

**DEPARTMENT OF SOCIAL SERVICES**

744 P Street, MS 19-96, Sacramento, CA 95814



October 21, 2003

ALL-COUNTY INFORMATION NOTICE NO. I-70-03

TO: ALL COUNTY WELFARE DIRECTORS  
ALL IHSS PROGRAM MANAGERSReason For This Transmittal

- State Law Change
- Federal Law or Regulation Change
- Court Order or Settlement Agreement
- Clarification Requested by one or More Counties
- Initiated by CDSS

SUBJECT: JULY 2003 REPORT TO THE LEGISLATURE ON IMPLEMENTING  
PUBLIC AUTHORITIES AND NONPROFIT CONSORTIA TO  
DELIVER IN-HOME SUPPORTIVE SERVICES

This All-County Information Notice transmits the report given to the Legislature entitled, "Implementing Public Authorities and Nonprofit Consortia to Deliver In-Home Supportive Services."

This report was prepared by the Disability and Adult Programs Division and is being transmitted by the California Department of Social Services in compliance with the requirement set forth in Legislation, Senate Bill 1780 (Chapter 206, Statute of 1996).

If you have any questions about this notice, please contact Adult Programs Branch, Operations and Technical Assistance Unit at (916) 229-4000.

Sincerely,

**Original Signed By**  
**Donna L. Mandelstam on 10/21/03**  
DONNA L. MANDELSTAM  
Deputy Director  
Disability and Adult Programs Division

Attachment

c: CWDA

# **REPORT TO THE LEGISLATURE**

## **IMPLEMENTING PUBLIC AUTHORITIES AND NONPROFIT CONSORTIA TO DELIVER IN-HOME SUPPORTIVE SERVICES**



Prepared by  
**California Department of Social Services  
Disability and Adult Programs Division  
Adult Programs Branch**

**July 2003**

## TABLE OF CONTENTS

	Page
<b>REPORT MANDATE .....</b>	<b>i</b>
<b>EXECUTIVE SUMMARY .....</b>	<b>1</b>
<b>BACKGROUND .....</b>	<b>3</b>
<b>OVERVIEW .....</b>	<b>4</b>
<b>CHRONOLOGY OF ACTIONS .....</b>	<b>7</b>
<b>CURRENT STATUS .....</b>	<b>9</b>
<b>Alameda County .....</b>	<b>9</b>
<b>Contra Costa County .....</b>	<b>13</b>
<b>Los Angeles County .....</b>	<b>15</b>
<b>Monterey County .....</b>	<b>18</b>
<b>Sacramento County .....</b>	<b>19</b>
<b>San Francisco County .....</b>	<b>21</b>
<b>San Mateo County .....</b>	<b>24</b>
<b>Santa Clara County .....</b>	<b>27</b>
<b>Santa Cruz County .....</b>	<b>29</b>
<b>Sonoma County .....</b>	<b>31</b>
<b>Yolo County .....</b>	<b>34</b>
<b>NEW PUBLIC AUTHORITIES .....</b>	<b>35</b>
<b>Amador County .....</b>	<b>35</b>
<b>Butte .....</b>	<b>35</b>
<b>Calaveras County .....</b>	<b>37</b>
<b>Colusa County .....</b>	<b>38</b>
<b>Del Norte .....</b>	<b>38</b>
<b>El Dorado County .....</b>	<b>38</b>
<b>Fresno County .....</b>	<b>38</b>
<b>Glenn County .....</b>	<b>40</b>
<b>Humboldt County .....</b>	<b>40</b>
<b>Imperial County .....</b>	<b>42</b>
<b>Kern County .....</b>	<b>42</b>
<b>Kings County .....</b>	<b>43</b>

Lake County .....	45
Lassen County.....	45
Madera County.....	47
Marin County.....	48
Mendocino County .....	48
Merced County.....	50
Napa County .....	51
Nevada County .....	53
Orange County.....	53
Placer County .....	53
Plumas County .....	54
Riverside County .....	54
San Benito County .....	54
San Bernardino County .....	56
San Diego County.....	56
San Joaquin County.....	57
San Luis Obispo County .....	58
Santa Barbara County.....	58
Shasta County .....	60
Sierra County .....	61
Siskiyou County .....	61
Solano County .....	61
Sutter County.....	62
Tehama County.....	63
Trinity County .....	64
Tulare County .....	64
Ventura County.....	64
Yuba County .....	64
<b>NEW NON-PROFIT CONSORTIUM .....</b>	<b>66</b>
<b>Inyo, Modoc and Mono County Consortium .....</b>	<b>66</b>
<b>CONCLUSION .....</b>	<b>68</b>
<b>NEXT STEPS.....</b>	<b>68</b>

## **REPORT MANDATE**

Senate Bill 1780 (Chapter 206, Statutes of 1996) mandates this Report to the Legislature. Senate Bill 1780 enabled county boards of supervisors to establish a Public Authority or contract with nonprofit consortia to provide for delivery of In-Home Supportive Services.

The Welfare and Institutions Code, Section 12301.6(o) requires that, commencing July 1, 1997, the California Department of Social Services provides annual reports to the appropriate fiscal and policy committees of the Legislature regarding the efficacy of enabling county boards of supervisors to establish Public Authorities or contract with Nonprofit Consortia to provide for delivery of In-Home Supportive Services. The Department's reports are required to include assessments of the quality of care provided, following the implementation of this statute.

This is the seventh annual report provided to the Legislature by the Department in compliance with the statute. The prior reports were issued in June 1997, July 1998, July 1999, July 2000, July 2001 and July 2002.

## EXECUTIVE SUMMARY

The Welfare and Institutions Code, Section 12301.6(o) requires that the California Department of Social Services provide annual reports to the appropriate fiscal and policy committees of the Legislature commencing July 1, 1997. The reports must include information on the efficacy of the implementation of Welfare and Institutions Code Section 12301.6, pertaining to county establishment of Public Authorities or contracting with Nonprofit Consortia for the delivery of In-Home Supportive Services program benefits and are required to assess quality of care provided under this section.

After a series of discussions with representatives from various interested stakeholders, the California Department of Social Services drafted and revised the Public Authority implementing regulations that became effective June 4, 1997. The discussions were conducted with employee unions, existing Public Authorities, counties, contracting agencies, advocacy groups, recipients, and several other State agencies.

The regulations allow any county to electively establish a Public Authority, or contract with a Nonprofit Consortium, to provide In-Home Supportive Services. Under the regulations, a Public Authority or Nonprofit Consortium must perform the following functions:

- (1) Establish a provider registry to assist In-Home Supportive Services recipients to find a caregiver;
- (2) Investigate the qualifications and backgrounds of potential providers;
- (3) Establish a referral system under which In-Home Supportive Services providers are referred to recipients;
- (4) Provide access to training for providers and recipients;
- (5) Perform any other functions related to the delivery of In-Home Supportive Services; and
- (6) Ensure that the requirements of the personal care services program are met.

Assembly Bill 1682 (Chapter 90, Statute of 1999) added Section 12302.25 to the Welfare and Institutions Code. The law states that each county, on or before January 1, 2003 shall act as an employer or establish an employer for the purposes of employee/employer relations for In-Home Supportive Services providers.

In September 1999, the Bureau of State Audits issued a report to the Legislature on the In-Home Supportive Services program. The Bureau of State Audits' report recommended that California Department of Social Services implement a system to gather and evaluate data that measures the performance of Public Authorities, nonprofit organizations, home-care contractors, and any other In-Home Supportive Services providers counties use. As a result of this report, the California Department of Social Services developed a survey questionnaire that was sent to counties with established Public Authorities. In their response to the survey, the counties provided information regarding their implementation and operation of Public Authorities, and the provision of In-Home Supportive Services. For the 2003 report, the survey data was reviewed and updated for the 11 Public Authority counties that existed in June 2002. These counties

are Alameda, Contra Costa, Los Angeles, Monterey, Sacramento, San Francisco, San Mateo, Santa Clara, Santa Cruz, Sonoma and Yolo. In addition, 40 recently established Public Authority counties, Amador, Butte, Calaveras, Colusa, Del Norte, El Dorado, Fresno, Glenn, Humboldt, Imperial, Kern, Kings, Lake, Lassen, Madera, Marin, Mendocino, Merced, Napa, Nevada, Orange, Placer, Plumas, Riverside, San Benito, San Bernardino, San Diego, San Joaquin, San Luis Obispo, Santa Barbara, Shasta, Sierra, Siskiyou, Solano, Sutter, Tehama, Trinity, Tulare, Ventura and Yuba, were surveyed for the first time. Recently three counties established a Nonprofit Consortium and were also surveyed for the first time. These counties are Inyo, Modoc and Mono. This report has been updated, for 2003, to reflect the information reported by the 54 operational Public Authorities and Nonprofit Consortiums.

A review of the information reported by the Public Authorities indicates that they have been able to provide additional services above and beyond what the counties normally offer to In-Home Supportive Services providers and recipients. Key services include an improved and expanded provider registry and referral system, provider and recipient training, active provider recruitment, and a detailed screening process for new providers. The Public Authorities have also been able to track and improve the quality of care to recipients. These efforts include prioritizing high-risk recipients, tracking recipient abuse by providers, tracking recipient complaints and resolutions of those complaints, and providing medical and dental benefits for the providers.

Twenty-five of the fifty-four operational Public Authorities and Nonprofit Consortiums have met the statutory requirement to establish a registry of potential In-Home Supportive Services providers and to assist recipients in finding qualified providers. When recipients request referrals, the Public Authorities match the recipients' needs with providers' skills and hours of availability to produce a list of potential providers for recipients to interview and hire a qualified provider.

As required by statute, the Public Authorities offer access to training for In-Home Supportive Services providers and recipients. Provider training varies from a two-hour orientation to the distribution of instructional manuals. In general, the counties have indicated that problems experienced in establishing their Public Authorities were similar to those encountered with the establishment of any new program.

## **BACKGROUND**

Senate Bill 485 (Chapter 722, Statutes of 1992) added Section 12301.6 of the Welfare and Institutions Code, which allows a county to establish a Public Authority or Nonprofit Consortium for the delivery of In-Home Supportive Services.

Senate Bill 35 (Chapter 69, Statutes of 1993) also added subdivision (k) to Welfare and Institutions Code Section 14132.95. Paragraph (3) of that subdivision authorized the State Controller to allocate funds to counties for the establishment of Public Authorities or Nonprofit Consortia on a one-time basis.

Senate Bill 1780 (Chapter 206, Statutes of 1996) required the California Department of Social Services to provide annual reports to the Legislature on the efficacy, and to include an assessment of the quality of care provided as a result, of county implementation of Public Authorities and Nonprofit Consortia.

Senate Bill 710 (Chapter 91, Statutes of 1999) provides that the county shall use county-only funds to fund both the county's share and the State's share, including employment taxes, of any increase in In-Home Supportive Services costs, except as otherwise provided in this bill.

Assembly Bill 1682 (Chapter 90, Statutes of 1999) requires each county to act as, or establish an employer for the purposes of employee/employer relations for the delivery of In-Home Supportive Services by January 1, 2003. The legislation also required the California Department of Social Services to develop a timeline for the implementation of this legislation as guidance to the counties. The California Department of Social Services issued this timeline in an All-County Letter (99-62) dated September 14, 1999.

Under Assembly Bill 1682, the Legislature provided each county with the option to establish an employer for the purposes of employee/employer relations through a Public Authority or Nonprofit Consortium, by contracting with an outside entity, direct county administration of the individual provider mode, county civil service, or a combination of the above options.

Senate Bill 288 (Chapter 445, Statutes of 2000) specifies the membership composition of the advisory committee, and excludes any county that has established a governing body for the provision of In-Home Supported Services prior to July 1, 2000, from those composition requirements. The bill specifies that each county shall be eligible to receive State reimbursement of administrative costs for only one advisory committee and requires each county to comply with certain requirements.

Assembly Bill 2235 (Chapter 1135, Statutes of 2002) provides that any county that is not in compliance with Assembly Bill 1682 by January 1, 2003, will by operation of law become the employer of In-Home Supportive Services individual providers for purposes of Assembly Bill 1682.



## OVERVIEW

The Welfare and Institutions Code, Section 12301.6 authorized county boards of supervisors to contract with a Nonprofit Consortium or establish by ordinance a Public Authority to provide for the delivery of In-Home Supportive Services.

- A Public Authority is a local agency established by an ordinance enacted by a county board of supervisors that is legally separate from the county. A Nonprofit Consortium is an entity that has, among other things, a tax-exempt status.
- If a county elects to establish a Public Authority, the enabling ordinance must specify the membership of the governing body, the qualifications for individual members, the manner of appointment, removal of members, tenure and other matters the board of supervisors deems necessary.
- As a local agency exercising public and essential governmental functions, a Public Authority has all powers necessary or convenient to carry out the Public Authority's responsibilities under the In Home Supportive Services program. This includes the power to contract for services and to make or provide for direct payment to a provider chosen by the recipient of In-Home Supportive Services. Employees of the Public Authority cannot be employees of the county for any purpose.
- The county ordinance enabling the Public Authority may designate the board of supervisors as the governing body of the Public Authority. If the board of supervisors designates itself as the governing body of the Public Authority, the ordinance requires the appointment of an advisory committee of no more than 11 members. No fewer than 50 percent of the advisory committee members must be persons who are current or past users of personal assistance services paid for through public or private funds. If the board of supervisors does not designate itself as the governing body, the board must specify the membership of the governing body. No fewer than 50 percent of the members of the governing body must be persons who are current or past users of personal assistance services paid for through public or private funds.
- Under State regulation, a county must enter into an agreement with its Public Authority. The county must submit a copy of the agreement to the California Department of Social Services. Along with the agreement, the Public Authority must provide an organizational chart of the Public Authority, and funding provisions for Public Authority costs, including how the Public Authority's proposed payment rate was developed. The Public Authority must also include its staffing classifications and duties, and a description of how the required Public Authority functional requirements will be met.

- As the single State agency for the Medicaid (Medi-Cal in California) program, the Department of Health Services by law gives final approval of the Public Authority's rate. A county cannot claim reimbursement of Public Authority administrative costs until the county has an approved Public Authority rate.
- Under the federally required Medi-Cal State Plan, Public Authority or Nonprofit Consortium rates cannot exceed 150 percent of the State's minimum wage. Currently, that cap is \$13.50 per hour. A Public Authority/Nonprofit Consortium rate is comprised of In-Home Supportive Services provider wages and benefits, employer taxes and administration. The State pays 65 percent of the non-federally funded portion of the Public Authority/Nonprofit Consortium rate. The county must pay 35 percent of the non-federally funded portion.
- A Public Authority is deemed the employer for the purposes of employee/employer relations for In-Home Supportive Services providers, including collective bargaining. Nevertheless, recipients retain the legal right to hire, fire, and supervise the work of any In-Home Supportive Services provider providing services to them.
- Each Public Authority or Nonprofit Consortium must establish a provider registry to assist recipients to find In-Home Supportive Services providers. The Public Authority must complete an investigation of the qualifications and background of potential providers and establish a referral system under which In-Home Supportive Services providers are referred to recipients. The Public Authority must also provide access to training for providers and recipients and perform any other functions related to the delivery of In-Home Supportive Services in the county.
- A Nonprofit Consortium or Public Authority is not the legal employer for the purposes of employee/employer relations for In-Home Supportive Services providers for purposes of liability due to the negligence or intentional torts of an In-Home Supportive Services provider.
- By law, any liability obligation of the Public Authority or Nonprofit Consortium, whether statutory, contractual, or otherwise, is the obligation solely of the Public Authority or Nonprofit Consortium and not the obligation of the county or the State.
- Recipients may elect to use In-Home Supportive Services providers that are not referred to them by the Public Authority or Nonprofit Consortium. Those providers will be referred to the Public Authority or Nonprofit Consortium for purposes of issues involving wages, benefits, and other terms and conditions of employment.

- The State is responsible for payroll and workers' compensation costs for In-Home Supportive Services providers. State Disability Insurance deductions are paid by In-Home Supportive Services providers. Social Security tax deductions are both employer and employee paid costs; however, parent and spouse providers are not considered eligible employees for social security tax participation. Unemployment insurance is an employer paid tax; however, parent or spouse providers are not considered eligible employees for unemployment benefit purposes. Under State law, counties are responsible for any increased costs for custom changes to the In-Home Supportive Services Case Management, Information and Payrolling System attributable to the Public Authority or Nonprofit Consortium.

## CHRONOLOGY OF ACTIONS

The emergency regulations to implement Senate Bill 1780 (Chapter 206, Statutes of 1996) became effective on June 4, 1997. Senate Bill 1780 requires the California Department of Social Services to provide annual reports to the Legislature on the efficacy, and to include an assessment of the quality of care provided as a result, of county implementation of Public Authorities and Nonprofit Consortia.

The California Department of Social Services distributed All-County Letter No. 98-20, dated March 17, 1998, to all County Welfare Directors and In-Home Supportive Services Program Managers. The All-County Letter outlined necessary county activities, Public Authority or Nonprofit Consortium activities, and State activities for counties opting to use a Public Authority or Nonprofit Consortium to provide services under the In-Home Supportive Services program.

On March 10, 1998, the California Department of Health Services approved the first Public Authority rate for San Mateo County. The California Department of Social Services notified the Bureau of State Audits of the approval, so they could begin the process of reviewing the efficacy of Public Authorities and Nonprofit Consortia.

The Bureau of State Audits commenced its review of counties with Public Authorities in April 1999, and a report was issued in September 1999. According to statutory requirement, the review was to give special attention to the health and welfare of the recipients under the Public Authority, including the degree to which all required services have been delivered, out-of-home placement rates, and a prompt response to recipient complaints. Also, the Bureau of State Audits report was to include recommendations to the Legislature and the Governor for any changes to the statutes that would further ensure the well being of recipients and the most efficient delivery of required services.

The Bureau of State Audits' report recommended that the California Department of Social Services gauge the program's effectiveness by:

- (1) Taking the lead to develop standards of performance for local programs;
- (2) Implementing a system to gather and evaluate data to measure In-Home Supportive Services providers' performance (the Bureau of State Audits also recommended that the Public Authorities develop and implement procedures to accurately enter this performance measuring data);
- (3) Defining the program functions of the Public Authorities to improve their consistency and effectiveness (these functions include training for providers and recipients, background checks for provider applicants, and the use of registries for provider referrals); and
- (4) Reporting to the Legislature on the operational and fiscal impact of the legislation that requires counties to establish an employer for the purposes of employee/employer relations (Assembly Bill 1682) to determine whether or not this law promotes a more effective and efficient program.

The Bureau of State Audits' report also recommended that the Legislature clarify the Assembly Bill 1682 requirement for counties with more than 500 cases to offer an individual provider employer option upon the request of a recipient, and the implication of the requirement on counties with 500 or fewer cases.

The California Department of Social Services distributed All-County Letter 99-62, dated September 14, 1999, that provided instructions to the counties regarding Assembly Bill 1682 and the timetable to assist the counties in the implementation of the legislation.

The California Department of Social Services distributed All-County Letter 99-68, dated September 21, 1999, that provided information on Senate Bill 710, that allowed the State to participate in the cost of wages for In-Home Supportive Services individual providers above minimum wage, including individual providers that are working under a public authority.

The California Department of Social Services distributed All-County Letter 00-36, dated May 19, 2000, and All-County Letter 00-68, dated September 20, 2000, to respond to county questions concerning the implementation of Assembly Bill 1682.

The California Department of Social Services distributed All-County Letter 00-81, dated December 4, 2000 that required all 58 counties to provide the status of establishing an employer for the purposes of employee/employer relations to the department.

The California Department of Social Services distributed All-County Letter 00-87, dated December 19, 2001 that required all 58 counties to provide a timetable for the implementation of Assembly Bill 1682.

The California Department of Social Services distributed All-County Information Notice I-27-02 dated April 4, 2001 that provided additional guidance to counties on timeline requirements for meeting Assembly Bill 1682 requirements.

The California Department of Social Services distributed All-County Information Notice I-42-02 dated June 17, 2002 that provided additional guidance to counties on additional Assembly Bill 1682 related questions raised by counties.

The California Department of Social Services distributed All-County Information Notice I-43-02 dated June 24, 2002 that provided additional guidance to counties on Assembly Bill 1682 related fiscal and budget questions raised by counties.

The California Department of Social Services distributed All-County Letter 02-86 dated October 30, 2002 that provided compliance guidance pursuant to Assembly Bill 2235.

## **CURRENT STATUS**

### **ALAMEDA COUNTY**

The Alameda County Board of Supervisors passed an ordinance in December 1993 establishing a Public Authority for In-Home Supportive Services. The Board of Supervisors is the governing body of the Public Authority. The 2002, Public Authority staff consists of an Executive Director, Registry Manager, Training Coordinator, Office Manager and the Benefits Coordinator. A temporary administrative assistant was also assigned to the Public Authority staff in January 2003.

Effective February 1, 2003, Alameda County has an approved hourly rate of \$11.12, which is comprised of \$9.50 in wages, \$0.12 in administrative costs, \$0.60 in benefits, and \$0.90 in taxes. This represents a wage increase from January 1, 2002 of \$0.50/hour (5.6%).

The Alameda County Department of Adult and Aging Services Public Authority contracts with community agencies to provide the registry and emergency worker replacement services. These agencies include the Center for Independent Living, Bay Area Community Services, Family Bridges, Spectrum, Community Resources for Independent Living, Life Eldercare and Senior Services of Tri-Valley. Nightingale Nursing provides rapid response services. The Public Authority also contracts for bargaining representation, The Consolidated Omnibus Budget Reconciliation Act of 1986 administration, Digital Subscriber Line, provider health benefits, software and technical support.

The Alameda County Department of Adult and Aging Services Public Authority receives monthly Case Management, Information and Payrolling System data from the county, which can be viewed on county terminals. The Case Management, Information and Payrolling System data is loaded into its own database, which the Public Authority uses to manage the provider health benefits. Each Public Authority and registry staff has access to the network which operates within a secure network and server, protected by a "sonic firewall."

#### Program Services

The Alameda County Department of Adult and Aging Services Public Authority provides a full range of program services such as In-Home Supportive Services provider recruitment and screening, maintaining a registry of available providers, referral of registry providers to In-Home Supportive Services recipients, and provider and recipient training.

A recipient may call any registry site (there are seven sites) and receive a customized list of prospective providers. Recipients and providers are matched by criteria that include the location of the recipients, number and time of service hours needed, skills, and experience required. At the recipient's request, the registry will prescreen the list for the recipient by calling the providers to verify their interest in the particular

employment opportunity. Ten days after a referral is made, registry staff (consisting of approximately 550 active workers) will contact the recipient to verify if they have hired a provider or if they need additional assistance from the registry.

The Alameda County Department of Adult and Aging Services Public Authority continues to operate the Rapid Response Worker Replacement project that was established in February 1999 that provides emergency In-Home Supportive Services worker replacement service. The Public Authority employs hiring assistants who work in conjunction with the Rapid Response Worker Replacement project. The hiring assistant determines the recipient's skill level, and outlines skill building goals for assisting recipients in their homes to interview potential providers. The hiring assistant provides additional one-on-one support to recipients to help them to develop the skills necessary to hire, supervise, and maintain a provider.

The 24-hour, 7-day week, non-medical emergency provider replacement service has reduced its hours to a 6:00 AM to 10:00 PM service due to insufficient funds.

### Provider Registry

The Alameda County Department of Adult and Aging Services Public Authority contracts with several non-profit organizations to manage the provider registry. There are seven registry sites that share a county-wide, customized database for providers. In 1995, the advisory board, working with a consultant, and with assistance from staff at the Area Agency on Aging, developed a new design for the registry, established committees for the advisory board, and recruited an executive director for the Public Authority. The county provides office and meeting space, acts as fiscal agent, and provides oversight and liaison services.

As of March 2002, the registry has processed 4,291 providers since its implementation in the spring of 1996. There are currently 550 (501 in March 2002) active and available providers on the registry for recipients of all ages and disabilities.

In 2002, the Public Authority began collecting data on the interval between the date the recipient requests a provider list and a worker's actual start date. Statistics for that period show an average interval of .5 days (in other words an average of a half day's time prior to the "target date" a recipient said they needed a worker).

As a way to better publicize the registry to recipients and providers, brochures are provided through the registry to In-Home Supportive Services social workers and sent to various community agencies. In addition, other forms of publicity are utilized including a website developed by the Public Authority, television and radio public service announcements, press releases, and community events such as health, employment and resource fairs that utilize videos for workers and recipients. In addition, presentations are made at community agencies, senior congregate living facilities, special education events, etc.

## Background Checks

Provider registry applicants are required to complete a written application and provide proof of citizenship or legal documentation to work in the United States. Only applicants who give permission for a felony background check are accepted. If an applicant indicates on the application form that he or she has used drugs or alcohol in the workplace within the last 12 months, he or she will not be eligible to serve as a provider. Photo identification cards are issued to all registered providers.

## Training

The Alameda County Department of Adult and Aging Services Public Authority provides both recipient and provider training. The Alameda County Department of Adult and Aging Services Public Authority offers a two-hour orientation to providers. Approximately, 60 percent of the registry providers receive individual orientations, while the remainder receive orientation as a group. The orientation is an overview of the In-Home Supportive Services program, the role of the recipient as an employer, recipient-provider communication, and the role of the registry and the Public Authority. Registry contractors distribute information to providers about additional training that is available locally, for example, through local adult education departments. Training is offered in several languages including English, Farsi, Spanish, Cantonese and Mandarin.

The Alameda County Department of Adult and Aging Services Public Authority created an orientation video in June 2001 describing the In-Home Supportive Services program as well as a description of the sole responsibilities of a provider.

The Alameda County Department of Adult and Aging Services Public Authority provided training to 80 recipients and 320 providers in 2002.

When referring providers for outside training, mail is sent to new In-Home Supportive Services providers informing them of training and soliciting interest in different training topics. Additionally, providers can contact registry staff or Public Authority staff to suggest training topics and to be put on a waiting list for training and/or receive information on training opportunities from outside resources. All registry providers are referred to training opportunities administered from outside resources that include: Cardiopulmonary Resuscitation and first aid training, offered through Alameda Alliance for Health (this training is offered free of charge for members of the provider health plan), Certified Nursing Assistant, and English as a second language classes offered by local adult schools and community colleges.



The Alameda County Department of Adult and Aging Services Public Authority has also established a video for recipients that provides an overview of the In-Home Supportive Services program, the Public Authority registry, the hiring process and what it means to be a recipient/employer. One-on-one phone orientation for registry recipients is also provided and, on occasion, registry staff may visit recipients in their homes for more intensive support and assistance.

The two newest training workshops available are “*Communication Skills*” and “*Emergency Preparedness*.”

### Quality of Care

All recipients receive at least two follow-up calls. One from the contractor registry 7-10 days after services have begun to measure recipient satisfaction, and one from the Public Authority staff 3 -- 45 days after services have commenced, to measure registry provider performance.

The Alameda County Department of Adult and Aging Services Public Authority documents complaints at registry sites. As complaints are received, they are documented in the provider’s file. Registry providers that have had a complaint filed against them or show a pattern of reported complaints are referred to the “Registry Review Committee.” The Registry Review Committee investigates complaints and determines the appropriate course of action including possible exclusion from the provider registry. In most cases, an allegation of theft and/or physical abuse is sufficient to send a provider to the Registry Review Committee. The Alameda County Department of Adult and Aging Services Public Authority and registry contractors received and recorded nine complaints against provider registry workers which led to their removal from the registry in 2002. There were ten complaints against Public Authority and/or registry contractor staff in 2002.

The Alameda County Department of Adult and Aging Services Public Authority has experienced difficulty in recruiting providers who will perform paramedical tasks, heavy lifting, bowel and bladder services, and heavy house cleaning. There is also a shortage of workers willing to work overnight and on holidays.

The Public Authority’s Rapid Response program provided approximately 2,700 hours of service in 2002.

### Effectiveness Measurement

The Alameda County Department of Adult and Aging Services Public Authority uses several methods to measure its performance effectiveness. These consist of:

1. Using recipient and provider surveys;
2. Implementing a new database system that stores registry data;
3. Monitoring performance compliance quarterly at each registry site; and

#### 4. Implementing new registry software.

The results are used to identify and improve specific program weaknesses. For example, survey feedback suggested the need for increased marketing and outreach efforts to recruit providers. This data also identified provider payroll delays that are now being addressed.

### **CONTRA COSTA COUNTY**

Contra Costa County Board of Supervisors passed an urgency ordinance on April 3, 2001 to continue the Contra Costa County Public Authority. The Board of Supervisors is the governing body of the Public Authority. The Public Authority Advisory Committee consists of an Executive Director, Program Manager, Registry Specialists, Office Manager, and Benefits Clerks.

Effective October 1, 2002, Contra Costa County has an approved hourly rate of \$11.62, \$9.50 in wages, \$0.18 in administrative costs, \$1.08 in benefits and \$0.86 in taxes. This represents a wage increase from January 1, 2002 of \$0.50/hour (5.6 percent).

#### Program Services

The Contra Costa County In-Home Supportive Services Public Authority provides a full range of program services such as provider recruitment and screening, maintaining a registry of available providers, referral of registry providers to recipients, provider and recipient training. In addition, a new service is now provided to In-Home Supportive Services recipients. The Public Authority now handles enrollment agreements (SOC 311's) for recipient hires, terminations, leaves, rehire's and processes paperwork for the provider payroll.

The Contra Costa County In-Home Supportive Services Public Authority provides 24-hour 7-day a week non-medical emergency provider replacement services for In-Home Supportive Services recipients.

#### Provider Registry

The Contra Costa County In-Home Supportive Services Public Authority assumed responsibility for all registry functions in April 2000 (previously, a contractor operated the registry). The Contra Costa County In-Home Supportive Services Public Authority currently has 670 (964 last year) providers in the registry, 410 are active and 260 inactive. Recipient needs are matched to an electronic registry listing, and a screened list of providers is given to the recipient. It takes an average of 11 days to provide a successful provider/recipient match

The Contra Costa County In-Home Supportive Services Public Authority uses the “CareTracker” software for their electronic registry to help assist recipients in locating a provider. The registry searches for providers based on the needs and preferences of the recipient and the stated willingness of providers to provide services in specific geographic areas of the county.

Currently, there are 670 providers on the registry, of those, 410 are active and 260 are inactive.

The county has an extensive process to attract new providers to the registry, which includes community outreach/recruitment mailings, advertising in local newspapers, public service announcements on major television, cable and radio stations, public postings, outreach/recruitment through churches, colleges, the Employment Development Department, and CalWORKs program participants.

### Background Checks

Provider registry applicants are required to complete a written application and provide proof of citizenship or legal documentation to work in the United States. Providers must also have photo identification, a Social Security card, and employment and personal references. They must provide permission for the county to perform a criminal background check when a recipient requests one. Documentation/certificates for training claimed by the provider (Cardiopulmonary Resuscitation, Certified Nurses Assistant training, etc.) must be presented.

### Training

The Contra Costa County In-Home Supportive Services Public Authority provides an initial training/orientation to the providers on county policies and procedures, registry policies and procedures, types of services allowable in the program, rights and responsibilities, handling paperwork, health and safety, elder abuse and program-specific activities (caring for the aged, medications, etc.).

Recipients are also provided training and support services. Recipients are provided training on the rights and responsibilities of providers, recipients, and the Public Authority. All training is offered in English and Spanish.

The Contra Costa County In-Home Supportive Services Public Authority is also planning on providing ongoing group training throughout the county to providers on universal precautions, back care, cardiopulmonary resuscitation, first aid, adaptive equipment use, etc. Currently, providers are also referred to outside training provided by community colleges, Services Employees International Union Local 250, and The American Red Cross.

Approximately five to ten percent of the registry providers have received individual orientation training.

## Quality of Care

All providers and recipients receive regular follow-ups with registry staff and county In-Home Supportive Services social workers. There was one fiscal abuse case reported to the registry within the last year. The Contra Costa County In-Home Supportive Services Public Authority works closely with the county's adult protective services program regarding any complaints of abuse to recipients or providers.

The Contra Costa County In-Home Supportive Services Public Authority received two complaints against registry workers for the year 2001.

One thousand three hundred and fifty providers received fifty-dollar transportation certificates to cover travel-to-work expenses.

## Effectiveness Measurement

The Contra Costa County In-Home Supportive Services Public Authority tracks and reports monthly registry statistics regarding cases served, provider enrollment, and training. They also collect recipient satisfaction survey data. This data is analyzed to identify trends and performance weaknesses.

Recipients' survey responses for 2002 indicated that:

- 99% of recipients were satisfied with the provider's job performance;
- 100% of recipients received provider referrals within 5 days;
- 92% of recipients found a provider with registry assistance; and
- 89% of the registry matches last at least 60 days.

## **LOS ANGELES COUNTY**

The Los Angeles County Personal Assistance Services Council is a freestanding Public Authority established by the Los Angeles County Board of Supervisors in 1997, to enhance the delivery of the In-Home Supportive Services program. The Los Angeles County Personal Assistance Services Council officially began operations in the late part of 1999. The Los Angeles County Personal Assistance Services Council has a staff of 20 to assist in the development of multiple projects including a provider registry.

Effective November 1, 2002, Los Angeles County has an approved hourly rate of \$8.44, \$7.50 in wages, \$0.05 in administrative costs, \$0.18 in benefits, and \$0.71 in taxes. This represents a wage increase from July 1, 2002 of \$0.75/hour (11.1 percent).

## Program Services

The Los Angeles County Personal Assistance Services Council has instituted a mandatory fingerprint criminal background check for registry providers, as well as the requirement for all applicant providers to attend a registry orientation meeting. The

Los Angeles Personal Assistance Services Council has played a major role in the development of the Para-Transit Coalition and in the restructuring of the Para-Transit Plan for Los Angeles County.

Personal Assistance Services Council provides healthcare benefits (medical & dental) through Century Business and Insurance Services to providers who work the minimum qualified hours.

Development of a newspaper advertisement project is in progress to enable recipients to place low or no-cost advertisements to solicit providers.

### Provider Registry

The Los Angeles County's Personal Assistance Services Council provides free referral services to In-Home Supportive Services recipients and providers, criminal background investigations and limited background checks on all provider applicants, registry orientation meetings for provider applicants, and quarterly Personal Assistance Services Council Homecare Registry Bulletins containing information on various services and topics of importance to the In-Home Supportive Services program community.

Personal Assistance Services Council is in the process of implementing a new software program capable of tracking the average time to match a recipient to a provider.

Currently, 1,595 recipients have applied to the registry. One thousand, three hundred and forty one (1,341) recipients have been approved for registry services; 239 recipients have not completed the application process and 15 were reported deceased prior to their completing the application process.

Personal Assistance Services Council advertises its registry services to In-Home Supportive Services program recipients and providers as follows:

- Through referrals made by Department of Public Social Services social workers;
- At registry orientation meetings;
- At community job fairs;
- At health fairs;
- Through presentations to community organizations;
- Through massive dissemination of registry bulletins; and
- Through "community networking."

### Background Checks

The Los Angeles County Personal Assistance Services Council conducts mandatory fingerprint criminal background checks of provider registry applicants. The screening process for providers includes the following verifications:

- Verification of valid California identification;

- Employment verification history for the last five years; and
- Personal references are verified.

### Training

The Los Angeles County Personal Assistance Services Council and Service Employees International Union-434B conduct comprehensive homecare training sessions for providers. Recipients attend “Recipient Peer Training,” this program was designed to establish a network of recipients who are versed in the In-Home Supportive Services program and who can act as mentors to other recipients.

The Los Angeles County Personal Assistant Services Council also offers provider and recipient orientation training. The provider orientation training is a two-hour class that covers a broad variety of subjects ranging from county policy and procedures to career development. A five-hour orientation training class has been developed for recipients. The recipient orientation training class discusses policies and procedures and gives provider helpful instructions on how to communicate care needs to provider, problem resolution with provider and social worker, and assistance in new provider enrollment procedures.

Recipients and providers are also invited to the Los Angeles County Personal Assistance Services Council meetings to provide input.

### Quality of Care

The Los Angeles County Personal Assistance Service Council reports suspected abuse, which are then forwarded to the appropriate county adult protective services agency office.

The Los Angeles County Personal Assistance Services Council registry (“Homecare Assistance Registry of Los Angeles”) helps recipients by providing information about the In-Home Supportive Services program, how to locate/identify their assigned social workers, what are provider enrollment procedures and assisting them with the process to request additional service hours.

The registry staff documents complaints about the registry providers. If the complaint requires further action, the recipient is referred to the registry administration staff and/or to the recipient’s social worker.

### Effectiveness Measurement

The Personal Assistance Services Committee is developing a program to evaluate the different aspects and effectiveness of Personal Assistance Services Committee activities; specifically, the effects of outreach, assistance given to recipients, the value of the services, and the impact of the Public Authority’s health benefit program for providers.

The Personal Assistance Services Committee is anticipating the development of software by early 2004 that will analyze the statistical information.

## **MONTEREY COUNTY**

On August 24, 1999, the Monterey County Board of Supervisors passed an ordinance that established the Monterey County Public Authority for In-Home Supportive Services.

The ordinance provides for a freestanding, 11-member governing board whose appointments are approved by the County Board of Supervisors. The first executive director of the Public Authority was hired in August 2000.

Effective April 1, 2003, Monterey County has an approved hourly rate of \$10.74, \$9.10 in wages, \$0.21 in administrative costs, \$0.60 in benefits, and \$0.83 in taxes. This represents a wage increase from February 1, 2002 of \$0.60/hour (7.1 percent).

### Program Services

The Monterey County Public Authority for In-Home Supportive Services has initiated a range of program services such as provider recruitment and screening, maintaining a registry of available providers, referral of registry providers to recipients, provider and recipient training, and provider and recipient support services.

The Monterey County Public Authority for In-Home Supportive Services now conducts background checks.

### Provider Registry

The Monterey County Public Authority for In-Home Supportive Services started provider registry operation in November 2000. The Monterey County Public Authority for In-Home Supportive Services currently has 600 (112 last year) providers on its registry and actively continues the process to screen and add providers.

The Monterey County Public Authority for In-Home Supportive Services uses various means to attract new providers to the registry, including community outreach/recruitment mailings, special events, and public postings. The Monterey County Public Authority for In-Home Supportive Services assists recipients in locating providers.

The Monterey County Public Authority for In-Home Supportive Services has a new electronic registry. The new system matches providers to recipients using criteria that includes, but is not limited to, geographic location, availability, language preferences, type of services needed, gender, smoker/nonsmoker, and pets.

The average number of days to find a match between a provider and a recipient is one to two days. In the year 2002, 429 (257 last year) recipients were served.

## Background Checks

Provider registry applicants are required to complete a written application and provide proof of citizenship or legal documentation to work in the United States. Providers must also provide photo identification, a Social Security card, and employment and personal references. They must also provide permission for the county to perform a criminal background check. Photo identification cards are issued to all registered providers.

## Training

The Monterey County Public Authority for In-Home Supportive Services conducts mandatory training for all registered providers. Topics include universal precautions and infection control. A 48-page provider handbook and a 54-page recipient handbook provide a comprehensive orientation resource for providers and recipients.

Training is provided in English and Spanish.

Providers are referred to Salinas Adult School for outside training, such as Cardiopulmonary Resuscitation training.

## Quality of Care

The Monterey County Public Authority for In-Home Supportive Services has implemented a quality of care program through their registry operation. Adult protective services elder abuse procedures have been established to report and track incidents of abuse. The Monterey County Public Authority for In-Home Supportive Services monitors service delivery.

The Monterey County Public Authority has experienced a shortage of providers for Spanish speaking recipients.

## Effectiveness Measurement

The Monterey County Public Authority for In-Home Supportive Services continues to track monthly registry statistics, provider enrollment, and provider/recipient training data. It also collects recipient satisfaction survey data. The data will be analyzed to identify trends and performance weaknesses.

## **SACRAMENTO COUNTY**

In August 2000, the Sacramento County Board of Supervisors passed an ordinance that established the Sacramento County In-Home Supportive Services Public Authority. The Board of Supervisors is the governing body of the Sacramento County In-Home Supportive Services Public Authority. Subsequently, an 11-member Public Authority advisory committee was also appointed. Of the 11-member Sacramento County



In-Home Supportive Services Public Authority Advisory Committee, six members are In-Home Supportive Services recipients (past or present).

Effective October 1, 2002 Sacramento County has an approved hourly rate of \$11.31, \$9.50 in wages, \$0.12 in administrative costs, \$0.60 in benefits, and \$1.09 in taxes. This represents a wage increase from October 1, 2001 of \$1.00/hour (11.8 percent).

### Program Services

The Sacramento County In-Home Supportive Services Public Authority operates its own registry, negotiates provider wages and benefits, provides training for providers and recipients, assists both providers and recipients in navigating the system, assists in problem solving, and provides referrals and information for other social services.

This year the Sacramento County Public Authority has added an education agreement with the University of California Davis Cooperative Extension. This agreement calls for a series of caregiver classes leading to a University of California Davis certificate. Additionally, a number of community organizations have provided classes for both providers and recipients.

### Provider Registry

The Sacramento County In-Home Supportive Services Public Authority operates a provider registry. The Sacramento County In-Home Supportive Services Public Authority has 2,273 registered providers, 673 are active. The following is a list of the services offered by the registry:

- Recruit, screen, and enroll persons to provide In-Home Supportive Services;
- Assist recipients in locating and hiring a provider by providing lists of potential providers;
- Compile and provide lists of potential providers to recipients through a database match;
- Maintain a list of at least 25 “on-call” providers who will be available to work on short notice for non-medical emergencies, during weekends and/or for providing respite services;
- Interview and provide one-on-one orientation for new providers; and
- Act as a conduit for both providers and recipients.

The county uses various means to attract new providers to the registry, including community outreach/recruitment mailings, public postings and outreach/recruitment at special events.

### Background Checks

Provider registry applicants are required to complete a written application, and provide proof of citizenship or legal documentation to work in the United States. Providers must

also provide photo identification, a Social Security card, and employment and personal references. A criminal background check is conducted when a recipient requests one. Photo identification cards are issued to all registered providers. In the past year, approximately 66 percent of registry applicants successfully completed the application process.

### Training

The Sacramento County In-Home Supportive Services Public Authority currently has training contracts with the American Red Cross to provide first aid and Cardiopulmonary Resuscitation classes, the Eskaton Senior Connection to provide caregiver/recipient education, the University of California Davis Cooperative Extension to provide caregiver education, and RTZ Associates to provide registry and health benefits data processing training. The Sacramento County In-Home Supportive Services Public Authority is planning to assume responsibility for this training at a future date.

Several informational brochures provide an orientation and reference resource for providers.

Registry workers and recipients receive two hours of mandatory orientation training. Training is provided in English, Spanish, Hmong, Vietnamese and Russian. Attendance at training has been limited and is decreasing in spite of intensive outreach.

### Quality of Care

Adult protective services elder abuse procedures have been established to report and track incidents, and monitor recipient service delivery.

The Sacramento County In-Home Supportive Services Public Authority has experienced a shortage of providers who have their own transportation and who are willing to travel to work in outlying areas.

### Effectiveness Measurement

As of June 1, 2003, these measurements are currently under development.

## **SAN FRANCISCO COUNTY**

The San Francisco County In-Home Supportive Services Public Authority has been operational since 1996. In May 1995, the San Francisco Board of Supervisors passed an ordinance creating an In-Home Supportive Services Public Authority with a freestanding 11-member governing body appointed by the Board. As required by law, the governing body is comprised of a majority of recipients (six), one provider representative, a representative of the Mayor's Disability Council, and three city commissioners from the Department of Human Services, Public Health and Aging.

Effective September 1, 2002, San Francisco County has an approved hourly rate of \$12.37, \$10.10 in wages, \$0.13 in administrative costs, \$1.04 in benefits and \$1.10 in taxes. This represents a wage increase from August 1, 2002 of \$0.07/hour (0.6 percent).

### Program Services

The San Francisco County In-Home Supportive Services Public Authority provides a full spectrum of program and outreach services such as provider recruitment and screening, maintaining a registry of available providers, referral of registry providers to recipients, provider and recipient training, and provider and recipient support services. Collaborating with the County Department of Public Health and Human Services, it coordinates services with discharge planners at local hospitals to minimize delays obtaining In-Home Supportive Services when the recipient returns to his or her home.

The San Francisco County In-Home Supportive Services Public Authority worked with the County Department of Human Services, the San Francisco Health Plan, Community Health Network, and Health Care Workers Local 250, Service Employees International Union to create the Healthy Workers health plan.

The San Francisco County In-Home Supportive Services Public Authority has developed and/or modified important program materials and mailings in Spanish, Chinese, and Russian. The San Francisco County In-Home Supportive Services Public Authority improved and expanded their electronic registry software, revised written procedures, and implemented new agency initiatives (e.g., personnel manual, development of a flexible benefits plan for agency staff, and health care for In-Home Supportive Services individual providers).

The San Francisco County In-Home Supportive Services Public Authority uses a periodic newsletter to keep In-Home Supportive Services recipients and providers informed of program related matters.

### Provider Registry

The San Francisco County In-Home Supportive Services Public Authority Registry was established in 1996. Registry providers are recruited and educated by utilizing training available through the local community college and through a provider orientation training program. A project coordinator directs community outreach and mentoring services, and helps in the continuing development of training opportunities for registry providers. The provider registry operations include screening providers and providing same-day referral lists during regular office hours. Registry services are provided in the evenings, weekends and holidays to recipients who call with an urgent need for a replacement provider.

The registry tracks the number of recipients who request provider referral lists, and in the year 2002, 1,511 (1,392 last year) lists were sent in response to recipient requests. Of those, 508 (470 last year) new In-Home Supportive Services recipients were served.

## Background Check of Potential Providers

The San Francisco County In-Home Supportive Services Public Authority screens registry applicants using written applications, followed by face-to-face interviews, and a requirement for positive references. Applicants are also required to present identification in accordance with federal requirements that require providers to report felony convictions and alcohol/drug abuse history. Recipients are informed of any felony history information that is reported by a provider. As needed, warnings are given to providers, and disciplinary action is taken in response to substantiated complaints from recipients.

## Training

The San Francisco County In-Home Supportive Services Public Authority distributes a provider handbook, and, since January 1998, mandates that each registry provider complete a three-hour orientation for placement on the registry. The San Francisco County In-Home Supportive Services Public Authority is working closely with other agencies to support the development of a worker center that would provide support/training to providers and is planning to make provider-training modules available through the community college system. To train recipients, the Public Authority provides a Recipient Handbook addressing ways to manage services. A recipient mentor program is available for recipients who ask for peer consultation. Training orientation is available in English, Spanish, Russian, Vietnamese, Mandarin, Cantonese and Tagalog.

## Quality of Care

The San Francisco County In-Home Supportive Services Public Authority has been able to provide recipients with experienced providers that can perform a wide range of services and communicate in many different languages. In early 2001, the Department of Human Services implemented their new "Discharge Liaison" program. The primary objective of the program is to perform initial assessments for potential In-Home Supportive Services recipients prior to their release from a hospital. This program is designed to help facilitate a smooth and safe transition for the recipient's return home. To accomplish this, the San Francisco County In-Home Supportive Services Public Authority has an on-call program that is utilized by the Discharge Liaison social worker and hospital discharge planners.

In cooperation with the Department of Human Services and a contractor, the San Francisco County In-Home Supportive Services Public Authority has coordinated the distribution of a quality of care survey for In-Home Supportive Services recipients.

Periodic random sample surveys are mailed and analyzed. In May 2001, 1,000 independent providers were surveyed to assess provider satisfaction and provider working conditions.

As of December 2002, 4,622 In-Home Supportive Services providers were enrolled in a medical plan at a cost to the provider of \$3.00 per month. Dental insurance is provided at no out-of-pocket cost to 10,237 In-Home Supportive Services providers.

The San Francisco County In-Home Supportive Services Public Authority has had a sufficient number of providers available to meet recipient needs.

### Effectiveness Measurement

The San Francisco County In-Home Supportive Services Public Authority uses four methods for measuring the effectiveness of services. They are:

1. Tracking the impact on recipients and providers by the usage of the central registry, on-call service, and consumer education and training;
2. Reviewing sample surveys from all In-Home Supportive Services providers;
3. Reviewing consumer reports on the responsiveness and quality of services; and
4. Analyzing the outcomes derived from these sources and additional information contained in the Case Management, Information and Payrolling System.

San Francisco County has not had a shortage of providers. They attribute this to the generous benefit levels for providers, efficient administrative and organizational structure and proactive stance of the delivery of services by the San Francisco County In-Home Supportive Services Public Authority.

## **SAN MATEO COUNTY**

In September 1993, the San Mateo County Board of Supervisors passed an ordinance establishing a public authority for In-Home Supportive Services.

The Board of Supervisors is the governing body of the San Mateo County Public Authority. An 11-member Public Authority advisory committee was also appointed. The Board designated itself as the governing board of the San Mateo Public Authority.

Effective October 1, 2002, San Mateo County has an approved hourly rate of \$11.54, \$9.50 in wages, \$0.21 in administrative costs, \$0.88 in benefits, and \$0.95 in taxes. This represents a wage increase from October 1, 2001 of \$1.00/hour (11.8 percent).

### Program Services

The San Mateo County Public Authority provides a full range of program services such as provider recruitment and screening, maintaining a registry of available providers, referral of registry providers to In-Home Supportive Services recipients, provider and recipient training, and provider and recipient support services. In-home visits to recipients are conducted at the request of the In-Home Supportive Services program social worker and are utilized to gain an in-depth understanding of the recipient's need for a provider, to provide an opportunity to explain the program, and to provide recipients with information on hiring a provider.

The San Mateo County Public Authority continues to implement a “cluster” program, whereby the same provider provides services to recipients living at the same location. The San Mateo County Public Authority works with the social workers and staff of these “cluster sites” to offer co-sponsored open houses and informational meetings for recipients and their providers. This enhances the communication and connections the recipients and providers have to the staff at the “cluster site,” the county’s In-Home Supportive Services staff, and the Public Authority.

San Mateo County provides healthcare benefits (medical, dental & vision) to providers authorized to work a minimum of 35 hours a month.

### Provider Registry

The San Mateo County Public Authority established an electronic provider registry to assist recipients in hiring providers. The registry currently has 330 (440 last year) registered providers.

Public Authority outreach services to current providers include direct contacts and collaboration with community agencies, churches, check-in telephone calls, on-the-job training, and various informational mailings. Recipients receive in-home visits and training on managing services in the Individual Provider mode. Two hundred and eighteen (218) (230 last year) recipients were provided with new provider services in 2001.

By tracking recipients served by the registry, the manual count revealed that 206 unduplicated In-Home Supportive Services recipients requested provider referrals from the registry. Of those, 146 were matched with registry providers. The remaining 60 withdrew their request for assistance because they hired a friend or family member to provide services.

The San Mateo County Public Authority has adopted a new strategy to publicize the registry to current and potential In-Home Supportive Services recipients and In-Home Supportive Services providers. The new strategy is based on community networking, which includes participating in many meetings and events locally and with other county agencies to publicize the registry’s services.

For referrals to the recipient, the San Mateo County Public Authority staff contacts the recipient (or the recipient referral source) within two-working days of the initial contact, or on the same day of the contact in an emergency. The San Mateo County Public Authority matches the recipient’s requirements to available providers and refers the most suitable to the recipient for employment consideration.

Referrals to the San Mateo County Public Authority come from various sources including friends, social workers, hospital discharge planners, senior centers, community agencies, and unions.

The San Mateo County Public Authority has installed a new electronic system to match recipients with potential providers.

### Background Checks

Provider registry applicants are required to complete a written application, and provide proof of citizenship or legal documentation to work in the United States. Providers must also provide photo identification, a Social Security card, and employment and personal references. A criminal background check is conducted. Photo identification cards are issued to all registered providers.

### Training

The San Mateo County Public Authority provides on-the-job training, written materials (including a provider handbook), and periodic training sessions. The San Mateo County Public Authority mails written training materials to all individual providers. Training is mandatory and at no cost to the provider. Training materials and the curriculum for provider training sessions are developed in conjunction with the Public Authority advisory committee. Additionally, providers are routinely notified of training opportunities in the community. Providers who are interested in health care training, such as Certified Nursing Assistant, Certified Home Health Aide, or Licensed Vocational Nurse, are referred to the Caregiver Training Initiative at the county's One-Stop Centers. Additionally, the San Mateo County Public Authority offers audiotapes that can be checked out by the provider to review at their leisure. The Public Authority also publishes a quarterly newsletter that provides some instruction to supplement the training, especially for those who are unable to attend training. Training is offered in English, Spanish, Mandarin, Cantonese, and Arabic.

This year the San Mateo County Public Authority offered training on the following topics: medication management, building an effective team; the recipient and provider relationship, first aid; emergency preparedness, building a partnership with the doctor when the diagnosis is Alzheimer's disease or an ailment associated with body mechanics.

### Quality of Care

Providers with advanced caretaker skills are identified and this information is provided to recipients searching for a provider. The San Mateo County Public Authority tracks out-of-home placement through communication with providers and social workers. The registry monitors provider status, and if a provider becomes available for another recipient, it coordinates the process to return the provider into employment consideration.

The San Mateo County Public Authority assesses recipient satisfaction through the use of a recipient satisfaction survey.

Reimbursement for public bus transportation and job development (tuition) is available for providers.

The San Mateo County Public Authority's new electronic system has the capacity to flag providers if the Public Authority receives information of abuse perpetrated by a provider.

The Community Outreach and Training Coordinator now attends the Adult Abuse Prevention Collaborative with the Public Authority Program Director.

### Effectiveness Measurement

The San Mateo County Public Authority uses several methods to measure its performance effectiveness. These consist of:

1. Tracking the percentage of recipients who find an In-Home Supportive Services provider through the registry;
2. Using provider satisfaction surveys to capture registry staff performance;
3. Using recipient satisfaction surveys to capture provider performance;
4. Tracking recipients with a high risk of institutionalization; and
5. Tracking training hours for providers and recipients and conducting post-training evaluations.

Analysis of the data has led to improvements in operations and processes within the Public Authority. The data has also been used to look at staffing patterns and needs, particularly since the Public Authority is experiencing hiring freezes.

## **SANTA CLARA COUNTY**

The Santa Clara County Board of Supervisors passed an ordinance authorizing a Public Authority in December 1996. The Board of Supervisors is the governing body of the Public Authority. An 11-member Public Authority advisory committee was also appointed.

The Council on Aging of Santa Clara County, Inc., is under contract to the Santa Clara County In-Home Supportive Services Public Authority to provide management and registry services to assist in the operation of the In-Home Supportive Services Public Authority.

Effective November 1, 2002, Santa Clara County has an approved hourly rate of \$12.83, \$10.50 in wages, \$0.20 in administrative costs, \$1.26 in benefits, and \$0.87 in taxes. This represents a wage increase from October 1, 2002 of \$1.00/hour (10.5 percent).



## Provider Registry

The Santa Clara County In-Home Supportive Services Public Authority provides a full range of program services such as In-Home Supportive Services provider recruitment and screening, a current electronic registry of available providers, referral of registry providers to recipients, provider and recipient training, and provider and recipient support services.

The Santa Clara County In-Home Supportive Services Public Authority has taken the County's existing registry and has made it a more efficient service, reducing difficulties for recipients seeking providers.

Through operation of the registry, newspaper advertisements are developed and distributed, and flyers are posted at various county social services agencies.

## Background Check

Provider registry applicants are required to complete a written application and provide proof of citizenship or legal documentation to work in the United States. Providers must also provide at least one employment reference, a Social Security card, and personal references. Photo identification cards are issued to all registered providers.

## Training

The Santa Clara County In-Home Supportive Services Public Authority provides a two-hour orientation/training for the providers on county and registry policies and procedures, types of services allowed, rights and responsibilities, handling paperwork, elder abuse, and health and safety. Public health nurses are available to meet with providers for one-on-one training.

The Santa Clara County In-Home Supportive Services Public Authority also provides training to recipients. The training consists of registry policies and procedures, rights and responsibilities, handling paperwork, hiring, and supervising providers. This training is provided in English, Spanish, and Vietnamese.

## Quality of Care

The Santa Clara County In-Home Supportive Services Public Authority works with the county adult protective services agency staff when reports of provider abuse are received. The provider is removed from the registry until the situation is resolved. The registry tracks recipient complaints and has a formal resolution procedure in place.

Providers can obtain a free transit pass (bus or light rail), valid for one year, for use within Santa Clara County.

Recipient involvement in the Public Authority Advisory Committee is extensive. Recipients comprise the majority of the membership on the Public Authority Advisory Board and chair three workgroups.

Santa Clara County Public Authority provides healthcare, dental, and vision benefits for providers who work a minimum of 35 hours per month for two consecutive months.

### Effectiveness Measurement

The Santa Clara County In-Home Supportive Services Public Authority employs several tools and methodologies to measure program effectiveness. A registry data tracking system is used to “baseline” In-Home Supportive Services provider and recipient data.

This data is used to improve program delivery. A countywide In-Home Supportive Services recipient needs assessment is planned. The Santa Clara County In-Home Supportive Services Public Authority is also participating in a multi-county study to evaluate Public Authority program differences between counties.

## **SANTA CRUZ COUNTY**

The Santa Cruz County Board of Supervisors passed an ordinance on October 25, 2001 establishing a Public Authority for In-Home Supportive Services. The Board of Supervisors is the governing body of the Public Authority.

The Santa Cruz County Public Authority contracts with Refined Technologies, Inc., for database management (“CareTracker”) and with SAFECO, Select Benefit for health insurance for providers.

Effective December 1, 2002, Santa Cruz County has an approved hourly rate of \$11.46, \$9.50 in wages, \$0.59 in administrative costs, \$0.60 in benefits and \$0.77 in taxes. This represents a wage increase from February 1, 2002 of \$1.00/hour (11.8 percent).

### Program Services

The Santa Cruz County Public Authority has developed a registry function for their Public Authority program, which maintains a registry of potential providers, investigates the qualifications of potential providers, and refers In-Home Supportive Services providers to recipients.

### Provider Registry

The Santa Cruz County Public Authority has an electronic registry system that uses the Refined Technologies software to match potential providers to recipients.

Registry services provide recipient home visits, interview assistance and hiring coaching for recipients and lists of potential provider candidates.

The Santa Cruz County Public Authority publicizes their registry to providers using direct mail, advertising in local papers, and referrals from In-Home Supportive Services social work staff.

The registry served 215 recipients through March 2003.

The provider registry currently has 293 registered providers.

### Background Checks

The Santa Cruz County Public Authority conducts criminal background checks on provider registry applicants.

The Santa Cruz County Public Authority requires the provider to complete a written application, verifies photo identification, collects applicant employment history, requires proof of citizenship or right-to-work documentation, conducts an interview with prospective providers, and requires and checks personal and employment references.

### Training

The Santa Cruz County Public Authority provides two-hours of mandatory orientation training for all applicants to the registry. The training consists of county policies and procedures, registry policies and procedures, types of services allowed in the program, rights and responsibilities, handling paperwork, elder abuse, health and safety, career development, employer/employee relations, and program specific activities (i.e., infection control in the home, etc.).

The Santa Cruz County Public Authority is currently designing a year-long training series including classes by the University of California Davis, Red Cross (First Aid/Cardiopulmonary Resuscitation), and local hospital rehabilitation department. Topics will include personal care, nutrition and special diets, first aid/Cardiopulmonary Resuscitation, preventing back injury, safe transfers, Pre-Certified Nursing Assistant and English as a second language.

### Quality of Care

The Santa Cruz County Public Authority documents abuse cases and reports them to the appropriate adult protective services county agency within 24 hours.

The Santa Cruz County Public Authority locates/recruits for vacancies by continuously advertising in local papers, distributing applications and materials to existing providers and informing career centers of In-Home Supportive Services work opportunities and job vacancies.

The Santa Cruz County Public Authority has experienced a shortage of English speaking providers, "live-in providers," and providers willing to travel to outlying areas.

### Effectiveness Measurement

This element of the Public Authority is currently under development.

## **SONOMA COUNTY**

The Sonoma County's Advisory Committee started in October 2000, to provide a recommendation for starting and operating a Public Authority. On June 5, 2001, the Sonoma County Board of Supervisors adopted an ordinance to establish a Public Authority. The Sonoma County In-Home Supportive Services Public Authority became operational in February 1, 2002 and started hiring staff to assist in the development process. During the first 45 days of operation, the Public Authority registered 179 recipients with the registry.

Effective October 1, 2002, Sonoma County has an approved hourly rate of \$11.11, \$9.50 in wages, \$0.32 in administrative costs, \$0.60 in benefits, and \$0.69 in taxes. This represents a wage increase from February 1, 2002 of \$1.00/hour (11.8 percent).

### Program Services

The Sonoma County In-Home Supportive Services Public Authority registry system is driven by recipients' requests and needs, with the recipient being given the options of how the provider contact will take place and how much assistance will be provided by the registry coordinators in the interview process. Currently, there are 170 active providers enrolled in the registry.

The Sonoma County In-Home Supportive Services Public Authority uses Supported Individual Provider funds to maintain low In-Home Supportive Services Social Worker caseloads in order to improve services to recipients. The In-Home Supportive Services Social Workers spend additional time with the recipients who need assistance in managing their responsibility for the In-Home Supportive Services program.

The Sonoma County In-Home Supportive Services Public Authority administers training to providers.

## Provider Registry

The Sonoma County In-Home Supportive Services Public Authority uses registry staff to interview each recipient and registry provider in order to make the best match based on individual preferences. The electronic registry system, that uses “CareTracker” software, matches the recipients and providers on the gathered criteria such as geographic preference, work required, language ability, gender, etc.

The Registry provides the following services:

- Application processing;
- Reference checks (employment and personal);
- Criminal background checks;
- Provider orientations;
- Matching recipients and providers;
- Assistance with interviewing;
- Urgent Substitute Provider assistance;
- Home care aide assistance;
- Outreach; and
- Home visits.

## Background Checks

The Sonoma County Public Authority conducts criminal background checks on provider registry applicants.

The Sonoma County Public Authority requires the provider to complete a written application; have a face-to-face interview; provide photo identification, an employment history, and proof of citizenship or right-to-work documentation; and attend orientation. Background records are obtained through the Criminal Justice Information System which accesses law enforcement and court records.

Providers are disqualified from participation in the registry due to incomplete applications, negative work/personal references, failure to attend orientation, poor interview performance, criminal convictions that indicate a recipient may be placed at risk, and/or repeated recipient complaints.

## Training

The Sonoma County Public Authority provides orientation training for all registry providers. Orientation training with the following topics is provided to In-Home Supportive Services providers: county policies and procedures, registry policies and procedures, types of services allowable in the program, rights and responsibilities, handling of paperwork, elder abuse, and employer/employee relations. Registry workers receive one to two hours of mandatory orientation training. Non-registry

workers can receive three hours of training sessions offered by the Public Authority on a monthly basis. Topics include, protecting yourself and the recipient from disease transmission, safety and first aid, communicating with your recipient, proper nutrition training, bowel and bladder care, and the effects of specific diseases such as diabetes, cardiac disease, dementia, Parkinson's Disease, and Alzheimer's. End of life care is also covered.

### Quality of Care

The Sonoma County In-Home Supportive Services Public Authority uses the "CareTracker" software for their electronic registry to identify and track recipients who are temporarily placed in an out-of-home medical or care facility. The recipients are identified when the In-Home Supportive Services Social Worker, the provider, or a family member notifies the registry.

The Sonoma County Public Authority reported three suspected cases of elder and/or dependent abuse. Recipient complaints are documented and investigated with the possibility of removal of the In-Home Supportive Services provider from the registry. A booklet on abuse reporting along with the county's adult protective services agency phone numbers are provided to each orientation participant. If at any time the Public Authority staff learns of suspected abuse, they immediately notify the county's adult protective services agency within a 24-hour period. Law enforcement is also notified regarding suspected abuse.

The Sonoma County Public Authority will remove providers from the registry after two complaints of minor offenses that have been reported by one or more sources within a two-year period and have been deemed valid by the Public Authority staff.

Providers that meet the eligibility requirements for medical and dental insurance coverage have access to Kaiser Permanente for health and vision services and to Delta Dental for dental care. In order to be eligible for either of the two, a provider must work 65 hours or more for two consecutive months. Only 575 providers may be enrolled to receive either insurance during any one-month period.

The Sonoma County In-Home Supportive Services Public Authority uses a variety of outreach activities to recruit new providers for the registry, including, but not limited to: participation in community events, informational fliers in businesses throughout the county, presentations to community groups, press releases, etc.

### Effectiveness Measurements

This element of the Public Authority is currently under development.

## **YOLO COUNTY**

In August 28, 2001, the Yolo County Board of Supervisors passed an ordinance that established the Yolo County Public Authority. The Board of Supervisors is the governing body of the Yolo County Public Authority. An 11-member Public Authority advisory committee was also appointed.

Effective May 1, 2003, Yolo County has an approved hourly rate of \$11.91, \$9.50 in wages, \$0.81 in administrative costs, \$0.60 in benefits, and \$1.00 in taxes.

### Provider Registry

The Yolo County Public Authority provides a range of program services such as orientation, interviews and training of providers, as well as marketing and outreach for provider recruitment.

The Yolo County Public Authority publicizes its registry to recipients and providers through newsletters, television, radio, newspapers, mailers through the union, public service announcements, and local churches.

The registry has served 75 recipients since January 1, 2003.

The provider registry currently has 150 providers.

### Background Check

Provider registry applicants are required to complete a written application and provide proof of citizenship or legal documentation to work in the United States. Potential providers must have a face-to-face interview, submit to a local and regional criminal background check, provide personal and work references, and have a tuberculosis clearance to be placed on the registry.

### Training

The Yolo County Public Authority provides a mandatory two-hour orientation/training for providers on registry policies and procedures, types of services allowed, rights and responsibilities, handling paperwork, elder abuse, health and safety, career development, employer/employee relations, program specific activities, mandated reporting, and confidentiality. The training is provided in English, Spanish, and Russian.

### Quality of Care

The Yolo County Public Authority works with the County's adult protective services agency staff when reports of provider abuse are received. The registry tracks recipient complaints and has a formal resolution procedure in place.

Since May 2002, The Yolo County Public Authority has provided healthcare and dental benefits for providers who work a minimum of 80 hours per month for three consecutive months.

The Yolo County Public Authority is working with the State to develop a process to issue payments to providers to fund emergency and immediate care services.

### Effectiveness Measurement

The Yolo County Public Authority has developed a recipient satisfaction survey. Three days after a recipient hires a registry provider, the recipient is surveyed by telephone. This same survey is used to survey the recipient after three weeks and again after three months. All surveys are kept on file and used as a tool for assessing registry and Public Authority performance.

The Yolo County Public Authority also sends out annual satisfaction surveys to recipients and providers requesting their input for improvement, to identify additional services needed, rating of services, etc.

The Yolo County Public Authority also studies their Case Management, Information and Payrolling System and registry statistics to determine service needs, service trends, skill and training needs, demographics, and language and cultural needs.

## **NEW PUBLIC AUTHORITIES**

### **AMADOR COUNTY**

The Amador County Board of Supervisors passed an ordinance on March 10, 2003, to establish a Public Authority. The Board of Supervisors is the governing body of the Public Authority.

The Amador County Public Authority is currently in the process of implementing their Public Authority program. It should be operational by July 1, 2003.

### **BUTTE COUNTY**

The Butte County Board of Supervisors passed an ordinance on February 12, 2002, to establish a Public Authority. The Board of Supervisors is the governing body of the Public Authority. Currently, the In-Home Supportive Services Public Authority consists of the following staff: Public Authority Manager, Public Authority Services Specialist, Public Authority Services Aide, and a Public Authority Secretary.

Effective September 1, 2002, Butte County has an approved hourly rate of \$7.90, \$7.11 in wages, \$0.15 in administrative costs, \$0.00 in benefits, and \$0.64 in taxes.



## Program Services

The Butte County In-Home Supportive Services Public Authority provides registry services, background checks for registry applicants, and training for In-Home Supportive Services providers. The registry currently has 220 providers. Efforts are being made to expand provider and recipient training service for implementation in the year 2003.

## Provider Registry

The Butte County In-Home Supportive Services Public Authority uses an electronic registry to match providers with recipients. The database software generates a referral list based on matching criteria. The Public Authority has upgraded the registry software with program enhancements.

The Butte County Department of Adult and Aging Services Public Authority registry is publicized via the website ([www.bcihsspa.org](http://www.bcihsspa.org)), as well as classified advertisements, and "flyers." Currently, the Butte County In-Home Supportive Services Public Authority is co-located with nine county human service agencies. This partnership allows greater community outreach by utilizing a multi-agency referral network for the general public in order to gain knowledge and access to registry services.

## Background Checks

Provider registry applicants are required to complete a written application and provide proof of citizenship or legal documentation to work in the United States. Providers must also provide photo identification, a Social Security card, and employment and personal references. Potential providers must also disclose information regarding any previous criminal convictions and submit to criminal background checks conducted prior to placing him/her on the registry. Local criminal convictions are accessed through the county court database.

A provider will be disqualified from participating on the registry if they fail to disclose any previous criminal convictions on their application or have been convicted of any violations at any time, including pleas of no contest to the following:

- Sexual offense against a minor;
- Violations of sexual battery, willful harm or injury to a child, endangering a person or health; corporal punishment or injury of a child; infliction of pain or mental suffering or endangering the health of elder or dependent adults and theft or embezzlement of property;
- Offenses against property, including but not limited to theft, robbery, burglary, embezzlement or extortion; or
- Offenses where inclusion or continued participation in the registry would, in the judgment of the Public Authority, subject an In-Home Supportive Services recipient to risk of harm, or otherwise undermine the functioning of the registry.

## Training

The Butte County In-Home Supportive Services Public Authority provides an initial training/orientation for providers on county policies and procedure, registry policies and procedures, types of services allowable in the program, rights and responsibilities, handling paperwork, health and safety, elder abuse and program-specific activities (caring for the aged, medications, etc.). Orientation is also available for program recipients.

Currently, registry workers receive one hour of mandatory orientation training. As a part of this training, providers are given handbooks and manuals that they can use after training. Approximately 25 percent of the registry providers receive individual orientation training. The remainder receive group orientation training. Providers are informed that various types of outside training courses are available from the Butte County Elder Services Coordinating Council's training resources, Butte Community College, The Regional Occupational Program, and the Butte County Private Industry Council.

## Quality of Care

The Public Authority is co-located with the Butte County Department of Employment and Social Services. There is a 24-hour response time during which suspected elder/dependent abuse is reported to Law Enforcement, the Long-Term Care Ombudsman, Community Care Licensing, and all other appropriate jurisdictions.

## Effectiveness Measurement

The Butte County In-Home Supportive Services Public Authority works with the Butte County Department of Social Services. Goals will be established for the Public Authority with assistance from the Butte County In-Home Supportive Services Advisory Council at a workshop in 2003. While attaining the goals set forth by the Advisory Council, the Public Authority will also work to assist the Butte County Department of Social Services in meeting their performance measurements.

The Public Authority will collaborate with various community groups and agencies to coordinate and maximize resources. The collaboration will greatly enhance efforts in provider recruitment and provider/recipient training.

## **CALAVERAS COUNTY**

The Calaveras County Board of Supervisors passed an ordinance in December 2002 establishing a Public Authority for In-Home Supportive Services. The Board of Supervisors is the governing body of the Public Authority.

Calaveras County expects to establish a Public Authority by May 2003.

Effective March 1, 2003, Calaveras County has an approved hourly rate of \$8.71, \$6.75 in wages, \$1.35 in administrative costs, \$0.00 in benefits, and \$0.61 in taxes.

## **COLUSA COUNTY**

The Colusa County Board of Supervisors passed an ordinance in January 2003 establishing a Public Authority for In-Home Supportive Services. The Board of Supervisors is the governing body of the Public Authority.

Colusa County is currently in the process of developing their Public Authority program.

Effective March 1, 2003, Colusa County has an approved hourly rate of \$8.93, \$6.75 in wages, \$1.05 in administrative costs, \$0.00 in benefits, and \$1.13 in taxes.

## **DEL NORTE COUNTY**

The Del Norte County Board of Supervisors passed an ordinance on November 26, 2002, establishing a public authority for In-Home Supportive Services. The Board of Supervisors is the governing body of the public authority.

The Del Norte County Public Authority is in the process of developing their public authority program.

Effective April 1, 2003, Del Norte County has an approved hourly public authority rate of \$7.98, \$6.75 in wages, \$0.62 in administrative costs, \$0.00 in benefits, and \$0.61 in taxes.

## **EL DORADO COUNTY**

The El Dorado County Board of Supervisors passed an ordinance on November 20, 2002, establishing a Public Authority for In-Home Supportive Services. The Board of Supervisors is the governing body of the Public Authority.

The El Dorado County Public Authority is in the process of developing their Public Authority program. El Dorado County currently has two recipients on their In-Home Supportive Services Advisory Committee and is recruiting for more. One recipient is on the negotiating team (for the county) for union/county negotiations.

Effective February 1, 2003, El Dorado County has an approved hourly rate of \$8.13, \$6.75 in wages, \$0.77 in administrative costs, \$0.00 in benefits, and \$0.61 in taxes.

## **FRESNO COUNTY**

The Fresno County Board of Supervisors passed an ordinance on April 23, 2002 establishing a Public Authority for In-Home Supportive Services. The Board of Supervisors is the governing body of the Public Authority.

Effective July 1, 2002 Fresno County has an approved hourly rate of \$7.48, \$6.75 in wages, \$0.08 in administrative costs, \$0.00 in benefits, and \$0.65 in taxes.

### Program Services

The Fresno County Public Authority is developing their Public Authority program, which maintains a registry of potential providers, investigates the qualifications of potential providers, and refers In-Home Supportive Services providers to recipients. Currently, there are 4,400 providers on the Public Authority's registry.

### Provider Registry

The Fresno County Public Authority assists recipients in locating a provider. They interview recipients to identify their needs and preferences to make a provider match.

The registry offers several services such as background investigations on registry applicants, assessment of In-Home Supportive Services recipients, placement of In-Home Supportive Services providers, training for In-Home Supportive Services providers, etc.

The Fresno County Public Authority publicizes their registry to providers through existing non-profit organizations, governmental agency communications, and by community networking.

### Background Checks

The Fresno County Public Authority conducts criminal background checks through existing county information.

### Training

The Fresno County Public Authority is currently implementing orientation training programs for both providers and recipients. Training is offered in both English and Spanish. Approximately 95 percent receive group training and five percent of the registry providers received individual orientation training.

### Quality of Care

The Fresno County Public Authority refers all reports of suspected abuse within 24 hours to the County's adult protective services agency for investigation.

The Fresno County Public Authority is currently facing a shortage of providers who can provide services in rural and outlying areas.

### Effectiveness Measurement

This element of the Public Authority is currently under development.

### **GLENN COUNTY**

The Glenn County Board of Supervisors passed an ordinance in February 2003, establishing a Public Authority for In-Home Supportive Services. The Board of Supervisors is the governing body of the Public Authority.

Effective March 1, 2003 Glenn County has an approved hourly rate of \$8.55, \$7.11 in wages, \$0.78 in administrative costs, \$0.00 in benefits, and \$0.66 in taxes.

### Program Services

The Glenn County Public Authority is developing their Public Authority program, which maintains a registry of potential providers, investigates the qualifications of potential providers, and refers In-Home Supportive Services providers to recipients.

### Provider Registry

The Glenn County Public Authority is in the process of reviewing software packages for an electronic registry.

### Training

The Glenn County Public Authority is currently developing an orientation/training program for both providers and recipients.

### Quality of Care

The Glenn County Public Authority documents cases of suspected abuse and reports these cases immediately to the county's adult protective services agency.

### Effectiveness Measurement

This element of the Public Authority is currently under development.

### **HUMBOLDT COUNTY**

The Humboldt County Board of Supervisors passed an ordinance in September 2002, establishing a Public Authority for In-Home Supportive Services. The Board of Supervisors is the governing body of the Public Authority.

Effective January 1, 2003 Humboldt County has an approved hourly rate of \$7.52, \$6.75 in wages, \$0.24 in administrative costs, \$0.00 in benefits, and \$0.53 in taxes.

### Program Services

The Humboldt County Public Authority is currently providing registry services and training for In-Home Supportive Services registry providers and In-Home Supportive Services recipients.

### Provider Registry

The Humboldt County Public Authority currently uses the grant funded Care Giver Registry Support Project operated by the Area 1 Agency on Aging. Effective August 1, 2003, the Public Authority contracted registry will be established.

The Humboldt County Public Authority currently refers recipients to the registry, provides training, assists in interviewing and hiring care providers, helps develop work schedules and provides transportation to medical appointments for program recipients.

The Humboldt County Public Authority had 550 unduplicated In-Home Supportive Services recipients who received services from the registry.

### Background Checks

The Humboldt County Public Authority conducts background checks on In-Home Supportive Services registry providers, which includes the provider filling out a profile, an interview, and reference checks.

### Training

The Humboldt County Public Authority provides training to registry workers and In-Home Supportive Services recipients who use the registry. The training covers a wide variety of topics, such as, county policies and procedures, career development, employer/employee relations, allowable program services, and hiring and supervising providers.

### Quality of Care

The Humboldt County Public Authority documents and maintains records of suspected abuse reports and then forwards them to the county's adult protective services agency.

### Effectiveness Measurement

The Humboldt County Public Authority is newly formed, so they are in the process of developing performance and effectiveness measures.

## **IMPERIAL COUNTY**

The Imperial County Board of Supervisors passed an ordinance in December 2002 establishing a Public Authority for In-Home Supportive Services. The Governing Board of the Imperial County In-Home Supportive Services Public Authority is composed of 11 members appointed by the Board of Supervisors. In 2003, it is expected that the Executive Director will hire an office manager and office assistant to staff the Public Authority office.

Effective May 1, 2003 Imperial County has an approved hourly rate of \$7.40, \$6.75 in wages, \$0.04 in administrative costs, \$0.00 in benefits, and \$0.61 in taxes.

Imperial County is currently in the process of developing this Public Authority.

## **KERN COUNTY**

The Kern County Board of Supervisors passed an ordinance on May 2002, establishing a Public Authority for In-Home Supportive Services. The Board of Supervisors is the governing body of the Public Authority. Currently, part-time positions for accounting and the registry clerk have been filled. The clerical support and registry coordinator positions are currently vacant.

Effective January 1, 2003 Kern County has an approved hourly rate of \$7.49, \$6.75 in wages, \$0.12 in administrative costs, \$0.00 in benefits, and \$0.62 in taxes.

### Program Services

The Kern County In-Home Supportive Services Public Authority provides registry services, criminal background checks on registry applicants, and provides training for registry workers. The registry currently has 1,383 providers. Efforts to expand the Advisory Committee will continue this year.

The Kern County Public Authority is developing their Public Authority program, which maintains a registry of potential providers, investigates the qualifications of potential providers, and refers In-Home Supportive Services providers to recipients.

### Provider Registry

The Kern County Public Authority assists recipients in locating a provider by both mailing recipients a list of available providers or by telephone interview. At the present time the Kern County Public Authority is conducting a needs assessment to evaluate software improvements or changes.

The Kern County Public Authority publicizes their registry to providers using county websites and the local media.

## Background Checks

The Kern County Public Authority conducts criminal background checks on provider registry applicants.

The Kern County Public Authority requires providers to complete a written application, verifies photo identification, collects applicant employment history, and requires proof of citizenship or right-to-work documentation. Background records are obtained through the Criminal Justice Information System which accesses law enforcement and court records.

Providers are disqualified from participation in the registry due to negative references; criminal convictions that indicate a recipient may be placed at risk and/or repeated recipient complaints.

## Training

The Kern County Public Authority provides training specifically for registry providers concerning registry policies and procedures, services allowable in the program, rights and responsibilities, handling paperwork, elder abuse, employer/employee relations and time sheet procedures. Registry workers receive two hours of mandatory orientation training. Training is offered in both English and Spanish.

## Quality of Care

The Kern County Public Authority documents abuse cases and reports them to the county's adult protective services agency.

The Kern County Public Authority recruits for registry providers through job fairs, networking with CalWORKs participants, utilizing Social Services Agency, and Employer Training Resources.

## Effectiveness Measurement

The Kern County Public Authority has a survey in progress of all In-Home Supportive Services recipients to evaluate the services provided to the recipient, relationships with providers, social workers, and other In-Home Supportive Services/Public Authority staff. The intent is to provide baseline data for further evaluation and quality improvement efforts.

## **KINGS COUNTY**

The Kings County Board of Supervisors passed an ordinance in July 2002 establishing a Public Authority for In-Home Supportive Services. The Board of Supervisors is the governing body of the Public Authority.



Effective November 1, 2002, Kings County has an approved hourly rate of \$7.55, \$6.75 in wages, \$0.23 in administrative costs, \$0.00 in benefits, and \$0.57 in taxes.

### Program Services

The Kings County Public Authority is developing their Public Authority program to include maintaining a registry of potential providers, to investigate the qualifications of potential providers, and refer In-Home Supportive Services providers to recipients.

### Provider Registry

The registry provides an on-line application for individuals who are seeking employment as providers. The Public Authority set up a referral service for In-Home Supportive Services recipients who need a provider. The Public Authority conducts face-to-face interviews with providers, identifies key provider qualifications and criminal activities, informs In-Home Supportive Services recipients and providers on how to obtain fingerprint information, and conducts provider orientation with an emphasis on employer/employee relations.

The Kings County Public Authority publicizes their registry to providers using a website, brochures, newspapers, local newsletters, application packets for In-Home Supportive Services, and the Kings/Tulare Area Agency on Aging Info Van.

The provider registry currently has 260 registered providers.

### Background Checks

The Kings County Public Authority conducts criminal background checks on potential providers.

The Kings County Public Authority requires the provider to complete a written application, verifies photo identification, collects applicant employment history, conducts an interview with prospective providers, and requires and checks personal and employment references.

### Training

The Kings County Public Authority provides training for registry workers.

The Kings County Public Authority provides a one-hour orientation training to registry workers covering topics such as Cardiopulmonary Resuscitation and first aid, universal precautions, home safety, nutrition, disease specific information, ambulation, bowel and bladder, mental health, and medication management.

The Kings County Public Authority provides training in English, Spanish and in South East Asian languages.

Kings County Public Authority provides information about training offered in the community with outside mailings.

### Quality of Care

The Kings County In-Home Supportive Services Public Authority works very closely with the county's adult protective services agency to identify and track recipients once an adult abuse report has been made. Adult Protective Services advises providers to complete the Report of Suspected Dependent Adult/Elder Abuse form SOC 341 when a provider sees or suspects abuse. The Kings County Public Authority has established an Adult Services Multi-Disciplinary Team.

The Kings County Public Authority is in the process of implementing a database that includes complaint tracking. Between January and March 2003, five cases of neglect have been referred to the county's adult protective services agency.

### Effectiveness Measurements

The Kings County Public Authority employs several tools and methods to measure program effectiveness: These include a monthly management report, the development of a 10-day follow-up contact with the recipient, a recipient satisfaction survey, and a 2-month follow-up survey. The Advisory Council receives input from recipients and providers about the effectiveness and performance of the Public Authority.

The Kings County Public Authority is using measurement data to identify areas that need the Director's attention, identify training needs for recipients and providers, and review Public Authority performance with the Advisory Council.

## **LAKE COUNTY**

The Lake County Board of Supervisors passed an ordinance in August 2002 establishing the Lake County Public Authority. The Board of Supervisors is the governing body of the Lake County Public Authority.

Lake County Public Authority is in the process of developing their Public Authority program.

Effective February 1, 2003, Lake County has an approved hourly rate of \$7.55, \$6.75 in wages, \$0.23 in administrative costs, \$0.00 in benefits, and \$0.57 in taxes.

## **LASSEN COUNTY**

### Provider Registry

The Lassen County In-Home Supportive Services Public Authority currently has 45 providers on their registry.

The Lassen County Public Authority assists recipients in locating a provider through registry referrals. Currently, the average time interval between the date the recipient reports they must have a provider and the date the new registry provider actually starts work is an average of four days, depending on the location. There are no registry providers in many of the remote areas of Lassen County.

### Background Checks

The Lassen County Public Authority conducts one-on-one orientation/interviews and reference and background checks on provider registry applicants. A provider applicant with a known criminal history for such offenses as abuse, theft, neglect and/or drug and/or alcohol abuse is disqualified from participating in the registry.

The Lassen County Public Authority requires each registry applicant to complete a written application, verifies photo identification, and requires proof of citizenship or right-to-work documentation.

### Training

The Lassen County Public Authority provides training specifically for registry workers on issues concerning fraud and confidentiality, registry policies and procedures, services allowable in the program, rights and responsibilities, handling paperwork, health and safety, elder abuse, employer/employee relations, and caring for the aged. Registry providers receive two hours of mandatory orientation training. Registry providers receive 100 percent individual orientation training.

In-Home Supportive Services recipients receive one hour of mandatory orientation training. Written materials such as handbooks, manuals, etc., are provided as part of the training. Recipients receive 100 percent individual orientation training.

### Quality of Care

The Lassen County Public Authority documents abuse cases and reports them to the county's adult protective services agency. There were two cases of suspected elder or dependent abuse reported to the agency within the year 2002. Both reports were evaluated and investigated by the county's adult protective services agency.

The Lassen County Public Authority indicates there are transportation service shortages for shopping, errands, and assisting with medical appointments in outlying/remote areas.

The Lassen County Public Authority recruits for registry providers through word-of-mouth by providers already enrolled in the provider registry.

## **MADERA COUNTY**

The Madera County Board of Supervisors passed an ordinance on October 15, 2002, establishing a Public Authority for In-Home Supportive Services. The Board of Supervisors is the governing board of the Public Authority and has established the In-Home Supportive Services Advisory Committee. The Public Authority staff includes a Manager, a Registry Specialist, and an Office Assistant.

Effective January 1, 2003 Madera County has an approved hourly rate of \$7.73, \$6.75 in wages, \$0.37 in administrative costs, \$0.00 in benefits, and \$0.61 in taxes.

The Madera County Public Authority plans to purchase the "CareTracker" software for their electronic provider registry to improve the security of In-Home Supportive Services data on their system.

### Program Services

The Madera County Public Authority is developing their Public Authority program, to maintain a registry of potential providers, investigates the qualifications of potential providers, and refer In-Home Supportive Services providers to recipients.

### Provider Registry

Currently, the Madera County Public Authority uses registry software to assist in locating potential providers for recipients. The average time interval between the date the recipient reports they must have a worker and the date the new registry provider actually starts work is approximately one to five days after the interview process is completed. The interview process normally takes about five-working days.

The Madera County Public Authority provides a range of program activities, such as, qualifications appraisal, background checks, access to training and support for providers/recipients, and monitoring the satisfaction of recipients with the Public Authority's services and registry providers.

The Public Authority plans to conduct public sessions in various county locations on the types of Public Authority services available and also plans to use mailers and public service announcements.

### Background Checks

The Madera County Public Authority conducts criminal background checks on provider registry applicants.

The Madera County Public Authority requires the provider to complete a written application, verifies photo identification, collects applicant employment history, requires proof of citizenship or right-to-work documentation, conducts an interview with prospective providers, and checks personal and employment references.

### Training

The Madera County Public Authority provides both recipient and provider orientation training in the following areas: county policies and procedures, registry policies and procedures, allowable services in the program, rights and responsibilities, handling paperwork, elder abuse, health and safety, career development, employer/employee relations, and timecard completion.

Registry providers receive one hour of mandatory orientation. Written materials are provided as part of the training process and are offered in both English and Spanish.

### Quality of Care

This element of the Public Authority is currently under development.

### Effectiveness Measurement

This element of the Public Authority is currently under development.

## **MARIN COUNTY**

The Marin County Board of Supervisors passed an ordinance on October 2, 2002 establishing a Public Authority for In-Home Supportive Services. The Board of Supervisors created a stand-alone governing body for the Public Authority.

Effective July 1, 2002, Marin County has an approved hourly rate of \$11.04, \$9.75 in wages, \$0.52 in administrative costs, \$1.25 in benefits, and \$0.77 in taxes.

The Marin County Public Authority is currently in the process of developing their program.

## **MENDOCINO COUNTY**

The Mendocino County Board of Supervisors passed an ordinance establishing a Public Authority for In-Home Supportive Services. The Board of Supervisors created a stand-alone governing body for the Public Authority.

Effective August 1, 2002, Mendocino County has an approved hourly rate of \$8.32, \$7.11 in wages, \$0.46 in administrative costs, \$0.00 in benefits, and \$0.75 in taxes.

## Program Services

The Mendocino County Public Authority conducts employer/employee relations and wage/benefits negotiations, recruits providers, provides access to training for all In-Home Supportive Services providers and recipients, and maintains a registry.

## Provider Registry

The Mendocino County Public Authority maintains a registry that was established under the Supported Individual Provider program.

The registry provides referrals of In-Home Supportive Services providers to recipients as well as, orientation, and training. Background checks are conducted on In-Home Supportive Services registry providers.

The Mendocino County Public Authority publicizes the registry to In-Home Supportive Services recipients and prospective providers through newsletters, articles placed in the local newspaper and participation in local Health Services Fairs.

## Background Checks

The Mendocino County Public Authority conducts provider background checks which include sending fingerprints to the Department of Justice, checking Mendocino County's probation and parole reports, and checking personal references.

If the In-Home Supportive Services provider is found to have been dishonest on the application, or has a past criminal history, the provider is not placed on the registry.

## Training

The Mendocino County Public Authority currently provides one and a half hours of mandatory orientation training to all registry workers. Training includes but is not limited to registry policy, rights and responsibilities, elder abuse, health and safety, caring for the aged and medications. Written materials are also provided. The same orientation training is provided to all In-Home Supportive Services providers.

## Quality of Care

The Mendocino County Public Authority submits reports of suspected abuse by a registry worker against an In-Home Supportive Services recipient to the county's adult protective services agency or to the local law enforcement agency within a 24-hour time period.

## Effectiveness Measurement

The Mendocino County Public Authority is currently conducting a time study to determine the length of time it takes to match a provider with a recipient. Study results will be used to improve the placement process.

## **MERCED COUNTY**

The Merced County Board of Supervisors passed an ordinance on November 4, 2002, establishing a Public Authority for In-Home Supportive Services. The Board of Supervisors is the governing body of the Public Authority. The Public Authority staff includes a manager, registry and training staff, receptionist, and support staff.

Effective December 1, 2002 Merced County has an approved hourly rate of \$8.24, \$6.95 in wages, \$0.24 in administrative costs, \$0.00 in benefits, and \$1.05 in taxes.

## Program Services

The Merced County Public Authority is developing their Public Authority program and has selected registry software to maintain provider information. The purchase of the software is awaiting approval by the current governing board.

## Provider Registry

The Merced County Public Authority plans to implement new registry software in 2003. This should assist in identifying potential providers for recipients. A list of three to six provider names and telephone numbers will be mailed to the recipient. The registry will be available to assist in interviewing, selecting, and hiring a provider.

The Merced County Public Authority provides a range of activities including: recruitment of providers, provider and recipient orientation, provider and recipient training, work and personal reference checks, matching potential providers to recipients, and customer satisfaction surveys.

The Merced County Public Authority has planned a media outreach campaign scheduled for May and June 2003. The campaign will include advertisement in 13 county newspapers reaching an estimated 134,000 residents, the installation of posters on 22 county transit buses, radio broadcasts and public service announcements, and posters and flyers at area employment agencies and local campuses.

## Background Checks

The Merced County Public Authority conducts criminal background checks on provider registry applicants.

The Merced County Public Authority requires the prospective provider to complete a written application, collects applicant work history, conducts an interview with prospective providers and checks personal and employment references.

### Training

The Merced County Public Authority provides both recipient and provider orientation training in the following areas: registry policies and procedures, allowable services in the program, rights and responsibilities, handling paperwork, elder abuse, health and safety, career development, employer/employee relations, and timecard completion.

Registry workers receive one hour of mandatory orientation. Written materials are provided as part of the training process and are offered in both English and Spanish.

Recipients who use the registry services receive one hour of mandatory orientation training.

### Quality of Care

The Merced Public Authority maintains documents and records of suspected abuse reported as being perpetrated by providers against registry recipients. Suspected abuse will be reported immediately to the county's adult protective services agency. Currently, there have not been any complaints by In-Home Supportive Services recipients against providers.

There are six recipients that participate on the In-Home Supportive Services Advisory Committee. The Committee makes recommendations to the Merced County Board of Supervisors about how the In-Home Supportive Services program should provide services to elderly, blind and disabled adults and children in Merced County. The committee also makes recommendations about wages and benefits for the In-Home Supportive Services providers. It is the Committee's responsibility to review and approve all policy/procedures, handbooks, and resources/training for the Public Authority.

### Effectiveness Measurement

This element of the Public Authority is currently under development.

## **NAPA COUNTY**

Napa County Board of Supervisors passed an ordinance authorizing a Public Authority on April 30, 2002. The Board of Supervisors is the governing body of the Public Authority. An 11-member Public Authority advisory committee was also appointed.

Effective July 1, 2002, Napa County has an approved hourly rate of \$8.61, \$7.11 in wages, \$1.00 in administrative costs, \$0.00 in benefits, and \$0.50 in taxes.



## Program Services

The Napa County Public Authority is developing their Public Authority program. It is expected to be operational by April 20, 2003. The registry will investigate the qualifications of potential providers, maintain a registry of potential providers, and refer providers to recipients.

## Provider Registry

The Napa County Public Authority uses "CareTracker" software for their electronic provider registry to match potential providers to recipients.

The provider registry is currently in the developmental stage. Once implemented the services offered by the registry will include, but not be limited to: recruitment efforts, provider/recipient orientation, and schedules. A tracking system will be in place to determine the number of recipients served by the registry. The registry will be publicized throughout the community by networking with senior and disabled associations, commissions, alliances and quarterly newsletters.

## Background Checks

The Napa County Public Authority is in the process of developing this element of their Public Authority program.

## Training

The Napa County Public Authority is in the process of developing this element of their Public Authority program.

The Napa County Public Authority is developing a group of community-wide resources to offer a variety of health care training to providers.

## Quality of Care

The Napa County Public Authority is in the process of developing this element of their Public Authority program.

## Effectiveness Measurement

The Napa County Public Authority has developed performance measures that will include, but not be limited to:

- The number of recipients receiving provider referrals within five to seven days of their request;
- The number of recipients using the registry and finding a provider with registry assistance;

- Overall satisfaction of recipients with registry services (an assessment tool and follow-up telephone call will be used); and
- Type of training provided for recipients and providers, number of providers and recipients attending, and amount of improvement.

## **NEVADA COUNTY**

The Nevada County Board of Supervisors passed an ordinance on May 23, 2002, establishing a Public Authority for In-Home Supportive Services.

Effective May 1, 2003, Nevada County has an approved hourly rate of \$9.09, \$7.11 in wages, \$0.67 in administrative costs, \$0.60 in benefits, and \$0.71 in taxes.

## **ORANGE COUNTY**

The Orange County Board of Supervisors passed an ordinance on February 5, 2002, establishing a Public Authority for In-Home Supportive Services. The Orange County In-Home Supportive Services Advisory Committee is composed of seven recipients, two providers, one representative from a community based organization, and one representative from the County Executive Office.

### Provider Registry

The Orange County Social Service Agency currently manages the provider registry. In the future, the registry will be transferred to the Public Authority where it will be expanded and maintained. The registry has approximately 100 registered providers.

Effective October 1, 2002, Orange County has an approved hourly rate of \$7.95, \$7.11 in wages, \$0.20 in administrative costs, \$0.00 in benefits, and \$0.64 in taxes.

### Training

Training for providers and recipients is in the developmental stage. Training is anticipated to include policies, rights and responsibilities, elder abuse, health and safety, caring for the aged population, medications, and injury prevention. Training time is estimated at 8-16 hours, and will be mandatory for registry workers.

## **PLACER COUNTY**

The Placer County Public Authority Organization is currently under development with anticipated implementation of the Public Authority program during the year 2003.

### Provider Registry

A provider registry is in the developmental phase. Currently, the County assists recipients in locating providers. The registry will be publicized through media including newspapers, public service announcements, and posters located in agencies for the elderly and disabled.

### Background Checks

Placer County Public Authority, when fully operational, will have a provider screening process and will conduct provider background checks.

### Training

Training will be provided for providers. A two-hour training session will include, but is not limited to policy, rights and responsibilities, elder abuse, health and safety, employer/employee relations, caring for the aged population and medications. Written materials are provided in English and Spanish.

## **PLUMAS COUNTY**

The Plumas County Board of Supervisors passed an ordinance on November 5, 2002, establishing a Public Authority for In-Home Supportive Services.

The Plumas County Public Authority is in the process of developing their program.

## **RIVERSIDE COUNTY**

Riverside County Board of Supervisors passed an ordinance on July 11, 2002 establishing a Public Authority for In-Home Supportive Services. Executive staff has been hired, and recruiting for other positions has begun. A permanent site for their office was located and should be ready in August or September 2003. Currently, there are three vacancies on the committee. Negotiations with the United Domestic Workers started in late February. The Executive Director has been attending the monthly Public Authority Registry Managers and California Association of Public Authorities meetings and getting information on policies, software, and other resources.

Effective October 1, 2002, Riverside County has an approved hourly rate of \$8.79, \$7.11 in wages, \$0.30 in administrative costs, \$0.60 in benefits, and \$0.78 in taxes.

## **SAN BENITO COUNTY**

The San Benito County Board of Supervisors passed an ordinance on October 1, 2002, establishing a Public Authority for In-Home Supportive Services. The Board of Supervisors is the governing body of the Public Authority. It is anticipated that the

Public Authority Manager position will be filled as early as April 4, 2003. Other vacant positions include an Office Assistant and two Recruiter/Trainers.

### Program Services

The San Benito County Public Authority is currently recruiting for a manager, support staff, and two staff persons for recruiting and training activities. Currently, all Public Authority duties are being handled by the assistant director of the county's Health and Human Services Agency.

### Provider Registry

This element is currently under development and will be implemented when Public Authority staff is hired.

### Background Checks

The San Benito County Public Authority conducts criminal background checks on provider registry applicants. All registry applicants are required to give written permission for the Public Authority to conduct these checks. The Public Authority explains its policy for handling criminal information to registry applicants and all registry applicants are given a copy of this policy. As allowed under current law, Public Authority staff will provide recipients with written material describing their right to obtain provider criminal record information.

The San Benito County Public Authority requires each provider registry applicant to complete a written application. The Public Authority will collect applicant employment history, conduct an interview with the prospective registry provider and check personal and employment references.

### Training

The San Benito County Public Authority provides both recipient and provider orientation training in the following areas: county policies and procedures, registry policies and procedures, allowable services in the program, rights and responsibilities, handling paperwork, elder abuse, health and safety, career development, and employer/employee relations. Attendance at all training is on a voluntary basis and at no cost to either the recipient or provider.

### Quality of Care

This element of the Public Authority is currently under development.

### Effectiveness Measurement

This element is currently under development and implementation is expected after Public Authority staff is hired.

## **SAN BERNARDINO COUNTY**

The San Bernardino County Board of Supervisors passed an ordinance on January 8, 2002, establishing a Public Authority for In-Home Supportive Services. The Board of Supervisors is the governing body of the Public Authority.

Effective August 1, 2002, San Bernardino County has an approved hourly rate of \$9.68, \$8.50 in wages, \$0.18 in administrative costs, \$0.38 in benefits, and \$0.62 in taxes.

The San Bernardino County Public Authority is currently in the process of developing its Public Authority program.

## **SAN DIEGO COUNTY**

On June 18, 2001, the San Diego Board of Supervisors passed an ordinance that established the San Diego County Public Authority. The Board of Supervisors is the governing body of the San Diego County Public Authority. An 11-member Public Authority advisory committee was also appointed.

Effective August 1, 2002, San Diego County has an approved hourly rate of \$9.85, \$8.50 in wages, \$0.14 in administrative costs, \$0.60 in benefits, and \$0.61 in taxes.

### Program Services

The San Diego County Public Authority provides a range of program services such as orientation and training, assisting recipients to locate a provider, and information and resource referral.

### Provider Registry

The provider registry currently has 472 available providers, and 359 provider registry applicants.

The San Diego County Public Authority publicizes its registry through brochures, call centers, postings on bulletin boards, social worker contacts, and on their website.

### Background Check

San Diego County Public Authority is in the process of developing their background check procedures. Provider registry applicants will be required to submit a written application and have a face-to-face interview, before a criminal background check is done.

### Training

The San Diego County Public Authority is currently developing an orientation/training program for both providers and recipients.

### Quality of Care

The San Diego County Public Authority documents abuse cases and reports them to the San Diego County Aging and Independent Services, the county's adult protective services agency.

### Effectiveness Measurement

This element of the Public Authority is currently under development.

## **SAN JOAQUIN COUNTY**

The San Joaquin County Board of Supervisors passed an ordinance on April 2, 2002, to establish a Public Authority. Currently, the In-Home Supportive Services Public Authority consists of the following staff: Executive Director, Fiscal Manager, Office Manager, Program Manager and a Registry Homecare Specialist. The San Joaquin County In-Home Supportive Services Public Authority is currently recruiting for an additional Registry Specialist, and one Outreach Recruiter and Training Specialist.

Effective August 1, 2002, San Joaquin County has an approved hourly rate of \$7.85, \$6.95 in wages, \$0.27 in administrative costs, \$0.00 in benefits, and \$0.63 in taxes.

### Program Services

The San Joaquin County In-Home Supportive Services Public Authority is currently establishing policies and procedures for registry provider enrollment with an expectation of implementation before the end of 2003.

### Provider Registry

It is anticipated that with the implementation of the San Joaquin County In-Home Supportive Services Public Authority in 2003, recipients will be assisted in locating a provider through a computerized registry that will enable providers to be matched with In-Home Supportive Services recipients in need of services. The database software generates a referral list based on the requested matching criteria.

### Background Checks

This element of the Public Authority is currently under development.

### Quality of Care

This element of the Public Authority is currently under development.

### Effectiveness Measurement

This element of the Public Authority is currently under development.

## **SAN LUIS OBISPO COUNTY**

The San Luis Obispo County Board of Supervisors passed an ordinance on May 7, 2002, to establish a Public Authority for In-Home Supportive Services. The Public Authority is currently in the development stage. It is anticipated that the Public Authority will be operational in 2003.

## **SANTA BARBARA**

The Santa Barbara County Board of Supervisors passed an ordinance on February 5, 2002 establishing a Public Authority for In-Home Supportive Services. The Board of Supervisors is the governing body of the Public Authority.

Effective July 1, 2002, Santa Barbara County has an approved hourly rate of \$8.11, \$7.11 in wages, \$0.43 in administrative costs, \$0.00 in benefits and \$0.57 in taxes.

### Program Services

The Santa Barbara County Public Authority is in the process of developing their Public Authority program. The Public Authority will maintain a registry of potential providers, investigate the qualifications of provider registry applicants, and refer In-Home Supportive Services providers to recipients.

### Provider Registry

The Santa Barbara County Public Authority uses the "CareTracker" software for their electronic provider registry to match potential providers to recipients.

The registry system has a range of activities that include provider referral service for recipients, provider reference checking, a training program, and providing guidance to recipients regarding hiring and supervising providers.

The provider registry currently has 97 registered providers.

## Background Checks

The Santa Barbara County Public Authority requires each provider applicant to complete a written application and provide proof of citizenship or right-to-work documentation. The Public Authority also collects applicant work history, conducts interviews, and verifies personal and employment references.

The Santa Barbara County Public Authority does not require a criminal background check.

## Training

Santa Barbara County Public Authority provides mandatory two-hour training for providers. This training routinely includes:

- Registry policies and procedures;
- Types of services allowable in the program;
- Rights and responsibilities;
- Handling paperwork;
- Elder abuse;
- Health and safety;
- Employer/employee relations;
- Program specific activities (caring for the aged, medications, etc.); and
- Cardiopulmonary Resuscitation and First Aid.

Training is offered in English and Spanish.

## Quality of Care

The Santa Barbara County Public Authority documents reports of abuse and reports them to the appropriate county adult protective services agency.

The Santa Barbara County Public Authority locates/recruits for registry providers through community outreach at health and work fairs, community-based organizations, and special events. The Santa Barbara County Public Authority also works with the Employment Development Department and the Department of Social Services CalWORKs program in promoting job opportunities.

The Santa Barbara County Public Authority has experienced a shortage of providers who are willing to do bowel and bladder care, and it is often difficult to find providers who will provide services for male recipients.

## Effectiveness Measurements

This element of the Public Authority is currently under development.



## SHASTA COUNTY

The Shasta County Board of Supervisors passed an ordinance on June 4, 2002, establishing a Public Authority for In-Home Supportive Services. Shasta County Public Authority contracts for staff, legal, and financial services from Shasta County. In addition, the Public Authority will be contracting for registry software services from Refined Technologies, Inc., (“CareTracker”). The Shasta County Public Authority is in the *request for quote process* to secure a contract to negotiate with the union for a salary and benefits package.

Effective December 1, 2002, Shasta County has an approved hourly rate of \$7.67, \$6.75 in wages, \$0.13 in administrative costs, \$0.00 in benefits, and \$0.79 in taxes.

### Provider Registry

The Shasta County Public Authority registry conducts In-Home Supportive Services provider recruitment and screening, maintains a current computerized registry of available providers, refers registry providers to recipients, and offers provider and recipient support services.

Registry services are publicized via a quarterly newsletter that is mailed to all In-Home Supportive Services recipients and providers. The newsletter is also mailed to other county departments and community-based organizations in the county.

The provider registry currently has 800 registered providers.

### Background Checks

Provider registry applicants are required to complete an application that asks for three non-relative references, a history of residences for the last five years, an employment history for the last five years, and documentation of any felony/misdemeanor convictions. The application also notifies the provider that they may be subject to drug testing and/or fingerprinting. A “failure to disclose” line is also included that will allow the Public Authority to remove someone from the registry if they fail to disclose relevant information. References are checked prior to inclusion on the registry.

### Training

The Shasta County Public Authority provides a mandatory two-hour orientation/training for registry providers on county and registry policies and procedures, types of services allowed, rights and responsibilities, elder abuse, and health and safety.

The Shasta County Public Authority provides a registry orientation packet to recipients, and also has a service aide on staff to assist recipients on an individual basis.

## Quality of Care

The Shasta County Public Authority works with the county adult protective services agency staff when reports of abuse are received. Recipient complaints will be tracked in the electronic provider registry through the use of "CareTracker" software.

## Effectiveness Measurement

This element of the Public Authority is currently under development.

## **SIERRA COUNTY**

The Sierra County Board of Supervisors passed an ordinance on February 18, 2003, establishing a Public Authority for In-Home Supportive Services. The Public Authority is currently in the developmental stage. It is anticipated to become operational during 2003.

## **SISKIYOU COUNTY**

The Siskiyou County Public Authority is in the process of developing their Public Authority program.

## **SOLONO COUNTY**

The Solano County Board of Supervisors passed an ordinance on January 8, 2002, establishing a Public Authority for In-Home Supportive Services. The Board of Supervisors is the governing body of the Solano County Public Authority.

Effective January 1, 2003, Solano County has an approved hourly rate of \$11.19, \$9.50 in wages, \$0.23 in administrative costs, \$0.60 in benefits and \$0.86 in taxes.

## Provider Registry

The Solano County Public Authority provides such activities as provider recruitment, training, background checks of registry providers, and interviewing assistance for recipients.

The Solano County Public Authority has taken the county's existing registry and made it a more efficient service, reducing difficulties for recipients seeking providers. The software matching system used is "CareTracker."

The Solano County Public Authority uses a variety of outreach activities to recruit new providers for the registry, including, but not limited to: use of local newspapers, flyers, orientation meeting, and referrals from Older and Disabled Adult Services. They also do presentations with companion organizations.

The provider registry currently has 108 registered providers.

### Background Checks

Provider registry applicants are required to complete a written application and provide proof of citizenship or legal documentation to work in the United States. Providers must also provide photo identification, along with employment and personal references.

### Training

The Solano County Public Authority provides a mandatory three and a half-hour orientation training for the registry providers on county and registry policies and procedures, types of services allowed, rights and responsibilities, elder abuse, health and safety, employer/employee relations, program specific activities, time sheet preparation, provider etiquette, confidentiality, payroll questions, and interviewing techniques.

### Quality of Care

The Solano County Public Authority works with the county's adult protective services agency staff when reports of abuse are received.

The Solano County Public Authority provides medical and vision benefits for providers who work 75 hours per month for two consecutive months.

The Solano County Public Authority has experienced a shortage of providers with "Hoyer" lift experience.

### Effectiveness Measurements

This element of the Public Authority is currently under development.

## **SUTTER COUNTY**

The Sutter County Board of Supervisors passed an ordinance on October 22, 2002, establishing a Public Authority for In-Home Supportive Services. The Board of Supervisors is the governing body of the Public Authority. Currently, the In-Home Supportive Services Public Authority consists of one Public Authority Manager and one Office Assistant.

Over 50 percent of the Sutter County Public Authority Advisory Committee is comprised of program recipients. These members provide information to the Public Authority about the concerns and needs of the county's program recipients. This information is used to both improve an individual recipient's situation or, if applicable, to improve the entire county program.

### Program Services

This element of the Public Authority is currently under development.

### Provider Registry

The Sutter County In-Home Supportive Services Public Authority registry system assists recipients in locating providers by matching location, need, availability, and experience.

The Public Authority is publicized by informing In-Home Supportive Services recipients of the Public Authority at intake and upon annual reassessment of services. An advertisement is also published in the local newspaper.

### Background Checks

Provider registry applicants are required to complete a written application, provide photo identification, and show proof of citizenship or legal documentation to work in the United States.

### Training

The Sutter County In-Home Supportive Services Public Authority provides an initial training/orientation to the registry providers on registry policies and procedures, handling paperwork, elder abuse, and program-specific activities such as caring for the aged, medication management, etc.

Currently, registry workers and recipients receive up to two hours of orientation training. Written materials provided as a part of the training process and are offered in English and other non-English languages.

### Quality of Care

The Sutter County Public Authority documents and maintains records of suspected abuse by registry workers against registry recipients. All reports of elder/dependent abuse are directed to the county's adult protective services agency.

### Effectiveness Measurement

This element of the Public Authority is currently under development.

## **TEHAMA COUNTY**

The Tehama County Board of Supervisors passed an ordinance on December 12, 2002, establishing a Public Authority for In-Home Supportive Services.

The Tehama County Public Authority is in the process of developing their Public Authority program. The In-Home Supportive Services Advisory Committee is currently developing recommendations on the registry's design and operations, recruitment of providers, training for provider and recipients, identification of unmet needs in Tehama County, and performance measurements for the Public Authority.

### **TRINITY COUNTY**

The Trinity Board of Supervisors passed an ordinance on October 15, 2002 establishing a Public Authority for In-Home Supportive Services.

The Trinity County Public Authority is in the process of developing their Public Authority program.

### **TULARE COUNTY**

The Tulare County Board of Supervisors passed an ordinance on January 1, 2003, establishing a Public Authority for In-Home Supportive Services. The Board of Supervisors is the governing body of the Public Authority.

The Public Authority staff consists of the Executive Director. The Public Authority also contracts with Tulare County for services such as County Counsel, Personnel, Labor Relations, Risk Management, Auditor/Payroll, Fiscal Operations, for other resource management and administrative support services which the Public Authority deems necessary.

The Tulare County Public Authority Registry is currently in the development stages. Full implementation is anticipated during 2003.

Effective January 1, 2003, Tulare County has an approved hourly rate of \$7.71, \$6.75 in wages, \$0.31 in administrative costs, \$0.00 in benefits, and \$0.65 in taxes.

### **VENTURA COUNTY**

The Ventura County Board of Supervisors passed an ordinance on July 23, 2002, establishing a Public Authority for In-Home Supportive Services.

The Ventura County Public Authority Registry is currently in the developmental stages. The anticipated implementation date of the Public Authority is targeted for 2003.

### **YUBA COUNTY**

The Yuba County Board of Supervisors passed an ordinance on January 3, 2003, establishing a Public Authority for In-Home Supportive Services. The Board of Supervisors is the governing body of the Public Authority. The Public Authority staff consists of a Program Manager, Registry Coordinator, Program Aide, and Office Assistant.

Effective April 1, 2003, Yuba County has an approved hourly rate of \$7.73, \$6.75 in wages, \$0.30 in administrative costs, \$0.00 in benefits, and \$0.68 in taxes.

### Program Services

The Yuba County In-Home Supportive Services Public Authority provides training to both providers and recipients. Currently, training is primarily for providers, but assistance is also provided to recipients upon request.

### Provider Registry

The Yuba County In-Home Supportive Services Public Authority registry services include: provider registry orientation, assistance with applications and/or documentation, face-to-face interviews, provider referrals, early fraud prevention programs and training as needed.

The county publicizes the registry to In-Home Supportive Services recipients and providers through flyers, local media, the One Stop Center, and through community outreach.

### Background Checks

This element of the Public Authority is currently under development.

### Training

The Yuba County In-Home Supportive Services Public Authority is developing an initial training/orientation program for providers on county and registry policies and procedures. The Public Authority currently provides orientation training on the types of services allowable in the program, rights and responsibilities, handling paperwork, health and safety, elder abuse, and program-specific activities such as caring for the aged and medications.

Registry workers may also take advantage of other types of training offered through community resources, community colleges and the local One Stop Center. All training is offered in English, Spanish and Hmong.

### Quality of Care

This element of the Public Authority is currently under development.

## **NEW NON-PROFIT CONSORTIUM**

### **INYO, MODOC AND MONO COUNTY**

Inyo, Modoc and Mono County are the only counties using a Nonprofit Consortium organization. Each county individually contracted with Community Service Solutions to provide employee/employer relations.

The Training Employment and Community Help (T.E.A.C.H.), California Assisted Technologies, Refined Technologies, Inc., and Pioneer Home Health Care are under contract to Community Service Solutions to provide management and registry services to assist in the operation of the In-Home Supportive Services Public Authority.

Effective May 1, 2003, **Inyo County** has an approved hourly rate of \$8.49, \$6.75 in wages, \$1.13 in administrative costs, \$0.00 in benefits, and \$0.61 in taxes.

Effective July 1, 2003, **Modoc County** has an approved hourly rate of \$8.27, \$6.75 in wages, \$0.91 in administrative costs, \$0.00 in benefits, and \$0.61 in taxes.

Effective July 1, 2003, **Mono County** has an approved hourly rate of \$9.09, \$7.11 in wages, \$1.33 in administrative costs, \$0.00 in benefits, and \$0.65 in taxes.

#### Program Services

Community Service Solutions is developing their Nonprofit Consortium program, which currently maintains a registry of potential providers, investigates the qualifications of provider registry applicants, and refers In-Home Supportive Services providers to recipients.

#### Provider Registry

Community Service Solutions uses "CareTracker" software for their electronic registry to match potential providers to recipients.

The registry conducts registry applicant screening/background checks, recipient/provider training, and community referrals to match providers with recipients.

Community Service Solutions publicizes their registry to recipients and providers using television, newspapers, direct mail, employment centers, welfare offices, and other county offices.

#### Background Checks

Provider registry applicants are required to complete a written application and provide proof of citizenship or legal documentation (INS Form I-9) to work in the United States. Applicants must also provide photo identification, a Social Security card, and

employment and personal references. During the screening process, a local criminal background check, drug screening, and a Department of Motor Vehicles records check is conducted.

### Training

Community Service Solutions provides a one-hour orientation/training for all providers on county and registry policies and procedures, types of services allowed in program, rights and responsibilities, handling paperwork, elder abuse, health and safety, career development, program specific activities, and program time sheet processing.

Community Service Solutions also provides training to recipients. The training is a one hour, one-on-one presentation that covers county policies and procedures, registry policies and procedures, types of program services, recipient's rights and responsibilities, handling paperwork, elder abuse, health and safety, and hiring and supervising providers.

### Quality of Care

Community Service Solutions works with the county's adult protective services agency staff when reports of provider abuse are received.

Recipient involvement in the In-Home Supportive Services Advisory Committee is extensive. Recipients compose the majority of the membership on the In-Home Supportive Services Advisory Board.

Community Service Solutions recruits for registry providers at One Stop Employment Centers, community colleges, Native American centers, and through newspaper and television advertising.

### Effectiveness Measurement

Community Service Solutions employs several tools and methods to measure program effectiveness. Community Service Solutions will administer recipient and provider satisfaction surveys, monitor the number of recipients on the registry, and the number of recipients referred. Community Service Solutions will also track the percentage of providers who participate in training and the percentage that utilize the video library. Data is also collected to verify the number of calls to the registry per month, the number of complaints, the number of applicants who failed the screening process, and the reasons for failing the process. This data will be used to improve the delivery of program services.



## **CONCLUSION**

Of the 54 established Public Authority and Nonprofit Consortium counties, 25 counties are currently meeting all of the mandated Public Authority/Nonprofit Consortium functions of Welfare and Institutions Code, Section 12301.6(e).

There are 43 new Public Authority/Nonprofit Consortium counties, of which a majority has not completed the development and implementation of all Public Authority/Nonprofit Consortium functions. Based on the responses provided by the Public Authorities/Nonprofit Consortia to the questions that were asked in the survey, 29 Public Authorities/Nonprofit Consortia should be fully operational by the end of 2003.

Significant progress has been made within the last year in negotiating and providing healthcare insurance benefits to providers. Sixteen of the 54 Public Authority/Nonprofit Consortium counties provide healthcare benefits to their providers.

Overall, the fully operational Public Authorities/Nonprofit Consortia are providing well-coordinated services that are essential to the In-Home Supportive Services recipient, allowing him or her to remain safely in his or her own home. The key components to a successful In-Home Supportive Services Public Authority/Nonprofit Consortium operation appear to be the provider registry, the timely referral of screened providers to recipients, training and outreach efforts, follow-up on recipient-provider assignments, and coordination of a collaborative effort with the labor union to negotiate wages and benefits for In-Home Supportive Services providers.

## **NEXT STEPS**

The California Department of Social Services will continue to monitor the development of the Public Authorities. As of May 2003, 49 counties have been approved to establish a Public Authority/Nonprofit Consortium while another 5 counties are currently going through the approval process to establish a Public Authority/Nonprofit Consortium. The California Department of Social Services has a Public Authority/Nonprofit Consortium monitoring protocol that provides an on-going, on-site review of Public Authorities.

The California Department of Social Services will continue to review rate development processes and hourly rates submitted by the Public Authorities and Nonprofit Consortia. The California Department of Social Services has, to date, received and approved three proposals from Modoc County, Mono County and Inyo County for the delivery of In-Home Supportive Services under a Nonprofit Consortium.

To the extent possible, the California Department of Social Services will continue to seek opportunities to implement the recommendations made by the Bureau of State Audits. Specifically, the California Department of Social Services is addressing the Bureau of State Audits' recommendations regarding working with the counties on

performance and quality of care for In-Home Supportive Services provided by Public Authorities/Nonprofit Consortiums and developing alternative strategies for clarifying, implementing, and assessing the operational impact of Assembly Bill 1682 (Chapter 90, Statute of 1999) on the counties.