

**In-Home Supportive Services/Public Authority
Advisory Committee
April 12, 2024
Meeting at 12:45 p.m.**

**County Operations Center
5560 Overland Avenue
1st Floor, Room 172
San Diego, CA 92123**

**To Participate Remotely (non-members)
Zoom Meeting
Meeting ID: 859 707 8275
Passcode: 172598
Dial by your location: +1 669 900 9128**

Please join or call 5 minutes prior to 12:45 p.m.

- I. CALL TO ORDER & WELCOME – Chair**
- II. ESTABLISHMENT OF QUORUM**
- III. HOUSEKEEPING REMINDERS**
- IV. PLEDGE OF ALLEGIANCE**
- V. INTRODUCTIONS**
- VI. MEETING CODE OF CONDUCT REVIEW**
- VII. APPROVAL OF AGENDA**
- VIII. APPROVAL OF MINUTES**
- IX. CHAIR REPORT**
- X. REPORTS**
 - A. AIS Advisory Council – Ethel Larkins**
 - B. Membership Committee – Julie Lara**
 - C. IHSS Report – Charity Lerma**
 - D. Community Report**
 - E. San Diego Regional Center – Kate Kinnamont**
 - F. UDW**
 - G. CICA – Nadine Branch**
 - H. Public Authority – Pati Lopez**
 - 1) Financial Report**
 - 2) BUPS/Recruitment & Retention/ Training**

XI. OLD BUSINESS (discussion and possible action):

A. Committee Events

XII. NEW BUSINESS (discussion and possible action)

XIII. PRESENTATIONS (discussion and possible action):

**A. In-Home Supportive Services Overview
by Julie Lara, Program Specialist II**

XIV. PUBLIC COMMENT (two minutes)

XV. MEMBER COMMENT

XVI. NEXT MEETING

A. May 10, 2024 Hybrid (In-Person/via Zoom)

XVII. ADJOURNMENT

If you are planning to attend and need disability-related accommodations, please call the IHSS the Public Authority at (866) 351-7722 at least three days in advance of the meeting.

If you would like to receive a complete packet of information electronically, please email your request to ana.molina@sdcounty.ca.gov. If you'd like the packet in hard copy, please call Ana Molina at (866) 351-7722 for more information.

Please visit the Public Authority's website at www.sdihsspa.com

In-Home Supportive Services (IHSS)



IHSS Advisory Committee Meeting

April 2024

[SANDIEGOCOUNTY.GOV/HHSA](https://sandiegocounty.gov/hhsa)

Objectives



- IHSS program overview
- Eligibility requirements
- IHSS staff
- IHSS population
- Regulation/policy updates



What is the IHSS Program?



- The IHSS program allows eligible recipients to remain safely in their own home and avoid out-of-home placement.
- To qualify for IHSS, the individual must be low-income and either 65 or older, blind, or disabled and have an assessed need for in-home services.
- IHSS will pay an eligible provider to help with specific tasks the individual is not able to perform independently.
- A provider is a caregiver who works for recipients receiving IHSS. Providers enable eligible low-income seniors and persons with disabilities to live independently in the comfort of their own homes.

What is the IHSS Program?



- IHSS is a statewide program administered by each county under direction of the California Department of Social Services (CDSS).
- Recipients are considered employers and are responsible for the management of their own case, including hiring, firing and training their own providers.
- Statewide, over 650,000 providers serve over 750,000 recipients.

Eligibility Requirements



- The IHSS program is intended for individuals who are low-income, 65 and older, blind, or disabled and require help related to personal care and/or domestic services.
- Individuals must have a Medi-Cal eligibility determination.
- Individuals must be California residents and live in their own home.
- Certification from a healthcare professional stating the following:
 - One or more daily care tasks cannot be performed independently.
 - The applicant is at risk of out-of-home placement without IHSS.

Public Authority



- The Public Authority was established per State mandate to act as employer of record for IHSS providers and operate a registry of providers.
- The Public Authority is a separate legal entity from the County, but works as a partner with IHSS, serving IHSS providers and recipients.
- In December 2023, the Public Authority Registry served a total of 1,179 recipients and 1,772 Providers.
- You can contact Public Authority by phone at (866) 351-7722.
- The Public Authority website: www.sdihsspa.com

IHSS Application Process



- Referrals can be made in multiple ways:
 - AIS Call Center
 - AIS online referral process
 - Email
 - Fax
 - In person at any of 6 IHSS regional offices



IHSS Application Process



- Contact information for the AIS Call Center is:
 - Telephone number: (800) 339-4661
 - Representatives are available Monday through Friday from 8:00 a.m. to 5:00 p.m.
 - Calls received after hours will be returned the next business day.

- AIS web portal is available:
 - Available 24 hours a day, 7 days a week.
 - Pre-registration is required for online referrals.
 - Online referral available only for professionals and mandated reporters.
 - Approval of the account is required. Once approved, the user will receive an email confirmation.

<https://sd.boundsportal.net/Portal/SDPublicSignUp.aspx>

IHSS Application Process



- Once application is received, a social worker will be assigned.
- IHSS Applicants/Recipients may select an Authorized Representative (AR) to assist with their application and/or case status.
 - Proper documentation must be completed for an ongoing AR.
 - An IHSS Applicant/Recipient can choose to allow someone to be present for their assessment.
 - Confidential case information is only disclosed to documented ARs.
- The IHSS social worker will contact applicant to set up an in-home assessment.
- Applicant will receive a written notice explaining outcome of application by mail.

IHSS Reassessment Process



- A home visit is required every 12 months to conduct a reassessment of the recipient's needs.
- Recipients may request an assessment prior to annual reassessment if there has been a change in their medical condition and/or need for assistance.
- Phone calls and emails are returned within one business day.

IHSS Staff



Currently there are **220** IHSS Social Workers within the **6** Regional offices:

- National City
- El Cajon
- Kearny Mesa
- Oceanside
- Escondido
- Southeastern San Diego

IHSS Leadership Staff



IHSS Population



Fiscal Year 2023-2024 IHSS population

| | |
|----------------------------------|----------------------|
| Children under 18 years old: | 5,087 |
| 18 to 64 years of age: | 14,461 |
| 65 years or older: | <u>21,541</u> |
| Total San Diego IHSS recipients: | 41,089 |

Monthly Averages



Fiscal Year 2023-2024

- Monthly average of New applications: 1,585
- Monthly average of Annual reassessments: 2,950
- Average authorized service hours: 117.7 hours/month

What's New:



Electronic Visit Verification (EVV)

- Effective **July 1, 2023**, all Non-Live-in Providers are required to check in and out at the beginning and end of each work to and indicate if IHSS services are being provided in the home or community.
- Providers are able to check in and out using the EVV Mobile App, the Electronic Services Portal or the Telephonic Timesheet System.
- There are no changes for live-in providers or recipients.

What's New:



Back-Up Provider System (BUPS)

- Back-up Provider System or BUPS is available to provide temporary IHSS services to eligible individuals when their regular providers are unavailable.
- Recipients are provided with a maximum total of 80 hours per fiscal year
- Severely impaired individuals may receive up to 160 hours per fiscal year.
- BUPS providers receive a two dollar per hour salary differential.
- Recipients in need of back-up provider care should contact their Social Worker.

What's New:



Tech2Connect

- AIS launched a two-year pilot program for isolated IHSS recipients and providers.
- The program provides tablets, in-home technology instruction, support and resources to promote social engagement, health and wellness.



What's New:



Parent Provider Regulations

- Effective **February 2024**, minor recipient provider eligibility requirements will be eliminated for minor recipients under most IHSS programs.
- Minor recipients will be able to hire the provider of their choice, as long as the provider has successfully completed the provider enrollment process.



Contact Information:

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