



Riverside County  
IHSS Public Authority

# 2022 ANNUAL REPORT





*"The Riverside County Public Authority is dedicated to providing assistance and support to individuals interested in becoming In-Home Supportive Services (IHSS) caregivers. In addition, they maintain a list of caregivers available to IHSS recipients who may not have family or friends to assist with their activities of daily living. The activities our PA performs are essential as they allow our seniors and dependent adult and children to reside safely in their own home instead of out-of-home care. This is a group of dedicated individuals, always willing to help others in a time of need. The Public Authority staff make Riverside County a great place to Live, Work, and Prosper with dignity and respect. Thank you for all that you do!"*



**Todd Bellanca, Assistant Director**  
County of Riverside  
Department of Public Social Services





As an enhancement to the In-Home Supportive Services (IHSS) program, the IHSS Public Authority strives to assist seniors and persons with disabilities to remain safely in their homes.









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# A Message From The Executive Director

Hello Riverside County! I am David Dai, Executive Director for the IHSS Public Authority. It's a privilege to present the efforts and accomplishments our team has leveraged through 2022.

After a global pandemic lasting nearly two years, communities worldwide know for certain, *People need People*. As such, this is the vision set before the IHSS Public Authority in this new year.

As we look to the future year, I am committed to being an advocate for community care, prioritizing the quality of life of every Riverside County resident by placing their well-being and dignity at the forefront of our efforts and goals.

This report serves as a strategic guide for the agency's response to the current gap we face between recipients and caregivers.

*"It is in your hands to create a better world for all who live in it."*

- Nelson Mandela

In 2022, to address the crippling aftermath COVID-19 left on the caregiving community, the IHSS Public Authority took a proactive role to replenish the network of caregivers.

Through new partnerships and creative recruitment efforts, the Public Authority worked hard to be a present force, not only as a face in our local communities but as the hands, serving, working, and connecting recipients and caregivers.

In addition, it includes the agency's key accomplishments, an update on operational activities, current issues at hand, and my plan for the agency through this upcoming year.

For 2023, we remain dedicated to being hand-in-hand with the recipients we serve and the in-home caregivers we support. I am deeply grateful to the Public Authority Staff for your dedication and support throughout the year.





Veronica Ortega  
Executive Asst. II  
Administration

# IHSS Public Authority Leadership Team



Michael Maniglia  
Admin. Svcs Mgr II  
Administration



Deborah Okogba  
Admin. Svcs Sup  
STARS Team



Eric Hernandez  
Social Svcs Sup II  
Dispatch Team



Tiffany Nelson  
Sup Prog Specialist  
TRT Team



Alejandra J. Espinosa  
Social Svcs Sup II  
Registry Team



Anna Carrillo  
Social Svcs Sup II  
Registry Team



Sandy Villatoro  
Social Svcs Sup II  
Registry Team



David Arnold  
Admin. Svcs Sup  
Data/DOJ Desk





Our Work At  
**HAND**

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2022

# IMPACT

The IHSS Public Authority was recognized by the National Association of Counties (NACo) for implementing several innovative technological approaches and creative outreach strategies to successfully recruit, train, and enroll caregivers in 2022. Below is a highlight of the agency's accomplishments in 2022.

Increasing the number of caregivers to the Public Registry, 645 new caregivers were activated and deployed.

**645** NEW  
CAREGIVERS  
HIRED

Our three social work teams matched over 2000 IHSS recipients to caregivers throughout Riverside County!

**2K** CLIENT TO  
CAREGIVER  
MATCHED

179 caregivers were deployed on an emergency basis to provide care to IHSS recipients and ensure they remain safely in their homes.

**179** EMERGENCY  
CAREGIVERS  
DISPATCHED

Caring for our caregivers, via employment verifications and employee relation requests.

**5K** REGISTRY  
CAREGIVERS  
SERVED

Call Center staff addressed over 6,900 service requests from clients, caregivers, and applicants.

**6.9K** SERVICE  
REQUEST  
ADDRESSED





A YEAR IN

REVIEW

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A photograph showing a person in a wheelchair being assisted into the back of a car by another person. The person in the wheelchair is wearing a light blue shirt. The person assisting is wearing a grey long-sleeved shirt. The car's interior and door are visible.

# Training & Recruitment Team

The Training & Recruitment Team is led by Supervising Program Specialist, Tiffany Nelson. The Training and Recruitment Team serves as the outreach team for the Public Authority, which includes registry caregiver recruitment and enrollment, coordination of in-person orientation sessions, access to caregiver and recipient training, and caregiver engagement. Multiple information sessions and in-person orientations are facilitated monthly throughout Riverside County to improve the onboarding of caregivers.

## Orientation & Outreach

In 2022, caregiver outreach included monthly virtual hiring and in-person hiring events, hands-on application assistance at information sessions, and targeted presentations to Riverside County Welfare to Work participants.

During the final trimester of the year, in an effort to increase outreach, recruitment, and enrollment efforts to onboard caregivers and connect them with a client, the IHSS-Public Authority partnered with the IHSS Provider Assistance Team and the United Domestic Workers Union to coordinate and facilitate countywide in-person orientations.

1,378 new registry caregivers were enrolled through these recruitment efforts, an 87% increase over 2021.

## Caregiver Training

1,420 caregivers attended the 125 virtual trainings that were hosted in 2022 (an increase of 105% over 2021). The rise in training attendance can be attributed to increased training opportunities offered and improved efforts to remind caregivers of their upcoming registered trainings.

While training partners remained the same in 2022, partnering agencies offered a range of new topics for the new year including nutrition classes, Stress Management, Managed Healthcare, Understanding Alzheimer's and Dementia, How to Manage a Pillbox, and Effective Communication Strategies.

To accommodate caregivers whose schedules prevented them from attending day trainings, we also began to host these training after normal business hours.

## Caregiver Appreciation & Resource Fair

In November 2022, Riverside County caregivers were recognized for their heroism during the 2022 Caregiver Training, Resource Fair, and Appreciation Event. In collaboration with the IHSS Advisory Committee, the Foundation on Aging, and the Office on Aging, the Public Authority hosted an online virtual training and two drive-thru resource fairs.



## Caregiver Appreciation Month Highlights



### **November 1, 2022**

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Riverside County Board of Supervisors signed a proclamation to recognize November 2022 as National Caregiver Month.



### **November 15, 2022**

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Virtual Appreciation Event - Special Presentations were made by partners including, the County of Riverside Office on Aging, Independence at Home and DPSS Staff Development.



### **November 16, 2022**

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East County Drive-Thru Resource Fair - 96 caregivers attended this event, with the first 70 receiving gift cards.



### **November 17, 2022**

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West County Drive-Thru Resource Fair - 216 caregivers attended this event with the first 153 receiving gift cards.



## Caregiver Comments

*"Hello, first allow me to thank you for putting on this and other events for the caregivers. Day in and day out we provide care without even giving it a second thought. So, this moment to take pause and acknowledge our hard work is truly appreciated."*

*"Thank you so much for everything you gifted us today! That means so much, you don't even know. Today and the zoom meeting on Tuesday truly helped me feel visible. Thank you again for recognizing those of us behind the scenes."*

## Customer Satisfaction Survey



During this time period, a total of 4,239 survey responses were received, with 80% providing an overall positive customer service experience with the Public Authority. These respondents commented that the staff were knowledgeable about the services provided and answered their concerns with clarity. Also, 84% of the customers responded on how respectful the staff were during the interaction.

Creating loyal customers through quality customer service is paramount with the Public Authority as it creates a strong public image and dependability within our communities. The customer experience plays a vital role in recommendations to other consumers and caregivers to engage with our services. The IHSS Public Authority is committed to our goals and to keep up with the pace of our increasing senior population.

# Special Tracking, Analysis & Reporting Services

The STARS Team is supervised by Administrative Services Supervisor, Deborah Okogba. STARS manages matters related to the 33,000+ Riverside County IHSS caregivers who provide services to the state's elderly and disabled In-Home Supportive Services recipients. The team facilitates at county level a broad range of processing, corrective, and disciplinary procedures between the caregiver and the State of California. STARS is comprised of four units: Fair Labor and Standards Act (FLSA), Special Payments Unit (SPU), Verification of Employment (VOE), and the Senior Human Resources Desk.

## STAR Team Highlights



### FLSA

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Eliminated 975 caregiver Travel Time Request queue to zero by February of Fiscal Year 2021-2022.



### Special Payments

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1371 Payment Corrections researched and approved for state processing and approximately 1150 caregiver COVID Leave Request forms were processed for payment or denial.



### Verification of Employment

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Reduced VOE request queue from 10-day processing to same day processing.



### Senior Human Resources Desk

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118 subpoenas and record requests processed.



# Dispatch Team

The Public Authority Dispatch unit, supervised by Eric Hernandez, serves as a point of entry for new caregiver requests. During 2022, the dispatch unit received 37,000 calls and maintained an average answer rate of 84%. In addition to accepting new caregiver requests over the phone, dispatch also receives requests for service via [RiversideIHSS.org](https://RiversideIHSS.org) self-service portal, where IHSS recipients may enter their own ticket for service. Other services managed by the Dispatch team include payment disputes and tickets for the PA Registry teams. The dispatch unit strives to deliver knowledgeable service while presenting a friendly and accessible face to our community customers.

## Back-Up Provider System

The IHSS Public Authority is proud to offer emergency back-up caregivers through our Back-Up Provider System program. The IHSS Back-Up System Provider is a 24-hour emergency caregiver program designed to provide stabilization services and support to elderly and disabled individuals who are assessed to be at risk of harm due to caregiver absence and serious safety concerns.

In 2022, the California Department of Social Services rolled out a similar program for BUS services titled "Back Up Provider Service" (BUPS). Integration of the state BUPS with the Riverside County Back-Up System will help ensure the maximum benefit and emergency coverage



throughout the county. The Public Authority's caregiver pool has increased by 5% over the past year, and overall emergency matching has increased by 25%. The Public Authority is thankful for the generous support of our registry Back-Up System caregivers!

## A Time of Need

Riverside County resident Edward Cho\* was told by his neighbor that he was hungry and had not eaten in a few days. Edward had noticed that the elderly gentleman was in less than average health and realized his friend desperately needed outside care.

Edward contacted our Adult Protective Services Hotline and requested help. Adult Protective Services quickly contacted the Public Authority who responded via the emergency Back-Up Service program.

The Public Authority was able to send an emergency caregiver immediately while continuing to look for a permanent caregiver. The caregiver was able to assist the elderly man in need with grocery shopping, meal preparation, personal care, and domestic tasks.

Edward stated he was very impressed with the care provided by Adult Protective Services and the Public Authority. He was thankful for the support provided to his neighbor and the community of clients the Public Authority serves.



*\*Names/Photos in this story have been changed to protect the recipient's identity.*





# Registry Team

The Registry team is supervised by three Social Services Supervisors each managing a specific region. Sandy Villatoro covers the Western Region, Alejandra Juarez Espinosa covers the Eastern Region, and Anna Carrillo covers the Mid-County Region. The Mid-County Registry Unit is the newest addition to the Public Authority. Beginning in September 2022, the overarching goal of this third unit's creation was to improve service delivery by having social services practitioners focus on particular areas, improve relationships with caregivers, and improve supervisory oversight. The Registry units have the privilege of wearing many hats as social services practitioners within the Public Authority. Social services practitioners are responsible for contacting IHSS recipients and working to find them a caregiver who will provide assistance while allowing them to remain autonomous and able to live in their own homes safely and comfortably.

## Emergency Response

In September 2022, the Fairview fire scorched thousands of acres that included the City of Hemet, displacing thousands of Riverside County residents. Among those evacuated to local shelters were several IHSS recipients in need of assistance. Many of their IHSS caregivers were also dealing with their own evacuations and unable to assist given the nature of this emergency. The IHSS Public Authority, led by Social Services Supervisor, Alejandra Juarez-Espinosa, quickly set up a response and conducted outreach to registry caregivers in the surrounding areas to help the recipients in need. The agency

received words of appreciation from both recipients and caregivers who were grateful to be assisted during this time of need.



## Innovation in 2022

Registry Social Services Practitioners use several resources to locate potential caregivers. These resources include: a database of eligible caregivers that generates potential matches of IHSS recipients and registry caregivers based on mutual criteria, caregivers calling the Public Authority Dispatch line to update their availability, and the GIS Mapping Tool that helps aid in continual successful matches of recipients and caregivers. The GIS tool was introduced to the Public Authority in November 2022. This tool

maps out IHSS recipients and caregivers allowing the Social Services Practitioner to better match based on geographical location.

Along with working on referrals, social services practitioners handle several clerical tasks, including ensuring hiring paperwork is submitted by both parties, mediating payment disputes between IHSS recipients and caregivers, and acting as a liaison communicating with other agencies and family members of IHSS recipients.



## Caregiver Matching

During 2022, the Public Authority received an average of 577 referrals per month for caregiver matching and needs assessments. The Public Authority's teams of social services practitioners assisted recipients in finding caregivers through a matching process. The Public Authority matched an average of 209 recipients and caregivers per month, creating new employment, and increasing safety in the community.



# Recipient & Caregiver Comments!

"I just wanted to take a moment to sincerely thank you for your help in finding an IHSS Provider for my mom, G.M. As soon as I heard from you, you worked so quickly, diligently, and thoughtfully to send my mom multiple qualified providers. You consistently followed up to ensure my mom was able to connect with a provider to get her the help she needed as soon as possible. You made sure to check-in afterwards to see if the provider was a good match and she is. I have been so impressed with the IHSS Provider you sent, I.V. She is professional, reliable, responsive, flexible and friendly. She is a joy to work with.

Shirley, you went above and beyond. I am so grateful for your help. I cannot thank you enough."

Sincerely,  
V.M.

"I'm happy to a social worker who take care my problem her name is Miss Rachel, I appreciated it." - Y.G.

"Miss Alejandra was very gracious to take my concerns seriously. She went above and beyond to search into my case to resolve the issue. She told me she will follow up when the issue is resolved, and she sure did follow up." - A.Y,

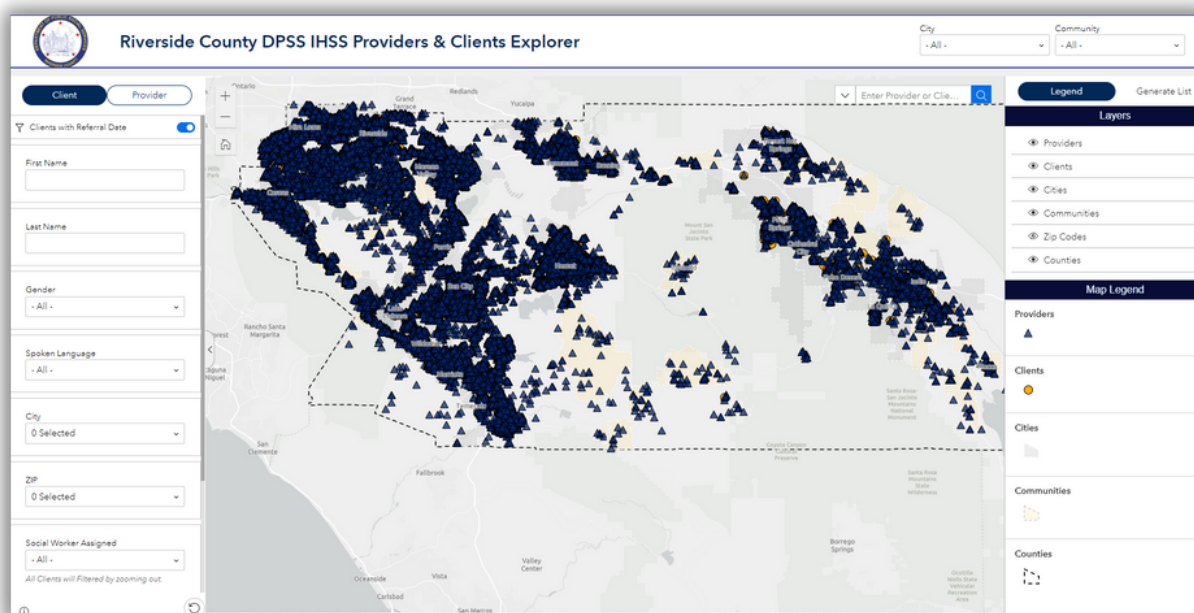
"Rodger Lara went beyond expectations of knowledge, courtesy, application of experience to close the file to present to supervisor immediately. I am still in shock the employee was able to assist in the professional way he did so quickly and at ease. It is not a quick nor (an easy) transaction at all. We are fortunate his work is available at this busy department. Thank you for your choice."  
-C.M.

# Data Reporting & Department of Justice Desk

The Data Reporting and Department of Justice Desk is supervised by David Arnold, Administrative Services Supervisor. This is a multidisciplinary team that provides data, analysis, and decision support to the Public Authority leadership team, while also coordinating Department of Justice background clearances and determinations for our caregiver partners. Our team includes Analysts, Administrative Services Assistants, Human Resource Clerks, and Office Assistants, who work together to support the full spectrum of Public Authority teams and activities

## Innovation in Technology

The Public Authority developed and implemented a Geographic Information Systems (GIS) tool that assisted our Social Service Practitioners in mapping out the locations of registry caregivers and recipients seeking assistance finding caregivers. Using GIS mapping technology, teams are able to geographically locate registry caregivers and recipients in close proximity to one another, which facilitates the matching process. This tool will also support marketing and campaign efforts, strategically targeting regions with the greatest need for recruitment.







# IHSS Advisory Committee

The IHSS Advisory Committee is a state-mandated function of the Public Authority with eleven members appointed by the Riverside County Board of Supervisors. At least 50 percent are current or past users of personal care assistance. The Advisory Committee studies, reviews, evaluates, and makes recommendations to the IHSS Public Authority and the IHSS County Administration relative to all matters affecting persons receiving In-Home Supportive Services in Riverside County. In addition, the Advisory Committee advocates on behalf of all county residents receiving In-Home Supportive Services to live independently at home.



## **IHSS Advisory Committee 2022 Presentations Highlights**

- February 2022: Waiver Personal Care Services Training with Institute on Aging
- June 2022: Share of Cost Training
- August 2022: Disability Awareness, IEHP Training
- September 2022: Inland Counties Legal Services

## **Accomplishments and Ongoing Activities      2023 Goals**

Coordinating the Caregiver Appreciation Event will be an ongoing activity in that the committee works closely with the Public Authority. In addition, participation in monthly CICA meetings will continue, along with spearheading a monthly newsletter and contributing to the Caregiver Handbook.

For the upcoming year, we are looking to increase the Advisory Committee membership and hold training at every IHSS Advisory Committee meeting. Future presentations and training include the IHSS Advisory Committee Overview and the CA IHSS Consumer Alliance (CICA) Overview.





A Look

AHEAD

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# 2023 GOALS

The IHSS Public Authority is focused on a very productive 2023 with many new opportunities for growth. We have identified specific goals that will make a significant impact on the communities we serve throughout the County of Riverside. Through our teamwork and cross-county collaboration, we will ensure we build a healthy and prosperous future for seniors, dependent adults, and children to remain safely in their homes.



One main objective is to increase caregiver enrollment in the Public Authority registry with a major focus on the County of Riverside's desert region. This year we will expand strategic outreach dedicated to this region to increase program access and awareness to potential caregivers. Our goal is to build up a surplus of caregivers in this region to allow recipients options for a tailored caregiver to fit their specific needs. We also have plans to increase engagement with the development of more partnerships with government, county, city, non-profits, and community-based organizations.



Our team will focus on educating the community about becoming an IHSS caregiver and how to apply. In addition to the outreach to increase our registry of caregivers, we will also focus on increasing our Back Up System caregivers. This will provide elderly and disabled individuals a safety net of caregivers during times of crisis or gaps in caregiver services. This outreach will be composed of marketing, education, awareness, and communication from our social workers, data, surveys, and geographical information systems.

### **Competitive Wages**

This year, Riverside County approved to increase wages for IHSS caregivers, a breakthrough in caregiver benefits. The Riverside County Board of Supervisors and the Riverside County Executive Leadership Team worked with local and state partners to increase the wages of our over 38,000 IHSS caregivers. The pay increase will support efforts to recruit and retain additional registry caregivers. Registry caregivers are essential in helping ensure seniors, dependent adults, and children remain safely in their own homes. This wage increase illustrates the value placed on the caregiving community and speaks volumes to the care Riverside County has for its residents.







# Closing THOUGHTS

As we look back on 2022, our success can be measured by our timeliness, professionalism, and the personalization of services offered by the IHSS Public Authority. We end this year feeling encouraged by our successes and accomplishments but with a renewed determination to address our goals and opportunities. We are honored to support and serve the residents of Riverside County.



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