IHSS PUBLIC AUTHORITY MENTORSHIP

Linking LHH Residents to IHSS Services

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HOW WE GOT HERE...

The new Laguna Honda/IHSS Transitional Mentorship Program began on August 1, 2015.
Program Goals

• Outreach and connect with residents that will be discharged with IHSS Services to continue their care after hospitalization.

• Inform and educate residents on the IHSS System, including the difference between Independent Provider (IP) and Contract Mode.

• Connect residents with a mentor who will continue to monitor their progress in connecting, starting, and maintaining IHSS services.
THE MENTORSHIP TEAM
BENEFITS OF IHSS

CHOICE

COMMUNITY

COST
22,000 Consumers

Domestic and Related (94%)
- Meal preparation and cleanup
- Cleaning
- Laundry
- Shopping for food
- Getting to medical appointments

Personal Care (89%)
- Grooming
- Dressing
- Bathing
- Walking/moving
CONNECTING WITH RESIDENTS
New to IHSS: 82%
Continuing IHSS Services: 18%
<table>
<thead>
<tr>
<th>Mode</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>Contract Mode</td>
<td>49%</td>
</tr>
<tr>
<td>Mixed Mode</td>
<td>9%</td>
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<tr>
<td>IP Mode</td>
<td>42%</td>
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FOLLOWING INTO THE COMMUNITY

Transitioning to in-home care
• Following up to ensure services have started.
• Help calling and scheduling interviews for home care providers.
• Assistance with understanding authorized hours and approved tasks.
• Linking to additional external resources to increase independent living.
Evaluations

94% Did you find assistance from the Public Authority Mentorship Program helpful?

3.8 How prepared did you feel to get IHSS Services started upon discharge from LHH? (Scale 1-5)

94% Based on conversations with the Mentorship Program, did you feel more comfortable and/or confident in your ability to live independently at home after you were discharged?
NEXT STEPS
IHSS Continuum of Choice and Support

- Pre-Designated IP
- Registry IP
- IP Plus
- Supported Services
- Intensive Services
- Critical Services