

# Riverside County IHSS Public Authority PROGRAM SERVICES 07/15/2016

## Time Sheet Service Center (TSSC)

- Live customer resolution support
- Use of data to respond immediately to program changes

## Registry & Provider Matching Support

- **Quick Start** (24- to 48-hour Social Worker home visitation & matching)
- **Centralized Dispatch** (and same-day provider referral list)
- **Provider "Patch"** (same-day, short-term provider replacement)

Note: Matching with List = 40% success rate

Matching with Social Worker = 90% success rate

## Customer Support Center (CSC)

- Care Provider Recruitment/Enrollment
- Provider Support, Training, and Retention (STAR)
- Mobile Live Scan – Pilot started

### 2016 Mobile Live Scan Pilot

	Feb	Mar	Apr	May	Jun	TOTAL
<b>Total Appointments</b>	19	91	193	256	249	<b>808</b>
<b>Rolling Fee @ \$20</b>	\$ 380	\$ 1,820	\$ 3,860	\$ 5,120	\$ 4,980	<b>\$ 16,160</b>

	<u>Monthly Projection</u>			<u>Annual Projection</u>	
	Total	Fee	Savings		
Moreno Valley District SOC 846 Submitted	250	\$20	\$5,000	<b>\$60,000</b>	<b>In-kind Support</b>
June 2017 Projection with 6 Districts	1500	\$20	\$30,000	<b>\$360,000</b>	<b>In-kind Support</b>