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IHSS My Source

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IHSS My Source

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In Home Supportive Services

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Collaborative Health & Human Services

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California State University Monterey Bay

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Authors Note

This capstone proposal was created for CHHS 400A/400B for the Department of Social Services,
In Home Supportive Services (IHSS)

Abstract

IHSS My Source is a smartphone application intended for a field research project as well as an evaluation process with the purpose of tracking and connecting clients to community resources. As a result, it is difficult for Social Workers to follow up with all clients regarding unmet needs. Implementation method began with gathering client data. IHSS My Source, a smartphone application implemented by the Monterey County Department of Social Services, division of Aging and Adult Services, department of In Home Supportive Services to have all community resources listed in one organized and easy to access smartphone app. Expected outcomes are to connect all clients to referrals. My recommendation for IHSS is to take advantage of the high technology we have today to keep assisting clients. My other recommendation is to implement IHSS My Source as a permanent tool for Social Workers. Monterey County IHSS Social Workers will have an updated system to work with and lead to improvement in customer service making sure client's health needs are met.

Keywords: *In Home Supportive Services, IHSS My Source, Social Work, Community Resources.*

Agency and communities served

The In home supportive services (IHSS) is an agency branch under the Monterey County Department of Social Services (MCDSS). This is a public agency provided by the State of California the near offices are in King City and Salinas. The mission over all for the MCDSS is “to inspire social and economic self-sufficiency of each individual and family served by: Employment Services, temporary financial assistance, social support services, protective services to children, dependent adults and seniors, partnerships with the community to grow and support social change.” (2008, MCDSS). There are important values in which the agency admires; leadership: To demonstrate the skills, knowledge, and growth with effective results. Quality Services: Cultural competency for delivered services with respect, honesty, and revision. Full Participation: Individuals served by Aging and Adult Services can make decisions that may have influence in their lives. Lifelong learning and the development of strong work ethics. Client satisfaction is an important factor for the agency to produce success internal and external clients (2008, MCDSS).

The Aging and Adult services agency offers social work services and health to Serves low income dependent adults, seniors and children with disabilities. Their mission is “To empower and assist the aging population and individuals living with disabilities to animate safe in their homes and with self-respect” (2008, AAS). This agency has a program called In Home Supportive Services (IHSS), this program provides home care to individuals who are low income specifically adults, elder, as well as children with disabilities. Social Workers make reassessments in client’s homes to interview on a year bases to follow up with client’s well-being. Social workers estimate the amount of need in hours for providers to better assist clients. During the interviews, social workers must process interview questions on their data base.

This program full fills the payment of a home care provider for clients. Home care providers assist clients with amenities such as personal care, housekeeping, and transportation to medical facilities (2008, MCDSS). According to In-Home Support Services consumer characteristics report (2015), female population is 63% and 37% Male population (Pg. 10). Two major ethnicities served are White 35.8% and Hispanic 26.2%. This program assists with paying for care providers for clients to remain in their home.

Problem, Issue or Need

Monterey County clients In Home Supportive Services (IHSS) have a low access to community resources.

Resources are assets for the community to be able to obtain. This includes items in which are a daily living need such as food stamps, specialists, etc. Lack of access to resources is common due to: not being able to get a hold of a professional from the program, not having translators, being ineligible, uncertainty of what programs may ask for, and fear or unconfident to look for what they need. The known problem is that many clients are not aware about resources available to them. If knowledge is known about additional community programs or resources there is no effort or little effort made to obtain. Social workers will make a note of clients who need certain assistance such as a new walker or wheelchair. Social workers will also provide a flyer or contact information with affiliated organizations. This falls under the client to obtain what they need by contacting the organizations. Unfortunately, by the new assessment interview year, clients do not access the necessary items.

When medical equipment or services are not obtained client health risks increase. Medical equipment includes walkers, shower chair, wheelchairs, etc., items that may be paid for through

different organizations or health insurance. According to Fidel, clients have limited range of motion or weakness on their limbs or different part of their bodies. Medical equipment is a cause due to items being useful to clients (F. Sanchez, Personal Communication, May 9, 2017). No communication or low communication for resources results in to lack of accessibility. Recipients may not know where to obtain medical equipment and the insurance companies may limit the number of times they can request the equipment. Consequences are for example, if recipient needs a walker and does not obtain one, they will have trouble ambulating. This can lead client to depend on the County System resulting in a loss of independence. Clients are depending on assistance and unable to ambulate on their own. Based on lack to accessibility this can lead to safety issues leading to being placed in a facility.

<p><u>CAUSES/CONTRIBUTES TO:</u></p> <ul style="list-style-type: none">• Medical equipment or services.• Lack of accessibility of resources.	<p><u>PROBLEM</u></p> <ul style="list-style-type: none">• Client is at risk for premature institutionalization.• County is not aware if client obtained resources.	<p><u>CONSEQUENCES</u></p> <ul style="list-style-type: none">• Health, mental issues, house bound, unsafe, depressed, isolated, anxiety.• Client receives loss of independence
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Capstone project description and justification

Title: IHSS My Source

Justification:

The goal of the capstone project is to be able to evaluate amount of clients who are benefiting from available resources. Many clients need the further assistance but are timid to ask

for help through their social worker. Implementing this project will help the county figure out how the community system is working. As well, positively impact clients by accommodating them to sources they need. What the agency expects to accomplish is to track the number of referrals of clients connecting to community resources.

Evidence Based:

Evidence based project developed are spreadsheets with a list of doctors and different organizations in the County and plugging in through general resources of the community. Strategy identified can have improvement be made by making the spreadsheet to evaluate for a commonly used smartphone application today. Social workers in IHSS have access to this list to obtain information for clinics, agencies, nonprofits, etc. within the county.

Supplemental:

The need for the project was determined with the population served based on the analysis that social workers do not see their client until the re-assessment of the New Year. For the reason that in home assessments are developed a year after to indicate if there are any new changes. Many social workers have confirmed that many clients do not seek the assistance based on not being independent to access resources, being rejected, not being able to get a hold of someone, or primarily being timid to ask.

The implementation of the plan will begin with accessing client files from both mentors half to be Spanish speaking and the other half English speaking over all 240 clients. A liker scale survey will be created in both Spanish and English regarding social workers contribution in client's needs, community contribution, and project implementation opinion. After surveys are mailed out to clients, waiting will be the duty for responds. Meanwhile, a creation for a

smartphone application will be created and tested for those who answer interested in the liker scale survey. This application will consist of having all of the county resources and will help clients be able to contact organization or submit a form for assistance. To begin, the project will be tested on small amount of clients. Once clients submit a form for further assistance, this email will link to myself and mentors to analyze how many clients have interest or are being referred. According to Jeff, after this is implemented for couple of months, clients will receive another liker scale survey about the actual smartphone application. In the end, this capstone project will be passed on to the upper division folks to decide if this is a great tool to manage in the Monterey County (J. Hindercheid, Personal Communication, April 19, 2017).

The total of 240 caseloads will be collected to attach the liker scale survey with a send back envelope to the King City office. The estimated time frame for envelopes to be mailed back are from three to six weeks. Implementation of the smartphone application will begin and a follow up call to try the free application in a time frame of one-two months. After a couple of months in process, a second survey will be conducted and mailed to clients for feedback. Information in the survey will contain client input about voting for the smartphone to be opened for clients and be permanent. There will be an excel chart created to analyze how many clients are using this application and amount of referrals being made to certain organizations. Also, once receiving the full response of all clients, the capstone project will be presented to the County officials to be evaluated. The process for the implementation and results are seven to eight months of time frame.

Activities	Deliverables	Timeline	Estimated completion dates
<ul style="list-style-type: none"> • Make a list of client 	<ul style="list-style-type: none"> • Spread sheets 	<ul style="list-style-type: none"> • First three bullets 	<ul style="list-style-type: none"> • First three bullets to be

<ul style="list-style-type: none"> • Conduct liker scale surveys • Mail to all • Create mobile application • Present to Social Workers to use • Record feedback regarding clients meeting their needs • Pass final paper and smartphone app to be kept internal. 	<ul style="list-style-type: none"> • Envelopes • White paper • Budget for cost of everything 	<ul style="list-style-type: none"> • 3-6 weeks' time frame • Next two bullets 1-4 months' time frame • 1 month time frame • Last bullet 2-4 month time frame 	<ul style="list-style-type: none"> done by May 19th • Next two bullets to be done by September 19, 2017 • Time frame done by November 3 • Last bullet to be done by December 15, 2017
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The challenges that may result with this capstone project is that clients may not return back the surveys with personal input. This may reflect the scale after making the excel charts to see how progress is either being made or is not helping at all. If a large amount of clients do not respond, Monterey County will not have the exact amount of people in need. For example, if we send out 240 liker scale surveys we may only receive about 10% of survey's back.

Project Results

IHSS My Source was created in to a secure County system for Social Workers. The IT department was able to copy and paste all information provided in IHSS My Source in to the new secure system in order to be available to Social Workers. Social Workers automatically have this app downloaded on their work smartphone and one click away. Since this is the beginning of

the project, feedback is highly recommended in order to improve the smartphone app for users. The strength and success with this project is that it is only the beginning and many Social Workers are supporting this new technology usage. Challenges that came upon implementing the smartphone app is the app users and time frame. In the beginning this was implemented to be used by clients not Social Workers. Confidentiality is an important factor for the program which is why we decided to implement the smartphone app for Social Workers instead. Another challenge faced was the time setting, due to County demands with implementation a longer time frame would be necessary to evaluate this pilot.

Personal Reflection

My recommendation for the agency is to keep the IHSS My Source as a tool for assisting client needs. With modern technology today, this is a tool that may always be improved for better customer service. As mentioned before the program is intended for clients to live safe and independent with home care provider assistance. This tool may be used towards different Counties who may have the same issues of not tracking client referrals. This may result an extra cost for the program but in the long run it is an efficient tool for the program, Social Workers and clients.

Recently, Monterey County updated their serving system with smartphones for Social Workers within the IHSS program to use. Effectively, the smartphone app may be applied to all County work phones for easy access and hassle free. Resources from Monterey County will be centrally located in one place. This will also decrease Social Workers work load resulting in less phone calls. As mentioned in the MCDSS (2008), the Information Referral Assistance (IR&A) program specializes in information related to the needs of seniors and people with disabilities. This tool will decrease the redundant request with phone calls. As previously mentioned,

technology today is very advanced and a great tool to take advantage of. The program should keep this project and lead this across different Counties in order to work within a streamline matter. Using IHSS My Source will lead for Social Workers to work smarter versus harder and accomplish project outcomes in an efficient way. This will also reduce amount in overlapping factors with client cases, such as same clients calling for resources.

Personal/Professional Growth

What I learned about the issue or problem is the fact that one must receive client input regarding potential improvement, based on clients being a priority. For example, I had in mind what I wanted to do but did not know if this would benefit the client. This is the reason why surveys were conducted for an evaluation of clients. Many clients insisted that they would like someone to mail out flyers and brochures of organizations. Other portion of clients confirmed that they were interested on a smartphone app where they may have access to organizations within the County. Based on the project results, following up with clients led to mailing out and emailing out information from organizations. Contacting clients and asking which method would be best for them led to an equal balance for client satisfaction.

Broader social significance:

Many clients who are in the In Home Supportive Services (IHSS) program is because they have a physical or health issue. My project relates to addressing clients need by providing a tool with resources for Social Workers to be able to provide to clients. It is an upgraded tool with technology that provides organizations information, contact information and address in a streamline matter. What should be done is for the app to be tested for longer period of time from Social Workers in order to figure out what can be improved. As mentioned, the app has not been

out long enough to determine its feasibility. Since this tool is used by Social Workers only, the program should allow comments and opinions as feedback from users.

Personal Advice

My advice for future capstone students working within IHSS program is to try and make more time for attending the internship. For example, my availability was once a week and wished I could have dedicated at least twice a week. I would have enjoyed getting more involved with assisting my mentors but due to my employment and commute it was difficult. The first semester is when you get to know your internship and get familiar with program procedures, daily duties, state forms, and requirements. Do not stress if the first semester no ideas rise for possible capstone projects, second semester once settled in and familiar with everything you will figure out the need. Time will fly so be very punctual with assignments and receive the most feedback you can. If your type of project is implementing a smartphone app, be careful with what website this is created with because there are many scam websites who will ask for your credit card right away. Research the website, history, customer service and reviews for security purposes based on sensitive information being inputted and your own personal information.

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Appendices

Activities	Deliverables	Timeline	Estimated completion dates
<ul style="list-style-type: none"> • Make a list of client • Conduct liker scale surveys • Mail to all clients • Create mobile application • Present to Social Workers to use • Record feedback regarding clients meeting their needs • Pass final paper and smartphone app to be kept internal. 	<ul style="list-style-type: none"> • Spread sheets • Envelopes • White paper • Budget for cost of everything 	<ul style="list-style-type: none"> • 2-3 month time frame • 2-3 month time frame • 2 ½ month time frame • 2 month time frame 	<ul style="list-style-type: none"> • Done by June • Done by September • Done by November • December 15,2017

Survey for In Home Support Services (IHSS)

	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree
My Awareness of Support Services					
1. I feel that I have the support of friends, family, and my community when I am in need of services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. I am aware of the resources available for me in my community.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. I am confident in my ability to access public resources independently.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. I have access to public resources.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. I know where to find support services, but I don't qualify for the help.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. How can your Social Worker best inform you about public services, based on different needs?					
Support from my Social Worker					
7. My Social Worker shows interests in my needs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. I feel that I have the support of my Social Worker	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Support from my Social Worker					
7. My Social Worker shows interests in my needs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. I feel that I have the support of my Social Worker when I try to access other programs or resources.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. My Social Worker goes out of their way to assist me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. My Social Worker takes my needs seriously and refers me to the resources I need.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11. I trust my Social Worker.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12. My Social Worker follows up with me after the home visit to make sure I've accessed the resources I need.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13. In what other ways would you like more support from your Social Worker?					

Attempts to Receive Resources	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree
14. In the past two years, I have tried to apply for resources and have qualified successfully.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
15. When I try to contact and access services, I successfully find the right resources and can access all services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technology Advantage/Disadvantage	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree
16. I have access to a smart phone.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
17. I use a smartphone to access personal information such as banking, emails, and social media.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
18. I am interested in a smart phone application that provides a list of community resources.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
19. A smartphone application designed with community resources will be an easier process to access what I need.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
20. With a smartphone application I will be more independent to address my needs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
21. A smartphone application for community resources	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technology Advantage/Disadvantage	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree
16. I have access to a smart phone.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
17. I use a smartphone to access personal information such as banking, emails, and social media.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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19. A smartphone application designed with community resources will be an easier process to access what I need.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
20. With a smartphone application I will be more independent to address my needs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
21. A smartphone application for community resources will be no help at all.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>