

County of Santa Clara

Social Services Agency



353 West Julian Street
San Jose, California 95110-2335

DATE: December 13, 2022

TO: Board of Supervisors
Jeffrey V. Smith, M.D., J.D., County Executive

FROM: Debra Porchia-Usher, Social Services Agency Interim Director

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SUBJECT: Off Agenda Report RE: In-Home Supportive Services Public Authority

At the October 27, 2022, Children, Seniors, and Families Committee meeting, the Social Services Agency, Department of Aging and Adult Services provided the In-Home Supportive Services (IHSS) Public Authority Annual Report (Item No. 10). Supervisor Ellenberg requested an outline of what steps the Public Authority is taking and what plans are being made to accommodate the influx of IHSS recipients. In addition to details about which program recommendations are solely within the Board of Supervisors discretion to implement and which require other entities to take the lead.

Influx of IHSS Recipients

Governor Gavin Newsom signed legislation effective January 2024 that allows all Californians with low incomes between the ages of 26 and 49 to enroll in Medi-Cal, regardless of immigration status. This unprecedented expansion of Medi-Cal eligibility may drive an increase in IHSS applications, due to the fact that the public may become more aware of IHSS services. The Public Authority and IHSS believe this potential increase will take place gradually and will monitor applications received from individuals in this age group.

The Public Authority is actively recruiting caregivers through outreach events (health fairs, partnerships with churches, cultural organizations, jobs programs), social media (NextDoor and Facebook), and providing recruitment flyers in warning letters to care providers who are in jeopardy of losing their insurance because of low paid hours. Two other flyers were also developed, one outlining the steps to enroll as a care provider and one about how to become a registry provider.

Additionally, the Public Authority is developing plans to retain IHSS Registry care providers by piloting a referral program. The primary way care providers hear about the Registry is via word-of-mouth from care providers already on the Registry. The Public Authority will continue to market and educate care providers of the free training (16 classes offered each semester), training stipend for completed classes (\$25 per class), and the Life Enhancement Fund (up to \$500 each year per care provider) for training classes that advance caregiver skills. In addition, the Public Authority is participating in the new statewide pilot, Career Pathways, yet another training tool to enhance caregiver skills and retain IHSS care providers.

As the number of IHSS recipients increases, there is also an increase in the need for IHSS providers, both family and non-family caregivers; the Public Authority manages the hiring and training of all caregivers.

Recommendations

Currently, when IHSS receives an intake application, a call is made to the applicant within 24 hours to notify the applicant that the application was received. Upon receipt of required documentation, a social worker will be assigned for an intake home visit. With the addition of 12 new social workers allocated in the FY23 budget, the new social worker unit will be able to assist with the increased demand for intake assignments.

IHSS will assess the need for additional community support resources, social workers, and clerical and payroll staff after monitoring actual caseload growth in FY 23.

The Public Authority will also consider an increase in Registry and Enrollment staff to offset the influx of recipients and providers needing to enroll in IHSS during the FY24 budgeting cycle.

Advisory Board Recommendations

Recommendation	Board of Supervisors Discretion to Implement	Other Entity to Implement
<p>Recipient Education/Training</p> <ul style="list-style-type: none"> • Statewide mandated training • Recipient mentoring 	<p>Partial (Recipient mentoring, local training)</p>	<p>CDSS for statewide mandated training</p> <p>Public Authority with assistance from IHSS Social Workers</p>
<p>Advisory Board Funding</p>	<p>Partial – County could increase their share of funding beyond state reimbursement</p>	<p>CDSS</p>
<p>Tiered Payment System</p>	<p>No</p>	<p>CDSS</p>
<p>In-person Re-assessments Every Three Years</p>	<p>No</p>	<p>CDSS</p>
<p>Safety-net Payments for Providers</p>	<p>No</p>	<p>CDSS</p>
<p>Resource Team for County Social Workers</p>	<p>Yes</p>	<p>IHSS, other CBOs to train on available programs/resources or referral database to check eligibility (SVILC, HCBS, program groups, Sourcewise)</p>

cc: Chief Board Aides
 Greta Hansen, Chief Operating Officer
 James R. Williams, County Counsel
 Tiffany Lennear, Clerk of the Board
 Ky Le, Deputy County Executive