

GOVERNING BOARD

February 13, 2007

HERB MEYER
CHAIR

Marin County Board of Supervisors
3501 Civic Center Drive
San Rafael, CA 94903

BOB ROBERTS
VICE-CHAIR

JOE O'HEHIR
TREASURER

SUBJECT: In-Home Supportive Services Public Authority of Marin Annual Report

HANK WENDT
SECRETARY

Dear Supervisors:

DORIS ENBERG

RECOMMENDATION: The In-Home Supportive Services Public Authority of Marin requests the President accept and file this Annual Report which overviews a) Services provided in 2005 and 2006; b) Progress on Urgent Backup Care program and IHSS provider benefits; and c) Plans for 2007.

ANTHONY LUU

ANGELO SACHELI

TERRY SCUSSEL

SUMMARY: The In-Home Supportive Services (IHSS) Public Authority of Marin Governing Board is pleased to present the Board of Supervisors with an update of significant accomplishments for 2005 and 2006. The Public Authority was created by your Board as an independent entity in 2002 to develop a registry of qualified providers for IHSS consumers, establish an employer of record for IHSS providers and allow them to engage in collective bargaining, provide training for providers and consumers and administer benefits for providers. Since that time, the Public Authority has enjoyed unqualified success in delivering services that enable persons to receive high quality caregiving services at home instead of in an institutional setting at a much greater cost. The Governing Board is particularly appreciative of your Board's solid support of the Public Authority's 2006-2007 budget which is enabling us to provide excellent services to consumers through education, training and maintaining a robust and qualified registry of providers.

ANEICE TAYLOR

*A MAJORITY OF THE
GOVERNING BOARD
MEMBERS EMPLOY HOME
CARE WORKERS.*

In this year's report, we would like to focus on three main points:

1. Highlights of services provided in 2005 and 2006
2. Report on the progress of two important initiatives: Urgent Backup Care program and extended IHSS Provider Benefits
3. Looking forward to 2007

In 2005, we made significant progress in serving our core constituency of 1300 IHSS consumers (recipients of in-home services) who together receive 1.6 million IHSS program hours per year. We made 310 matches of consumers with providers and added 149 new providers to our Registry during the year. We negotiated an increased provider wage from \$9.75 to \$10.50 an hour and were able to recruit and retain more providers. We trained 167 providers and heard many anecdotal stories about how this training improved providers' performance on the job. We continued to offer benefits to 235 providers which helped retain

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qualified workers for our consumers. We launched an updated website to make more information available to consumers and their families. Many consumers are assisted by their adult children who greatly value the ability to get information and help their parents after regular business hours.

In 2006, we were very pleased to design and develop the Urgent Backup Care program to serve consumers (recipients of in-home services) who have an unplanned need and whose health and safety would be endangered without a replacement provider. We are looking forward to launching this program in February 2007. We also extended the number of insurance benefits available to providers from 235 to 265. Through discussions with the provider Union, SEIU United Healthcare Workers West, we were able to pinpoint the benefits package which best meets the needs of providers and would be most likely to attract quality workers to remain employed by consumers. We introduced a peer support group to help providers respond better to the challenges of their work for consumers. In November, we were delighted to co-host a Provider Appreciation Gala in collaboration with Marin County's Adult Social Services to recognize and appreciate the contributions of providers to the well being of consumers. At this event, we were honored by the presence of Supervisor Adams and her presentation of a resolution honoring providers.

In 2006, our other key accomplishments included:

1. Made 375 matches of consumers with providers;
2. Added 185 new providers to the Registry;
3. Trained 290 providers; and
4. Extended insurance benefits to 265 providers starting in October.

In October of 2006, we were gratified that an independent audit of the Public Authority's financial statement for the year ending June 30, 2006 resulted in an unqualified opinion that the books and financial programs are in compliance with accounting standards.

In 2007, we look forward to launching the Urgent Backup Care program to serve all consumers in Marin County. We also plan to expand our training offerings to consumers in senior and disabled housing. We will continue our outreach efforts to the media and consumers to expand awareness and increase utilization of our services. We will continue to grow our provider training program.

In this presentation, we are very pleased to report that the Public Authority is fully carrying out the County's mandate to serve consumers by providing a referral registry for IHSS consumers and negotiating wages and benefits for IHSS providers. We look forward to continuing this work and updating the Supervisors on our progress through regular reports.

COMMUNITY IMPACT: The IHSS program provides funding for people who are elderly, blind, or living with a disability, have very low income and need personal assistance services to live at home safely. The IHSS program is mandated by the State of California, and implemented on the local level by Marin County's Health and Human Services, Adult Social Services.

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Without this help, many would be forced to live in a nursing home. Through the IHSS program, recipients (known as IHSS consumers) can remain in their home and active in community life. In Marin County, the IHSS program serves approximately 1,300 people who employ and utilize 1,300 care providers. The Public Authority supports the IHSS program by recruiting, screening, training and referring qualified care providers to IHSS consumers, and administering care provider benefits.

FISCAL IMPACT: This Annual Report meets the terms of the Public Authority's Interagency Agreement with the County to annually update the Supervisors, and has no fiscal impact.

To review a copy of the Public Authority's Annual Report for 2005 or Financial Statements and Auditor's Report for Year Ending June 30, 2006, contact the Public Authority at 415-499-1024.

REVIEWED BY:

<input type="checkbox"/>	Auditor Controller	<input checked="" type="checkbox"/>	N/A
<input type="checkbox"/>	County Counsel	<input checked="" type="checkbox"/>	N/A
<input checked="" type="checkbox"/>	Health & Human Services	<input type="checkbox"/>	N/A
<input type="checkbox"/>	Human Resources	<input checked="" type="checkbox"/>	N/A

Respectfully submitted,



Herb Meyer
Chair Governing Board



Aneice Taylor
Chair Outreach Committee



John Stansbury
Executive Director