



# Mendocino County Health & Human Services Agency

*Healthy People, Healthy Communities*

**Anne C. Molgaard, Acting Director**  
Bekkie Emery, Social Services Director  
Kelsey Rivera, Deputy Director  
Adult and Aging Services



## Response to Mendocino County Grand Jury 17-18 Report

**Report Title:** In-Home Supportive Services

**Report Date:** May 15, 2018

**Response Date:** July 15, 2018

**Response by:** Kelsey Rivera, Deputy Director, Adult and Aging Services, HHSA  
Bekkie Emery, Assistant Director--Social Services, HHSA  
Anne Molgaard, J.D., Acting Director, Health & Human Services Agency

**Findings.** I have reviewed the report and submit my responses to the FINDINGS portion of the report as follows:

We agree with the findings numbered: F4 and F7

We disagree partially with the findings numbered: F3

We disagree wholly with NONE of the findings.

**Recommendations.** I have reviewed the report and submit my responses to the RECOMMENDATIONS portion of the report as follows:

Recommendations numbered R3, R4 and R5 have not yet been implemented, but will be in the future.

*Please see attached statement with the schedule for implementation(s).*

Recommendations numbered NONE requires further analysis.

Recommendations numbered NONE will not be implemented because they are not warranted or are not reasonable.

Respectfully submitted,

Signature:   
Anne C. Molgaard, Acting Director, HHSA

Date: July 15, 2018

Total number of pages including attachments and this page: 3

## **FINDINGS:**

**F3. The public is generally unaware of the function and benefits of this program.**  
Partially Disagree: In-Home Support Services (IHSS) currently has 1,738 recipients, 1,624 providers, and 70 employees in Adult and Aging Services/Health & Human Services, all of whom are fully aware of the function and benefits of this program. In a county of less than 90,000 residents, that number of informed citizens is significant.

All local hospitals, medical clinics, physician offices and community partners are aware of the IHSS program and how to refer a client for services. However, due to the staffing changes in local partner agencies over time, some newer employees and volunteers may not be aware of the program. We will track our informational sessions and materials to make sure that we contact each referring entity at least one time per year.

This additional, regular outreach and education will become even more important over time, as demographic patterns show Mendocino County's population age 60 and older is growing proportionally larger.

**F4. Caregivers may choose from a variety of helping tasks and may exclude tasks they are not comfortable performing, which is helpful in recruitment.**

Agree: IHSS providers choose whom they wish to work for and what tasks they are, or are not, willing to perform.

**F7. The website does not provide adequate information, which is a barrier to anyone trying to access the program.**

Agree: The current website for Mendocino County HHSA Adult and Aging Services ([www.mendocinocounty.org/adults](http://www.mendocinocounty.org/adults)) is lacking sufficient information and does not have accessible links to provide recipients and providers the ability to apply for services on-line. While most clients currently inquire by telephone, an updated and accurate web page is essential for clients, providers who refer potential clients, and their families. Please see below for solutions.

## **RECOMMENDATIONS:**

**R3. Increase public awareness of the IHSS program through marketing strategies. (F3, F7)**

The recommendation has been implemented, and will continue to be implemented.

IHSS is an entitlement program and while we do not 'market' the program, per se, we will continue to improve the website, discuss the program publicly at meetings and work to engage all eligible individuals in need of support in the IHSS program. Additionally, we actively recruit IHSS providers, which in turn highlights the IHSS program.

Public Authority (PA) program staff is responsible for accepting applications, fingerprinting, completing background checks and providing an orientation for all IHSS providers. PA staff and members of the IHSS Advisory Committee have been working on strategies to recruit IHSS providers. They have been attending local job fairs and public events. They have created a new flyer which highlights the benefits and opportunities of being an IHSS provider. They have previously posted recruitment flyers throughout the county in local establishments. We will continue these efforts and strategize more opportunities to recruit IHSS providers.

**R4. Emphasize flexibility in choosing tasks when recruiting for providers. (F4)**

All IHSS providers are required to complete an application of employment. On the application they are asked what types of work they are willing and or not willing to perform while working with recipients. Their responses are put into a data base which then matches their stated work preferences with recipient needs prior to interviewing with the potential recipient.

Through the support and assistance from the IHSS Advisory Committee and the provider union Local SEIU 2015, we are creating a provider recruitment pamphlet which highlights the flexibility in hours, job duties and locations of work. The flyer is expected to be available for all recruitment opportunities by August 2018. (Upon completion, we will forward a copy to the Grand Jury).

**R5. Change the website to include all pertinent contact information, forms, and complaint procedures and phone numbers. (F7)**

By working with the Mendocino County Information Technology Department and the HHSA Communications Coordinator, Adult and Aging Services will be developing a fully functional web pages for both IHSS and Public Authority.

The web pages will include all pertinent contact information, forms, complaint procedures and public access phone numbers. We will also create an application link for both providers and recipients to be able to apply on-line to either access services or to become a care provider. We will ensure the link from the California Department of Social Services is connected directly to the local Mendocino County IHSS and Public Authority pages. We will also provide a link on the Mendocino County Human Resources - Affiliated/Agency Jobs, which will allow job seekers access to the Public Authority information page to apply to become a provider. The goal will be to have the website, pages and links developed and functional by October 2018.

(Upon completion, we will forward the live web link to the Grand Jury).