

Adult Services

The **Adult Services Division's mission** is to promote safety, well-being and independence for elderly and vulnerable adults.



"[My husband] was ill for many years with diabetes and its' complications. [The ASD social worker] worked very hard and always went the extra miles to assure [he] would have the help he needed. She didn't just go the extra mile, [she] went the 'extra ten miles' for his sake. We cannot thank her enough! She was always kind, compassionate, and caring."

~IHSS Customer

Program Purpose / Overview / Descriptions

The Adult Services Division (ASD) is made up of **In Home Supportive Services (IHSS)**, the **IHSS Public Authority (PA)**, **Adult Protective Services (APS)**, and the **Homeless Programs Unit**.

- ◆ The **In Home Supportive Services** Program provides home care assistance to low-income elders and vulnerable adults and minors with disabilities, who otherwise might be placed in an out-of-home care facility, to remain living safely and independently in their own homes. Effective IHSS is a key preventative measure against elder and dependent elder abuse, neglect, and homelessness.
- ◆ The **IHSS Public Authority** offers resources that allow IHSS service recipients enhanced access to in-home care providers. This is accomplished by creating a pool of screened and trained eligible in-home care providers.
- ◆ The **APS** Program investigates reports of abuse, neglect and exploitation of elders or vulnerable adults. APS works to alleviate and prevent physical, sexual, and financial abuse, neglect, isolation and abandonment, abduction, and mental suffering.
- ◆ The **Homeless Programs Unit** supports a county-wide Continuum of Care (CoC) that works to improve coordination and integration with existing resources and community programs for people who are experiencing homelessness, in an effort to move homeless people toward stable housing and self-sufficiency.

During FY 15/16,
over **28,000** active
IHSS clients were
served by over
24,000 caregivers

Nearly
1 million calls
were received by
the Public
Authority to assist
Caregivers

Adult Services Division Client Facts

Riverside County’s elderly population is expected to continue to grow significantly and much faster than younger population groups. **The county is projected to have the second largest increase of older adults in California through 2060.** The impact of abuse, neglect, and exploitation also has a profound fiscal cost. The direct medical costs associated with violent injuries to older adults are estimated to add over \$5.3 billion to the nation’s annual health expenditures.

By 2060, **there will be approximately one million adults over age 65**, who will make up approximately 25% of the total population in Riverside County.

The fastest growing group in Riverside County are those over the age of 75, which is projected to grow between 240% (age 75-84 years) and 443% (over 85 years) by 2060.

Over the last five years:	
APS Caseload	↑ 83%
APS Substantiation Rate	↑ from 19% to 31%
Combined IHSS Caseload	↑ 59%

This continued rapid growth of the aging population has prompted the DPSS Adult Services Division to seek innovative ways of providing quality and efficient care for

IHSS is the fastest growing major social service in California, with the number of new and active IHSS applicants in Riverside County growing by 4,700 clients (12%) from 39,000 in FY 14/15 to 44,000 in FY 15/16.

its elderly and vulnerable adult clients through In Home Supportive Services, Adult Protective Services, the Public Authority and the Homeless Programs Unit. ASD serves Riverside County residents with a philosophy grounded in every person’s rights to dignity, self-determination and to live in the least restrictive environment possible.

Most of the over 28,000 IHSS and 15,000 APS client cases suffer from **multiple chronic diseases, with 70% having between five and 20 diagnosed medical conditions.** These clients have frequent hospitalizations, are **high users of costly emergency room care**, use many medications, and have limitations on their ability to perform basic daily functions due to physical, mental, and psychosocial challenges. ASD’s **coordinated and integrated approach** provides quality, efficient care for its clients with complex health care needs.

During FY 15/16, APS investigated **15,067** reports of abuse, and confirmed that one-third required intervention to protect clients from further abuse or neglect (28% or 4,218 abuse cases). **Nearly half involved self neglect** (43%), while one in four involved neglect by others (25%).

Elder abuse victims are **four times** more likely to go into a nursing home.

The second week of November is **In-Home Supportive Services (IHSS) Homecare Provider Recognition week.**

PROGRAM STATISTICS

Riverside County's caseload growth is **higher** compared to other similar-sized counties in California.

During fiscal year 2015/2016:

- ◆ **247 IHSS STAFF** served over **41,000 UNIQUE SENIORS, CHILDREN AND ADULTS WITH A DISABILITY**, who suffered from multiple debilitating health conditions and required daily living assistance to safely remain at home, and over **24,000 UNIQUE CAREGIVERS** who cared for the most vulnerable residents of Riverside County
- ◆ **115 APS STAFF** served over **12,500** unique victims of neglect, physical abuse, sexual abuse, financial abuse, or emotional abuse across over **15,000 REPORTS OF ABUSE**
- ◆ **56 PUBLIC AUTHORITY STAFF** completed over **950 HOME VISITS**, responded to over **398,000 CALLS** to the IHSS timesheet service center, and matched over **2,200 PROVIDERS** with IHSS recipients through the registry
- ◆ **14 HOMELESS PROGRAMS UNIT STAFF** oversaw **\$10 MILLION** as the Continuum of Care Collaborative Applicant

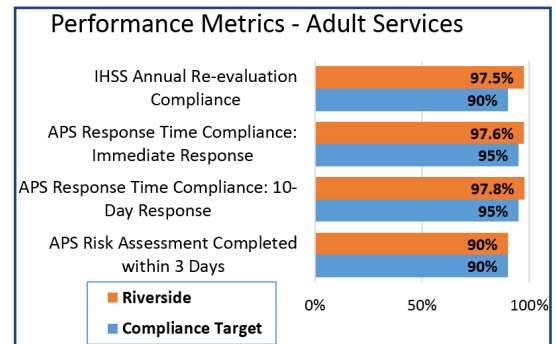
ACCOMPLISHMENTS

IHSS

- Increased community partner collaboration to enhance services to the elderly:
 - Geriatric Workforce Enhancement Program
 - Medical Resident Shadowing of IHSS social workers
 - Coordinated Care Teams with IEHP and Molina Health Plan Participants

APS

- Expanded community partnerships to aid and facilitate response to abuse and neglect cases:
 - Developed an Elder Abuse Forensic Team with RUHS School of Medicine that has processed more than 40 cases for capacity assessments
 - Initiated geriatrician, nurse, and medical resident home visits with RUHS School of Medicine
 - Partnered with Azusa Pacific University to provide hands-on practicum experience to MSW and MSG students and expose them to the field of geriatrics through IHSS and APS programs



PA

- Increased the PA Registry pool of in-home providers by 81% in 2015 (from 913 to 1,655)
- Achieved a 94% successful answer rate by PA reception on an average of 8,360 calls each month
- Implemented a first-of-its-kind caregiver training and workforce development program in partnership with UCLA

HOMELESS PROGRAMS

- Sustained existing \$1.7 million dollar emergency shelter operation and over \$9 million in HUD funding
- Secured \$315,000 in new funding to increase capacity for planning and administrative support
- Participated as a key partner in the countywide effort to end homeless among veterans by the end of 2016.

PROGRAM GOALS AND OUTCOME MEASURES (FY 2015/2016)

- **Improved care coordination.** Riverside County's participation in a state demonstration project, the Coordinated Care Initiative (CCI), improved collaboration between IHSS and managed health care plans IEHP and Molina, linking clients with needed medical care, behavioral health services and other long-term services and supports. Since July 2014, the collaboration resulted in coordinated services for 851 clients, with 614 served in FY 15/16 alone.
- **Improved quality of customer care.** The IHSS caseload was at a high of over 600 cases per social worker in FY 13/14, but has been reduced to 362 by the end of FY 15/16 through prioritized hiring efforts, resulting in timely client assessments.
- **Prioritized timely and efficient services.** Hiring additional IHSS social workers resulted in eliminating over 4,000 backlog cases for annual IHSS re-evaluations. In response to the 2016 rollout of the Fair Labor Standards Act (FLSA) regarding new federal wage policies affecting IHSS clients and their providers, ASD implemented an improved automated telephone call system providing over 108,000 rapid informational alerts and updates regarding FLSA to over 24,000 IHSS providers.
- **Increased cost savings to local families.** Maintained 2,708 clients in their home through the IHSS Protective Supervision (PS) services during FY 15/16 and avoiding institutional care. The total cost difference is an estimated savings of \$113,736,000 per year.
- **Recovered fraud loss totaling \$3.7 million.** Through a multidisciplinary team of partner organizations, led by APS, the multi-disciplinary CARE program recovered and saved over \$3.7 million of Riverside County residents' assets from consumer fraud during FY 15-16.
- **Initiated homeless outreach.** Beginning July 2015, ASD designated staff to assist in planning and coordinating homeless outreach events to identify and work with homeless until they are permanently housed. These efforts have resulted in 114 individuals permanently housed while 44 are in the process of being permanently housed.
- **Created local jobs.** For Riverside County, the state paid almost \$331 million for IHSS services, estimated to generate **71,496 jobs** and contribute over \$119 million in state income tax revenue. Most of the IHSS spending (85%) goes directly to pay for wages of workers.
- **Processed Medi-Cal applications to enroll in IHSS.** ASD's small Medi-Cal team of 24 Eligibility Technicians processed over **850 Medi-Cal applications during FY 15/16**, an average of 72 completed applications per month.
- **Worked with partners to identify gaps in services.** In spite of the county's success with its expansion of IHSS and APS services, IHSS providers, community partnerships, and the Elder Abuse Forensic Team, there remain gaps in services for these populations, particularly placement and housing for clients with multiple needs and additional medical care coordination services.