

MENDOCINO COUNTY BOARD OF SUPERVISORS' RESPONSE TO GRAND JURY REPORT TITLED:

IN-HOME SUPPORTIVE SERVICES

The Mendocino County Board of Supervisors welcomes this opportunity to respond to the Grand Jury report titled In-Home Supportive Services.

Pursuant to the request of the Grand Jury, the Board is responding to the following:

- F1. The continuous vacancies within all levels of IHSS impairs the ability of this department to function as intended and required.

The Board of Supervisors partially disagrees with F1 and is not aware of any documentation provided by the Grand Jury that supports this finding. The Grand Jury notes in F5 that "IHSS staff expends the effort needed to cover vacant positions."

- F2. The non-competitive salaries are a major factor in the vacancies.

The Board of Supervisors partially disagrees with F2 and incorporates by reference the response by the Human Resources Director.

- F3. The public is generally unaware of the function and benefits of this program.

The Board of Supervisors partially disagrees with F3 and incorporates by reference the response by the Health and Human Services Agency Acting Director.

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

The Board of Supervisors agrees with F4.

- F5. Currently, IHSS staff expends the effort needed to cover vacant positions.

The Board of Supervisors agrees with F5 and commends IHSS staff for their dedication.

- F6. The lack of an IHSS nurse case manager causes deficiencies in the services offered by the program.

The Board of Supervisors partially disagrees with F6 and is not aware of any documentation provided by the Grand Jury that supports this finding.

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

The Board of Supervisors agrees with F7.

Response to Recommendations:

- R1. All IHSS vacancies at the county level be filled in order to implement and manage this program effectively. (F1, F6)

This recommendation will not be implemented because it is not warranted or reasonable. The County actively recruits to fill vacancies but based on numerous factors it is not reasonable to think that every available position will always be filled. The Board of Supervisors incorporates the following comment by the Human Resources Director: "[t]he Mendocino County Human Resources Department actively recruits social workers as requested by HHSA. Human Resources is currently recruiting for three IHSS Social Workers."

- R2. Adjust salaries to be competitive with other rural counties. (F2, F6)

This recommendation has been implemented pursuant to previous Board of Supervisors direction. The response by the Human Resources Director is hereby incorporated by reference.

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

This recommendation has been implemented on an on-going basis as described in the response from the Health and Human Services Agency Acting Director which is hereby incorporated by reference.

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

This recommendation has been implemented on an on-going basis as described in the response from the Health and Human Services Agency Acting Director which is hereby incorporated by reference.

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

This recommendation will be implemented as described in the response from the Health and Human Services Agency Acting Director which is hereby incorporated by reference.