

**Sonoma County IHSS Public Authority
Consumer Survey Results
December 2001**

Introduction

The mission of the Sonoma County IHSS Public Authority is to improve home and community-based in-home supportive services to optimize the quality of life and/or independence of people of all ages with disabilities. The following survey results are from the first survey designed to better understand the needs of IHSS consumers and to identify important areas for the Public Authority to focus on as it develops its services. The survey was conducted prior to the official opening of the Public Authority.

Methodology

Surveys were mailed to all current IHSS consumers, as of 12/01/01. Self-addressed, stamped envelopes were included in the mailing. Telephone assistance was offered, and some consumers opted to complete the survey over the telephone with one of the staff. Out of the 2,455 Surveys sent, 721 were returned; a 29.4% return rate. Surveys were mailed prior to the completion of negotiations with SEIU Local 250.

Survey Findings - Highlights

Highlights from the survey findings are:

- “Level of pay”, “lack of benefits”, and “interpersonal skills” were the top three problems encountered by respondents when finding and retaining good providers.
- “Housekeeping”, “driving”, and “meal preparation” were the top three skills identified as essential for providers to have.
- 58.4% of respondents want criminal background checks run on potential providers.
- 52% of respondents felt their authorized IHSS hours were sufficient to meet their needs.
- Consumers are looking for providers who are “honest”, “dependable”, “reliable”, “trustworthy” and “willing to work”.
- Narrative comments were varied and will be presented in a separate report.

Survey Findings – Details

DEMOGRAPHICS (Optional)

1. Where do you live within Sonoma County?

	<u>% of Respondents</u>	<u>% of IHSS Consumers</u>
Petaluma/South West County	2.4%	9.9%
Santa Rosa	9.0%	50.3%
Rohnert Park/Cotati/Penngrrove	3.3%	9.6%
City of Sonoma/South East County	1.7%	5.4%
Bodega Bay/West County	0.4%	0.7%
Sebastopol/Forestville/Guerneville/North West County	2.1%	10.9%
Healdsburg/Windsor/Cloverdale/North East County	4.6%	13.1%
No response	76.5%	

2. How many IHSS hours are authorized for you each month?

	% of <u>Respondents</u>	% of IHSS <u>Consumers</u>
<65 hours/month	37.6%	46.5%
65-99 hours/month	15.5%	20.4%
100-149 hours/month	9.9%	13.6%
150-199 hours/month	3.7%	6.2%
200+ hours/month	11.0%	13.3%
No response	22.3%	

3. What year were you born?

	% of <u>Respondents</u>	% of IHSS <u>Consumers</u>
Prior to 1921 (81 years of age or older)	14.7%	18.6%
1921-1936 (65 – 80 years of age)	22.9%	24.6%
1937-1946 (55 – 64 years of age)	10.4%	14.9%
1947-1982 (19 – 54 years of age)	26.4%	37.1%
1983 or later (0 – 18 years of age)	1.5%	4.7%
No response	24.1%	

CONSUMER NEEDS

1. In your personal experience, what do you think are the biggest problems when hiring and retaining care providers?

Problem	Extremely important	Somewhat important	No response
Level of pay	57.5%	15.6%	15.2%
Lack of benefits	44.1%	15.3%	23.2%
Interpersonal skills	43.1%	17.1%	26.3%
Ability to speak my language	40.3%	15.1%	26.5%
Transportation	29.9%	22.9%	25.8%
Schedule	26.3%	26.3%	27.6%
Advertising	16.0%	18.0%	30.0%

2. Have you ever needed to hire a care provider but couldn't find one?

	Percentage of <u>Respondents</u>
Yes	43.7%
No	56.3%

If yes, how often does this occur?

	<u>Percentage of Respondents</u>
Once a year	1.1%
Twice a year	1.1%
Four times a year	3.1%
Monthly	3.5%
No response	91.2%

3. Typically, how long does it take you to hire a care provider?

	<u>Percentage of Respondents</u>
1-4 weeks	6.4%
1-3 months	4.6%
3-6 months	2.2%
More than 6 months	1.5%
No response	85.3%

4. How long have you gone without a care provider?

	<u>Percentage of Respondents</u>
1-4 weeks	6.7%
1-3 months	4.2%
3-6 months	2.1%
More than 6 months	3.0%
No response	84.0%

5. What skills or experience are critical for your provider to have?

Rating/ Skill or Experience	Extremely important	Somewhat important	No response
Housekeeping	55.2%	22.1%	10.1%
Driving	48.7%	16.8%	15.4%
Meal Preparation	42.2%	22.8%	15.7%
Social/Interpersonal skills	39.7%	25.0%	19.8%
Personal Care	35.8%	16.0%	19.1%
Transferring/Lifting	29.4%	16.4%	23.0%
Bowel and/or bladder care	27.7%	11.5%	24.3%

6. The Public Authority will provide training for consumers. Which type of training would you want?

Rating/ Training Type	Extremely important	Somewhat important	No response
How to retain a care provider	35.8%	16.2%	21.4%
Training care providers for tasks you need done or to improve their skills	34.5%	18.9%	21.9%
How to find care providers	32.2%	18.2%	22.3%
Setting up a job agreement with your care provider	27.2%	22.8%	23.2%
Settling conflict between you and your care providers	26.2%	16.6%	24.3%
Hiring, training, supervising, and/or firing care providers	25.8%	21.4%	24.8%

7. What type of training do you want your care provider to have?

Rating/ Training Type	Extremely important	Somewhat important	No response
Health and Safety	49.1%	16.9%	19.4%
Disability sensitivity training	43.4%	19.0%	6.7%
CPR and First Aid	43.0%	20.2%	18.7%
Disability-specific conditions	37.4%	20.1%	22.1%
Transferring/Lifting	29.4%	17.1%	22.3%

8. Which of the following services would you like the IHSS Public Authority to provide for you?

Rating/ Problem	Extremely important	Somewhat important	No response
Running a criminal background check on potential care providers	58.4%	11.7%	14.8%
Providing 24-hour emergency or substitute care providers	46.7%	19.1%	16.9%
Checking to see if care providers are available before mailing you a list	40.9%	19.4%	18.2%

9. Are your IHSS approved hours enough to meet all your needs?

	Percentage of <u>Respondents</u>
Yes	52.0%
No	48.0%

If the hours are not sufficient, what do you do?

	Percentage of <u>Respondents</u>
My friends/family do them for me	35.8%
My care providers do them anyway	32.3%
They don't get done	25.4%
I do them myself	18.7%
I call another agency for help	2.8%