

# Annual Report

IHSS Public Authority of Marin

July 12, 2016

Presented by: Madeline Kellner, Executive Director

# Our Mission

To empower IHSS consumers, in partnership with providers, to preserve their right and ability to live at home with independence, respect, and dignity.

# Our Mandate

- Employer of record - negotiate wages, health benefits, and conditions of employment for providers that serve Marin IHSS consumers
- Operate a Provider Registry with screened providers available to serve Marin IHSS consumers
- Maintain a Public Authority Governing Board, appointed by the BOS, composed of up to 11 members, a majority of whom are IHSS consumers

# What We Do

- Manage the State mandated enrollment of all Marin IHSS providers including DOJ Background checks, orientation and legal documentation
- Support County IHSS Social Workers/Nurses to maintain positive working relationships between IHSS recipients and IHSS providers
- Administer Health and Dental benefits for IHSS providers
- Offer training opportunities for IHSS providers to enhance their skills
- Advocate in Sacramento for continued support and funding for IHSS consumers and providers

# What We've Done

- Fulfilled State IHSS Provider enrollment requirements handling 571 (21% increase) scheduled appointments and 466 walk in appointments for a total number of 1037 providers serviced (72% increase)
- Serviced 457 (16% increase) IHSS Recipients with a total of 1151 (33% increase) registry provider referrals sent to recipients to assist them in hiring a caregiver
- Spent over 361 (57% increase) hours handling 1759 (319% increase) interventions to assist and help resolve provider/consumer issues and problems
- Public Authority has directly assisted 457 of the 1604 (11% increase) IHSS Recipients in Marin County with finding and hiring a caregiver

# What We've Done

- Recruited 121 new IHSS Providers to the Registry for a total active Registry of 276, with 52 available to work for additional consumers
- BOS supported LWO wage increase for IHSS Providers from \$13.00 to \$13.35 per hour, effective 2.1.16
- Prepared for implementation of FLSA (Fair Labor Standards Act) by conducting provider trainings with IHSS Staff.
- FLSA effective February 1, 2016 offering overtime, travel time, and appointment wait time to IHSS Providers. Assisted in obtaining new SOC 846 forms from all 1500+ providers in Marin County.
- Established positive working relationship with new union, SEIU 2015 in preparations for labor negotiations this fall.

# What We've Done

- Coordinated client communication training for community and IHSS caregivers in collaboration with Marin Home Care Collective
- Using Community Service funding, planned and executed forum on home care work force needs in Marin attended by over 40 people across county spectrum.
- Initiated the creation of a caregiver training and development pilot program in partnership with CAM/Spark Point and TAM Adult School, funded by MCF, educating over 30 community residents to become caregivers.
- Worked on the AAI Group on mental health to offer 2 community sessions on how to deal with challenging behaviors

# What We've Done

- Worked with the AAI Group on nutrition to offer a session on basic nutrition and cooking for caregivers who serve older adults.
- Collaborating with IHSS staff to streamline policy and services to IHSS consumers and providers.
- Member of Marin WDB, helping to transition to a regional body, staying involved locally to continue to work on local workforce issues.
- Advocated for more skill development of both PA and IHSS staff in dealing with challenging behaviors resulting in PA staff attending 6 trainings this year to improve competence.

# Where We're Going

- Continue efforts to assist IHSS recipients retain and sustain positive working relationships with their providers through implementing a Care Coaching program.
- Expand provider training program to improve Registry provider qualifications and retention
- Formalize ongoing relationship with TAM Adult School caregiver basics program
- Prepare for increased demand on IHSS Registry providers of over 20% in FY17 by aggressively recruiting new providers and provide basic caregiving trainings.

# Where We're Going

- Introduce caregiver support groups in both English and Spanish
- Recruit consumer board members for the Public Authority board to restore a consumer majority balance
- Continue to provide provider support for FLSA requirements and the implementation of overtime violations
- Bottom Line: FY16 saw 10% increase in paid IHSS hours, 2.7% increase in the number of cases, and a 7.5% increase in the average hours per case. FY17 is going to place greater demand on IHSS Public Authority services.

# IHSS Public Authority of Marin

## *Making a Difference*



**IN-HOME SUPPORTIVE SERVICES**

**IHSS**



**PUBLIC AUTHORITY**