



SUMMARY REPORT

Agenda Date: 12/3/2024

The To: Board of Supervisors

Department or Agency Name(s): Human Services

Staff Name and Phone Number: Angela Struckmann 707-565-5800, Paul Dunaway 707-565-3673, Eric Glentzer 707-565-5952

Vote Requirement: 4/5th

Supervisorial District(s): Countywide

Title:

Adult and Aging Position Conversion Request

Recommended Action:

- A. Adopt a Position Resolution to delete 6.0 Full-Time Equivalent Home Care Support Specialist allocations and add 6.0 Full-Time Equivalent Social Service Worker II allocations to In-Home Supportive Services Public Authority, effective December 3, 2024.
- B. Adopt a Budget Resolution adjusting the 2024-2025 budget to increase appropriations in the Human Services Department by \$98,700 to account for the increased salary and benefits. (4/5 Vote Required)

Executive Summary:

The In-Home Supportive Services (IHSS) Public Authority (PA) supports IHSS clients by maintaining a registry of caregivers available to refer to clients who need in-home care. Legislative and programmatic changes in the IHSS program require PA staff to complete new and more complex tasks that are outside the scope of the Home Care Support Specialist classification but fit within the Social Service Worker II classification. The new, higher-level tasks will be assigned to the positions as attrition occurs. During the transition period, higher-level tasks such as completing Back Up Provider System assessments and making direct referrals to community partners will be assigned to Social Service Worker II staff while Home Care Support Specialist staff will complete the tasks consistent with their classification. At the end of the transition period, having all 6.0 FTE positions at the Social Service Worker II level will ensure that the work can be evenly distributed across the unit and that staff can provide a higher level of support to IHSS clients and caregivers to keep people safe and independent in their own homes.

The department is seeking approval to delete 6.0 Full-Time Equivalent Home Care Support Specialist allocations and add 6.0 Full-Time Equivalent Social Service Worker II allocations in the IHSS Public Authority.

Human Resources Department has reviewed the job duties of the positions and determined that the job classification changes are appropriate.

Discussion:

The Home Care Support Specialists (HCSS) fulfill a vital role in the In-Home Supportive Services (IHSS) Public Authority (PA). HCSSs are responsible for orienting all new IHSS providers to the program, supporting

consumers of IHSS to become successful as employers, and maintaining a registry of well-qualified providers to refer to clients needing care. These services are critical to ensure that IHSS consumers have access to care and they can benefit from the IHSS program to stay living safely at home in their community.

There are three primary reasons why the HCSS positions should be changed to Social Service Worker (SSW) II positions:

1. Welfare & Institutions Code Section 12300.6 was enacted in 2022 to establish a Back-Up Provider System (BUPS) for the IHSS program. This legislation requires counties to respond to client requests for urgent care when a client is unexpectedly without a provider or when transitioning from an institution to home-based care and do not yet have an identified provider. To comply with the BUPS requirements, clients' care needs must be assessed to determine if a client can safely have their essential needs met by a back-up provider. This assessment and planning is completed by HCSS staff, which is outside the scope of the classification.
2. When a client does not have a provider, the IHSS social worker makes a referral to the HCSS to find a new provider. If the HCSS does not have a provider available, it is necessary to coordinate agency and community resources to meet the client's needs in other ways (such as with home delivered meals) while continuing the search for a provider. Human Resources has determined that direct referral responsibilities are more appropriately performed by the Social Service Worker II classification. By changing the HCSS allocations to SSW IIs, staff can make this assessment and coordinate appropriate agency referrals and resources for clients.
3. The number of IHSS clients without a provider continues to grow. The number of people qualifying for IHSS grows as our population of older adults increases. The number of providers needed to meet this demand has been a challenge. As of July 2024, there were 880 IHSS clients who did not have a provider. It is no longer adequate for HCSS staff to merely provide appropriate job direction and support to providers regarding adherence to program policies and work guidelines. To recruit sufficient providers to meet the needs of clients, it is necessary to assess the employability of providers, assist them to overcome problems that limit their ability to obtain and maintain employment, encourage reluctant providers to accept training opportunities, and assist providers to overcome a variety of other barriers. These additional tasks are more appropriately performed by the SSW II classification. Without increasing support to individuals interested in becoming IHSS providers, the number of IHSS clients without providers will likely continue to grow.

The Human Services and Human Resources Departments have been in consultation about the process to convert these positions as they became vacant. There are currently 5.0 Full-Time Equivalent (FTE) HCSS positions filled and 1.0 FTE vacant. This request is to change the HCSS positions to SSW II positions, with the 5.0 FTE positions being underfilled per the effective date. During the transition period, higher level tasks such as completing BUPS assessments and making direct referrals to community partners will be assigned to SSW IIs while HCSS staff will complete the tasks consistent with the HCSS classification. Having all 6.0 FTE positions at the SSW II level will ensure that the work can be evenly distributed across the unit and that staff are able to provide a higher level of support to IHSS clients and caregivers to keep people safe and independent in their own homes.

Agenda Date: 12/3/2024

Strategic Plan:

N/A

Racial Equity:

Was this item identified as an opportunity to apply the Racial Equity Toolkit?

No

Prior Board Actions:

None

FISCAL SUMMARY

Expenditures	FY 24-25 Adopted	FY 25-26 Projected	FY 26-27 Projected
Budgeted Expenses	\$811,200	\$1,017,400	\$1,058,100
Additional Appropriation Requested	\$98,700		
Total Expenditures	\$909,900	\$1,017,400	\$1,058,100
Funding Sources			
General Fund/WA GF			
State/Federal	\$909,900	\$1,017,400	\$1,058,100
Fees/Other			
Use of Fund Balance			
General Fund Contingencies			
Total Sources	\$909,900	\$1,017,400	\$1,058,100

Narrative Explanation of Fiscal Impacts:

HSD is requesting to increase Fiscal Year 2024-25 appropriations by \$98,700. The cost to add 6.0 FTE SSWII positions and delete 6.0 FTE HCSS positions is \$98,700 in Fiscal Year 2024-25. The additional increased operational cost of approximately \$1 million in salary and benefits expenses from the changes will be funded by the increase in the In-Home Supportive Services Public Authority allocation from the California Department of Social Services.

The increased cost for Fiscal Years 2025-26 and 2026-27 includes a 3% Cost of Living Adjustment (COLA) each year.

Staffing Impacts:			
Position Title (Payroll Classification)	Monthly Salary Range (A-I Step)	Additions (Number)	Deletions (Number)
Home Care Support Specialist	\$5,118.66 - \$6,221.36	0.0	6.0
Social Service Worker II	\$6,471.81 - \$7,864.96	6.0	0.0

Narrative Explanation of Staffing Impacts (If Required):

Agenda Date: 12/3/2024

The 6.0 FTE SSW IIs will report to the existing Social Service Supervisor I who supervises the current 6.0 FTE Home Care Support Specialists.

Attachments:

1. Position Resolution
2. Budget Resolution

Related Items “On File” with the Clerk of the Board:

None