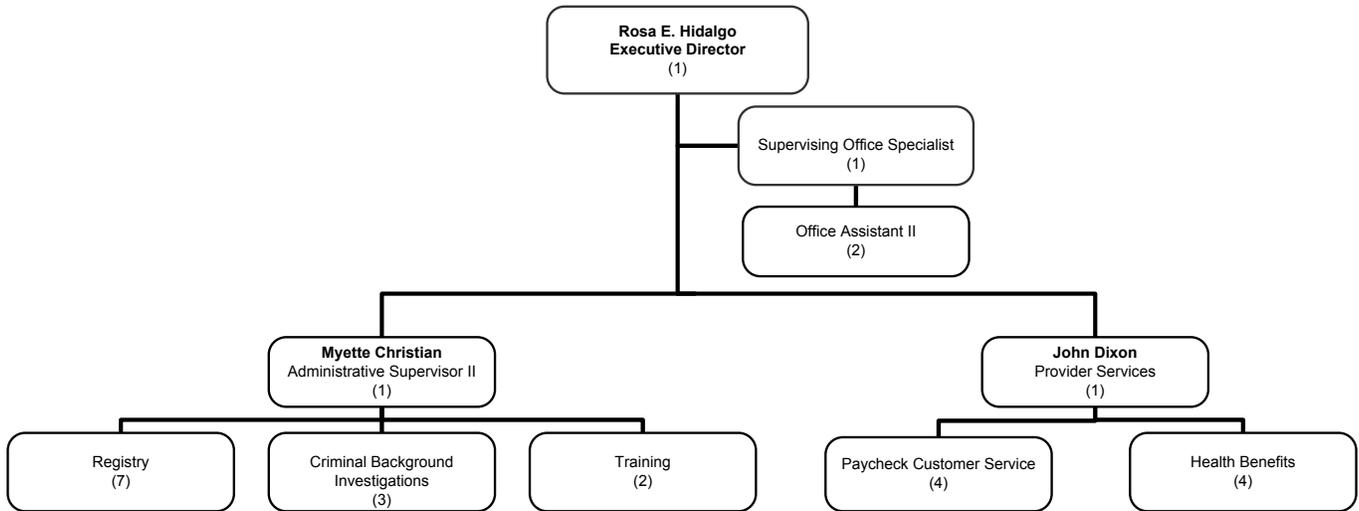
## Rosa E. Hidalgo

### DEPARTMENT MISSION STATEMENT

*In-Home Supportive Services Public Authority improves the availability and quality of Homecare in the County of San Bernardino.*



### ORGANIZATIONAL CHART



### 2013-14 ACCOMPLISHMENTS

- Transitioned several provider services from the Department of Aging and Adult Services to the In-Home Supportive Services Public Authority (IHSS) during January 2014. Services included provider orientation, enrollment, payroll customer service, and employment verifications which includes worker's compensation.
- Successful agreement with the Service Employees International Union United Healthcare Workers West (SEIU-UHW) for the period of July 2013 through December 2014.
- Implemented the Coordinated Care Initiative through agreement with Inland Empire Health Plan and Molina Healthcare.
- Processed over 6,750 criminal background reports through the Criminal Background Investigations Unit to comply with State of California's IHSS fraud initiative.
- Assisted over 1,644 IHSS recipients in finding a caregiver to remain safely in their home avoiding institutional placement.
- Developed consumer training program to provide increased interviewing and supervising skills in order to hire and supervise caregivers. Most of our consumers in this program are new to IHSS. Over 200 consumers were able to complete this training.



**COUNTY GOALS AND OBJECTIVES AND DEPARTMENT PERFORMANCE MEASURES**

**COUNTY GOAL: PROVIDE FOR THE HEALTH AND SOCIAL SERVICES NEEDS OF COUNTY RESIDENTS**

- Objective(s):**
- *Maximize the utilization of Federal and State programs and funding to address the needs of County residents.*
  - *To the maximum extent legally allowed, utilize County programs to move participants to self-sufficiency.*

**Department Strategy:**

- *Comply with new Federal legislation on overtime that will be in effect January 2015 by increasing the number of qualified providers in the Public Authority Registry.*

Measurement	2012-13 Actual	2013-14 Target	2013-14 Estimate	2014-15 Target
Number of qualified providers in metropolitan areas	1,100	1,300	1,181	1,690
Number of qualified providers in rural areas	118	150	138	217

**COUNTY GOAL: CREATE, MAINTAIN AND GROW JOBS AND ECONOMIC VALUE IN THE COUNTY**

- Objective(s):**
- *Utilize County programs and resources to support the local economy and maximize job creation.*

**Department Strategy:**

- *Decrease payroll processing time to allow IHSS providers to more quickly receive timesheets and paychecks which adds economic value within the county of San Bernardino*

Measurement	2012-13 Actual	2013-14 Target	2013-14 Estimate	2014-15 Target
Payroll processing time.	N/A	N/A	6 weeks	3 weeks

**COUNTY GOAL: PROVIDE FOR THE HEALTH AND SOCIAL SERVICES NEEDS OF COUNTY RESIDENTS**

- Objective(s):**
- *To the maximum extent legally allowed, utilize County programs to move participants to self-sufficiency.*

**Department Strategy:**

- *Increase number of trained IHSS providers to better assist current and new IHSS recipients (elderly and people with disabilities) to remain safely in their home.*
- *Increase number of trained residents in San Bernardino County to have a more qualified workforce.*

Measurement	2012-13 Actual	2013-14 Target	2013-14 Estimate	2014-15 Target
Percentage of IHSS providers trained in the Family and Friends CPR course.	18%	20%	25%	40%



**SUMMARY OF BUDGET UNITS**

2014-15

	<b>Requirements</b>	<b>Sources</b>	<b>Fund Balance</b>	<b>Staffing</b>
<b>Special Revenue Fund</b>				
In-Home Supportive Services Public Authority	8,249,280	6,816,432	1,432,848	26
Total Special Revenue Fund	8,249,280	6,816,432	1,432,848	26

**5-YEAR REQUIREMENTS TREND**

	<b>2010-11</b>	<b>2011-12</b>	<b>2012-13</b>	<b>2013-14</b>	<b>2014-15</b>
In-Home Supportive Services Public Authority	8,252,118	7,038,900	7,131,007	8,046,005	8,249,280
<b>Total</b>	<b>8,252,118</b>	<b>7,038,900</b>	<b>7,131,007</b>	<b>8,046,005</b>	<b>8,249,280</b>

**5-YEAR SOURCES TREND**

	<b>2010-11</b>	<b>2011-12</b>	<b>2012-13</b>	<b>2013-14</b>	<b>2014-15</b>
In-Home Supportive Services Public Authority	6,841,463	5,625,138	5,716,638	6,613,157	6,816,432
<b>Total</b>	<b>6,841,463</b>	<b>5,625,138</b>	<b>5,716,638</b>	<b>6,613,157</b>	<b>6,816,432</b>

**5-YEAR FUND BALANCE TREND**

	<b>2010-11</b>	<b>2011-12</b>	<b>2012-13</b>	<b>2013-14</b>	<b>2014-15</b>
In-Home Supportive Services Public Authority	1,410,655	1,413,762	1,414,369	1,432,848	1,432,848
<b>Total</b>	<b>1,410,655</b>	<b>1,413,762</b>	<b>1,414,369</b>	<b>1,432,848</b>	<b>1,432,848</b>



## In-Home Supportive Services – Public Authority

### DESCRIPTION OF MAJOR SERVICES

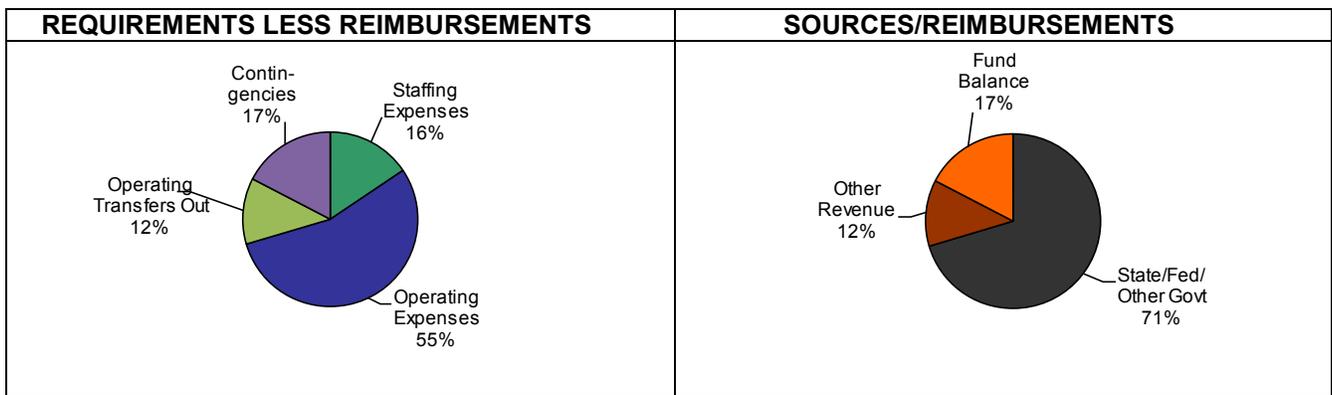
The In-Home Supportive Services (IHSS) program was created in 1973 to serve elderly, blind, and/or disabled individuals who are not able to remain safely in their home without assistance. Section 12302.25 of the Welfare and Institutions Code (WIC) mandates that each county, on or before January 1, 2003, must act as, or establish, an employer of record for collective bargaining purposes for IHSS care providers. The IHSS Public Authority (PA) was established to comply with this mandate.

Budget at a Glance	
Requirements Less Reimbursements*	\$8,249,280
Sources/Reimbursements	\$6,816,432
Fund Balance	\$1,432,848
Use of Fund Balance	\$607
Total Staff	26
*Includes Contingencies	

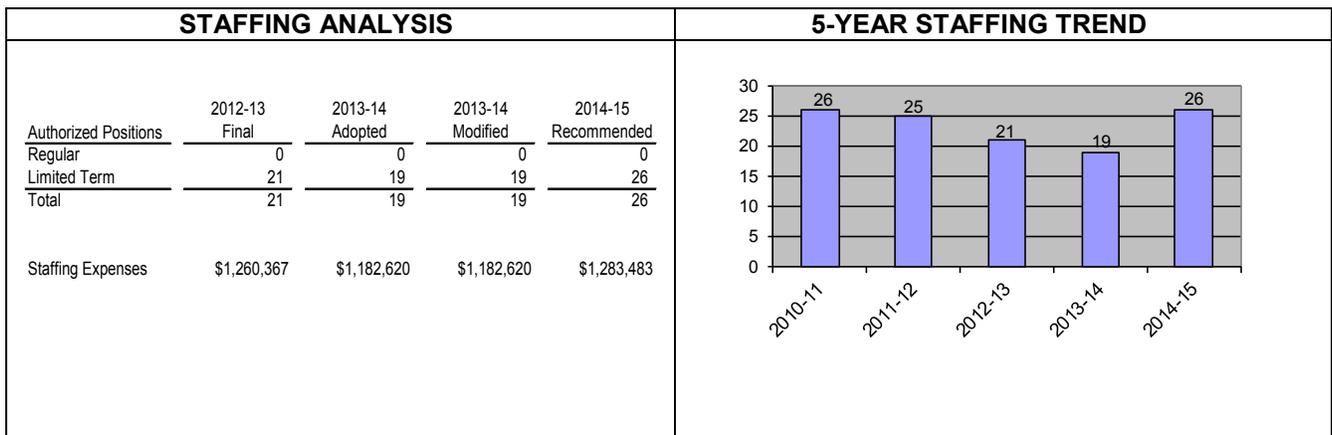
In addition to its role in collective bargaining, the IHSS PA is required by WIC to provide the following mandated services:

- Establish a registry of potential care providers.
- Investigate the background and qualifications of potential care providers.
- Refer potential care providers from the registry to IHSS consumers upon request.
- Provide training for both IHSS care providers and consumers.
- Perform other functions related to the delivery of IHSS as designated by the governing board.

### 2014-15 RECOMMENDED BUDGET



### BUDGETED STAFFING



## ANALYSIS OF 2014-15 RECOMMENDED BUDGET

GROUP: Human Services  
DEPARTMENT: IHSS - Public Authority  
FUND: IHSS - Public Authority

BUDGET UNIT: RHH 498  
FUNCTION: Public Assistance  
ACTIVITY: Other Assistance

	2010-11 Actual	2011-12 Actual	2012-13 Actual	2013-14 Estimate	2013-14 Modified Budget	2014-15 Recommended Budget	Change From 2013-14 Modified Budget
<b>Requirements</b>							
Staffing Expenses	1,435,598	1,227,771	1,171,008	1,046,774	1,182,620	1,283,483	100,863
Operating Expenses	4,179,543	3,535,668	3,430,159	4,445,421	4,456,144	4,524,431	68,287
Capital Expenditures	0	0	0	0	0	0	0
Contingencies	0	0	0	0	1,432,241	1,432,241	0
Total Exp Authority	5,615,141	4,763,439	4,601,167	5,492,195	7,071,005	7,240,155	169,150
Reimbursements	0	0	0	0	0	0	0
Total Appropriation	5,615,141	4,763,439	4,601,167	5,492,195	7,071,005	7,240,155	169,150
Operating Transfers Out	0	0	0	975,000	975,000	1,009,125	34,125
Total Requirements	5,615,141	4,763,439	4,601,167	6,467,195	8,046,005	8,249,280	203,275
<b>Sources</b>							
Taxes	0	0	0	0	0	0	0
Realignment	0	0	0	975,000	975,000	0	(975,000)
State, Fed or Gov't Aid	4,850,185	3,912,503	4,389,445	5,489,452	5,636,657	5,805,307	168,650
Fee/Rate	0	0	0	0	0	0	0
Other Revenue	768,064	850,341	212,743	2,743	1,500	2,000	500
Total Revenue	5,618,249	4,762,844	4,602,188	6,467,195	6,613,157	5,807,307	(805,850)
Operating Transfers In	0	0	17,457	0	0	1,009,125	1,009,125
Total Financing Sources	5,618,249	4,762,844	4,619,645	6,467,195	6,613,157	6,816,432	203,275
				Fund Balance	1,432,848	1,432,848	0
				Budgeted Staffing	19	26	7

## MAJOR EXPENDITURES AND REVENUE IN 2014-15 RECOMMENDED BUDGET

Requirements of \$8.3 million are made up of the following:

- Staffing expenses of \$1.3 million which funds 26 positions.
- Operating expenses of \$4.5 million which is made up of the services and supplies, licensing and maintenance of the annual registry and provider health benefits database, provider and staff training, provider background investigations and finger printing, COWCAP, and payments for provider health benefits.
- Contingencies of \$1.4 million which is to be set aside to guarantee appropriate cash flow due to retroactive reimbursements from federal and state funding sources.
- Operating transfers out of \$1.0 million which represents the required local share match for Public Authority (PA) administration and health benefits paid to the State as part of the new mandated Maintenance of Effort (MOE) agreement. The HS Administrative Claim budget unit makes the entire match payment to the State for all IHSS MOE components.

State, federal, and other government aid revenue and other revenue of \$5.8 million represents the state and federal mandated share of PA expenditures. The increase is due to the availability of state/federal funding.

Operating transfers in of \$1.0 million represents the 3.5% growth escalator as mandated by State legislation due to the recent changes made to the IHSS MOE funding structure. This is funded with 1991 Social Services Realignment transferred from the HS Administrative Claim budget unit.

## BUDGET CHANGES AND OPERATIONAL IMPACT

Requirements are increased by \$203,275, which includes an increase in staffing expenses of \$100,863 as a result of adding 7 new positions. The PA took responsibility for IHSS provider payroll, enrollment and orientation from the Department of Adult Services and will be adding an additional Office Assistant position due to overall workload needs. The cost of 6 of the 7 positions is directly abated within the staffing expenses expenditure category offsetting the overall increase in cost. Operating expense is increasing by \$68,287 to replace all computers and upgrade existing software.



Sources are increasing by \$203,275 due to an increase in available federal/state funding of \$168,650. Realignment is decreasing by \$975,000 due to accounting adjustment that reclassifies this source as an operating transfer in. Overall realignment usage is increasing by 3.5% as mandated by State legislation with the recent changes made to the IHSS MOE funding structure.

**STAFFING CHANGES AND OPERATIONAL IMPACT**

Staffing expenses of \$1.3 million fund 26 limited term budgeted positions. Due to new responsibilities mandated by State and Federal agencies, such as the Cal MediConnect initiative, the Affordable Care Act, and new Federal legislation on overtime and services for homecare workers, the department required a restructuring of existing staff to be able to adequately cover the new work requirements. Detailed changes are outlined below:

- Contract Staff Analyst II – Reclassified to Contract Supervising Program Specialist
- Contract Fiscal Assistant – Reclassified to Contract Supervising Office Specialist
- Contract Social Worker I – Reclassified to Contract Social Worker II

In 2014-15 the PA will take over Provider Payroll, Enrollment and Orientations from the Department of Aging and Adult Services and have added the following positions to meet the increased workload:

3 Contract Office Assistant IV; 2 Contract Office Assistant III; 2 Contract Office Assistant II

**2014-15 POSITION SUMMARY**

Division	Regular	Limited Term	Total	Filled	Vacant	New	Total
Administration	0	4	4	4	0	0	4
Background Checks	0	3	3	3	0	0	3
Provider Services	0	9	9	3	0	6	9
Registry	0	8	8	7	0	1	8
Training	0	2	2	2	0	0	2
<b>Total</b>	<b>0</b>	<b>26</b>	<b>26</b>	<b>19</b>	<b>0</b>	<b>7</b>	<b>26</b>

<b>Administration</b>	<b>Background Checks</b>	<b>Provider Services</b>
<u>Classification</u>	<u>Classification</u>	<u>Classification</u>
1 Contract Executive Director	2 Contract Office Assistant III	1 Contract Supervising Program Spec
1 Contract Supervising Office Specialist	1 Contract Office Assistant IV	1 Contract Office Assistant IV
2 Office Assistant II	3 Total	3 Contract Office Assistant III
4 Total		4 Contract Office Assistant II
		9 Total
	<b>Registry</b>	<b>Training</b>
	<u>Classification</u>	<u>Classification</u>
	1 Administrative Supervisor II	1 Contract Office Assistant IV
	5 Contract Social Worker II	1 Contract Office Assistant II
	2 Contract Office Assistant III	2 Total
	8 Total	

