

## Riverside County IHSS Public Authority Technology Presentation 07/15/2016

<b>Reception</b> ( <i>Dwight H. Benner</i> )	<b>Dec-15</b>	<b>Jan-16</b>	<b>Feb-16</b>	<b>Mar-16</b>	<b>Apr-16</b>	<b>May-16</b>
Incoming/Received Calls	7,292	10,277	9,077	9,465	9,484	9,712
Abandoned Calls	116	344	662	161	144	213
Percent Answered Monthly	98%	97%	93%	98%	98%	98%

<b>Dispatch</b> ( <i>Rose Valdes</i> )	<b>Dec-15</b>	<b>Jan-16</b>	<b>Feb-16</b>	<b>Mar-16</b>	<b>Apr-16</b>	<b>May-16</b>
Incoming/Received Calls	4,344	4,644	5,981	5,268	5,573	5,801
Abandoned Calls	554	1,283	889	621	503	611
Percent Answered Monthly	87%	72%	85%	88%	91%	89%



<b>Time Sheet Service Ctr.</b> ( <i>Barbara Wa</i> )	<b>Dec-15</b>	<b>Jan-16</b>	<b>Feb-16</b>	<b>Mar-16</b>	<b>Apr-16</b>	<b>May-16</b>
TSSC - Incoming Calls	90,269	115,874	52,543	25,796	30,124	20,316
TSSC - Abandoned Calls	6,579	40,211	10,894	1,279	1,819	123
TSSC - Percentage Answered Monthly	93%	65%	79%	95%	94%	99%

<b>FLSA Inquiry Hotline</b> ( <i>Elizabeth Dyche</i> )	<b>Dec-15</b>	<b>Jan-16</b>	<b>Feb-16</b>	<b>Mar-16</b>	<b>Apr-16</b>	<b>May-16</b>
FLSA - Incoming Calls	2,625	3,770	9,077	10,987	5,269	2,048
FLSA - Abandoned Calls	860	417	1,321	2,820	1,171	187
FLSA - Percentage Answered Monthly	67%	89%	85%	74%	78%	91%

**RIVERSIDE COUNTY  
IHSS PUBLIC AUTHORITY**

**Time Sheet Service Center  
(TSSC)**

In 2013, the Adult Services Division and Public Authority launched a call center dedicated to the resolution of time sheets and payment concerns for IHSS in-home care providers. TSSC functions under the service philosophy of *immediate problem resolution through "live" customer interface.*

In spite of continued increased in call volume, call center staff is able to maintain a 98% answer (and resolution) rate to customer calls.

<b>January 2016</b> <i>(% Success Rate)</i>	<b>Total Calls Received</b>	<b>Total Accepted "In Queue"</b>	<b>Total Answered</b>	<b>Total "Lost" or Disconnected</b>
Wed_13 (93%)	1344	1305	1244	100
Thur_14 (95%)	1260	1249	1202	58
Fri_15 (75%)	2325	1946	1742	583
<i>FLSA</i> Tue_19 (56%)	11786	6913	6570	5216
Wed_20 (56%)	14798	8846	8268	6530
Thu_21 (64%)	10100	6770	6497	3603
Fri_22 (88%)	4259	3845	3729	530
<i>FLSA</i> Mon_25 (55%)	24189	13563	13251	10938
Tue_26 (60%)	9947	6255	6003	3944
Wed_27 (62%)	8452	5581	5252	3200
Thur_28 (84%)	3230	2863	2698	532
Fri_29 (83%)	2144	1953	1780	364
<b>Monthly Total</b>	<b>115,874</b>	<b>79,831</b>	<b>75,663</b>	<b>40,211</b>

**"FLSA  
Informational  
Stuffer"** mailed  
to recipients &  
providers

JANUARY DAILY AVERAGE

(2:48)

Calls answered per day **4100** @198 sec per call  
 Agents logged on **6**  
 Total Calls per Agent/Day **683**  
 Time "In-Service" 135300 sec.  
 2255 min.  
 (Shift = 8 hours) **37.6 hrs.**  
 % Time Available (for other tasks) **-370% Available**

JUNE DAILY AVERAGE

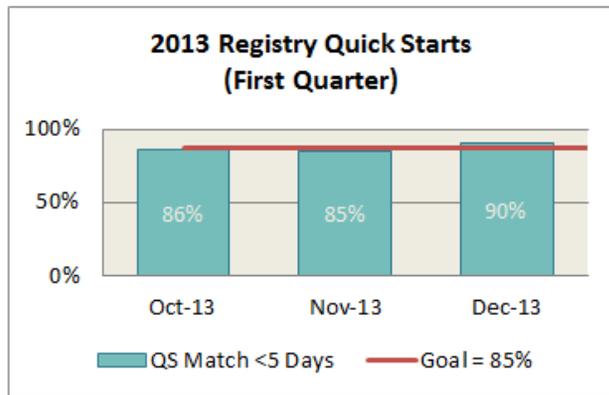
(2:48)

Calls answered per day **777** @198 sec per call  
 Agents logged on **12**  
 Total Calls per Agent/Day **65**  
 Time "In-Service" 12820.5 sec.  
 213.675 min.  
 (Shift = 8 hours) **3.6 hrs.**  
 % Time Available (for other tasks) **55% Available (98%)**

### QUICK START: A Social Work Approach to Caregiver Matching

In October 2013, the PA launched a service delivery model geared at further reducing client risk factors through (1) immediate social worker response; and (2) in-home care-giver matching. This service approach is unique in that both the “caregiving needs assessment” and the provider payment processing are streamlined into one client home visit.

Quick Start referrals, PA social workers complete a client home visit within two days upon receipt of request. During the home visit, PA staff also facilitates “job interviews” between the client and perspective providers. All paperwork and payment processing are completed by PA staff, allowing the benefit of service to start as quickly as the next day, but no later than 5 days from the home visit/interview.



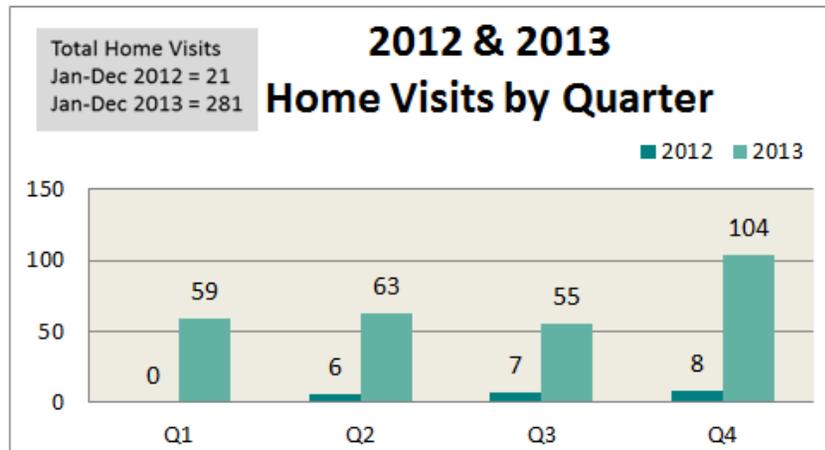
The Quick Start service model mitigates client health and safety risk by:

- \* achieving quality provider matches (job placement) by the end of the visit;
- \* mediating/educating both parties on Rights and Responsibilities associated with the “client-employer” and “caregiver-employee” relationship;
- \* centralizing all paperwork requirement (at PA) to ensure immediate service provision.

### Enhanced “Caregiving Assessments” through Home Visitation

The primary goal of PA Registry is to establish long-term, fruitful care-giving relationships, allowing our IHSS consumers to thrive independently in their own homes.

Starting in October 2013, appropriate care providers are interviewed, screened, and matched with IHSS consumers during home visits to ensure quality, informative interactions.



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<b>Registry</b> <i>(Leticia Payan, Maria Belluscio)</i>	<b>Dec-15</b>	<b>Jan-16</b>	<b>Feb-16</b>	<b>Mar-16</b>	<b>Apr-16</b>	<b>May-16</b>
<b>Pending Requests</b> <i>(Carried Over as of the End of the Month)</i>	41	8	39	28	39	48
<b>Total New Referrals</b> <i>(Based on month-end status)</i>	263	242	336	369	354	374
Quick Start (QS): Target: 2-5 days match	259	239	332	365	348	342
Regular Start: Target: 6-10 days match	3	3	1	3	6	32
List Only Target: 30 days match, 2 lists max.	1	0	3	1	0	0
<b>Total Matching Home Visits Conducted by SWs</b>	100	98	149	161	121	101
4. Overall SW HV Match Success Rate	92%	76%	80%	83%	82%	84%
<b>Total "Other" Home Visit Types</b>	56	76	100	172	125	103
Safety Check	18	39	26	52	26	15
Mediation	0	3	0	2	1	1
Enrollment Paperwork	19	16	66	84	74	63
Timesheet Signature	19	18	8	34	24	24
<b>SW Matched by Direct and List Only (No HV)</b>						
SW Direct Matched Total (% Matched)	80 (100%)	83 (96%)	109 (100%)	155 (98%)	109 (97%)	109 (100%)
SW List Sent Total (% Matched)	104 (94%)	86 (36%)	124 (33%)	118 (35%)	229 (22%)	96 (34%)
<b>Referral List Only (OAIII Dispatch Only)</b>						
Total List Sent	169	127	115	93	39	91
Total Unduplicate Client	144	113	106	87	39	83
Total (%) Matched based on unduplicated clients	75 (52%)	51 (45%)	47 (44%)	41 (47%)	19 (49%)	49 (59%)
Average List Sent per Client	1.2	1.1	1.1	1.1	1	1.1
<b>Total Matches Achieved in the Month</b> <i>(HV+Direct Match+List)</i>	345	236	316	368	274	276
Monthly Avg.: 303						

