

Working Remotely



County of San Diego In-Home Supportive Services

October 13, 2023

[SANDIEGOCOUNTY.GOV/HHSA](https://sandiegocounty.gov/hhsa)

Working Remotely

Background



- **County of San Diego**
- **Health and Human Services Agency (HHSA)**
- **Aging & Independence Services (AIS)**
- **In-Home Supportive Services Program**



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- **2011: Government Without Walls (GWOW) initiative was introduced**
 - Initiative provided tools and resources for individual county programs to identify alternate work schedule and location options
 - Supported San Diego's vision of safe, healthy and thriving communities and the existing *Live Well, San Diego!* Initiative
 - Established a groundwork for remote working, identified compatibility factors and presented benefits of implementation

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An employee who is able to work at home and is equipped to do so is in a far better position to assist the Agency during an emergency or disaster than a worker who is not.

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- 2011: County of San Diego HHSA conducted a study and found that remote work was underutilized and many opportunities existed to expand implementation.
- AIS utilized remote work at a rate of 10x the overall.
- Remote work could achieve improved employee productivity at a time of increasing caseloads and expanding services.
- AIS staff reported better ability to focus and improved morale.

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Remote Work in AIS



Alternate work options available to staff:

- Flexible schedules
- Telework day
- Ability to work in the field

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Remote Work in AIS



Exploring Technology:

- Laptops
- Personal wifi
- Smart phones
- Fax2Mail
- Digital signatures
- Scanning/electronic forms databases

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Even with a higher-than-average utilization of remote work, within ALS there was still tremendous potential for expansion, further utilization and opportunity to harness the benefits of remote work.

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2020: Emergency Pandemic Implementation



Early 2020: COVID-19 Pandemic

- Social distancing forces staff out of office.
- Pandemic protocols necessitate a remote workforce.

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2020: Emergency Pandemic Implementation



While our transition to remote work was by no means seamless, tremendous benefits were seen from the innovative remote work practices already in place.

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Full Implementation



- Prior to full remote work implementation, AIS piloted multiple programs:
 - Desk Sharing
 - Drop-In Program
 - 100% Teleworking Program

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Technology

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Full Implementation



Harnessing Technology: Implementation and Training

- Full implementation and training of SharePoint site abilities
- OneDrive shared files
- Teams/Zoom
- Remote and secured printing
- Transition from LAN line desk phone to online based phone system
- “Tech Bulletin” released regularly to support staff in learning

Working Remotely Full Implementation



Tech Bulletin released regularly to support staff in learning

TEAMS AND CHANNELS AVAILABLE SOON FOR AIS

The **teams and channels** feature for MS Teams will be available very soon for AIS. More information to follow, but please see below to provide you a brief overview of how they will be utilized.

What are teams and channels in Microsoft Teams?
Teams and channels are designed for teamwork. It's a place to have conversations, share information, and coordinate efforts with your team members. A team consists of channels. Channels consist of conversations designed for multi-way communication that's more interactive and collaborative than email.

Who are teams and channels for?
Teams and channels are designed for groups with medium to high levels of collaboration as shown on levels 3-5 below:

3	4	5
Coordination <ul style="list-style-type: none"> Frequent communication Defined roles Share information and resources Some shared decision making 	Coalition <ul style="list-style-type: none"> Frequent and prioritized communication Sharing and delegation of roles and responsibilities Share ideas and resources Collective purpose and decision making 	Collaboration <ul style="list-style-type: none"> Frequent communication with mutual trust All members belong to one system Combined cultures Highly integrated processes, structure, purpose

AIS IT E-News, Innovations & More!!!

August 2021 Edition

WINDOWS 10-20H2 UPGRADE

The push for the latest Windows 10 20H2 upgrade is currently in process for AIS devices. The update began on Friday, August 25th at 6PM and will continue to be deployed until September 10th when all the HHSA systems are scheduled to be completed. The goal is to have all County equipment integrated to the new Windows 10 20H2 by December 8th. The new Windows upgrade will not only provide users with enhanced features and functionalities but will also ensure all County asset operating systems are supported by Microsoft. Below are a couple of key items to know about the upgrade:

- The install will automatically occur so long as your device is turned on and connected to the network without user or technician interaction.
- To confirm the update has successfully been downloaded in your device, simply type 'WINVER' in your search window and press Enter. If it shows your device is running Version 20H2 on the pop-up window, then you are good to go.

Please click [HERE](#) for complete information.

CONNECTWELLSD SECURITY AWARENESS TRAINING

ConnectWellSD users are required to complete the Security Awareness Training each August. So don't forget to take it by the September 3rd deadline if this applies to you. The training will automatically be pushed through your My Learning timeline in LMS if applicable. The aim is to remind staff about topics related to privacy and security of customer information, computer and mobile security, and social engineering risks. If you are not required to take it but would like to know more about it, simply search 'Security Awareness' in LMS to see all the different topics available for you to learn.

HELP DESK OPTIONS

Please remember there are other ways to open a ticket with the Help Desk than simply calling the (858) 573-3938 or (888) 298-1222 number. So, if the wait times are long, save that precious work time by doing the other alternatives below:

- You may submit your issue electronically by doing it [online](#).
- You may click on the chat icon on the bottom right of the page in ServiceNow to virtually talk with a representative. Please click on this [LINK](#) to learn more about chat feature including the latest enhancements recently done to make it more effective.

INFORMATION WORTH 'ZOOMING' INTO

While MS Teams is still the County preferred way to do virtual meetings, they have eased down on Zoom by currently allowing staff to host meetings.

Thanks to our Management Team, AIS has acquired 11 Zoom Pro licenses to be shared amongst departments which include the following:

- Host up to 100 participants
- Unlimited group meetings
- Social Media Streaming
- 1 GB Cloud Recording (per license)

If you need to host a meeting and not sure which account to use to create an invite, please ask your Supervisor or email Frank Roxas at: Frank.Roxas@sdcounty.ca.gov.

BE ON THE KNOW: LEARN THE LATEST 'IT' TRENDS BELOW

- With the H Drive officially migrated to OneDrive, VPN is no longer needed to access your files remotely. Below is a quick reference on how you may access County apps and tools without using VPN.
- The Secure Print feature for all of our AIS Xerox machines had been set to the maximum of 5-days in queue before they become unavailable. Please ensure you batch print your documents before then.
 - To maintain the effectiveness and efficiency of our copiers, all AIS Xerox machines are preset to auto clear all pending items in the memory storage every 1st of the month. This includes Secure Print so please keep that in mind and make sure to print all documents saved in your queue by month end.
- BiAmp dialers had been installed in both the Pam Smith & CCTP Conference Rooms. Just like the John Gaffaney, you may now directly do conference calls using the dialer which are pre-wired to the conference room speakers and microphones. Simply open the lines and you are good to go.
- Need ConnectWellSD access for your staff? Please fill out attached form and e-mail directly to: ConnectWellSD_access.hhsa@sdcounty.ca.gov.
- Here is the latest AIS Innovation Workgroup Telework Guidelines including the most recent updates.

How To Access County Apps and Tools

Zoom Guides for Every Need

- General Zoom guide for everyone
- Step-by-Step Guide on How to Use Zoom
- Zoom Instructions For Moderators.pdf
- Zoom Instructions on How to Share with Older Adults
- Simple & Quick Instructions on How to

ConnectWellSD - CARS 2019 Form.xlsx

AIS Innovation Workgroup Telework

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Full Implementation



Harnessing Technology: Maintaining Security and Confidentiality

- **Controls in place at all levels**

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Trust: Letting data speak for itself

- Monitoring
- Training
- Culture

Productivity is *purpose* and *process*, not place.

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Managing Through Data

- Written procedures to maintain expectations.
- Increased oversight to effectively manage remote staff.
- Open Doors: Sustained or increased access for staff to leadership.

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Performance Management

- Communication
- Guidance
- Adjustment of flexibilities
- **Reinstatement** of flexibilities

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IHSS Staff Requirements



- Presence in office at least twice per week.
- Lobby/"Duty Worker" coverage as scheduled.
- Continue to meet all established expectations.
- Utilization of online desk scheduling system *SKEDDA*.

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SKEDDA – Workspace Booking System



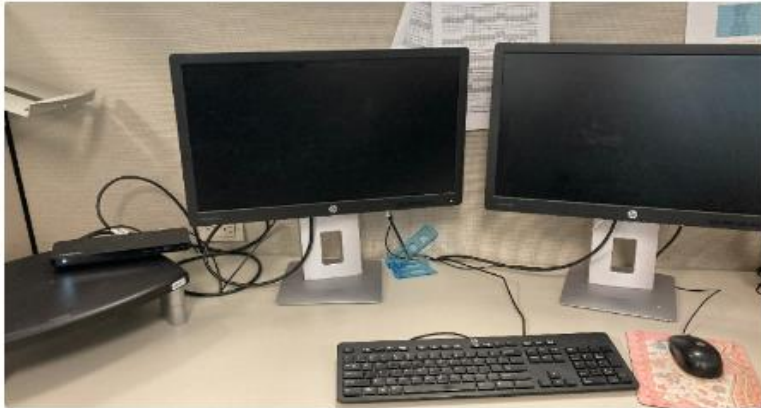
This space is **available!**

[Book for 4:30 PM](#)

OTHER AVAILABLE TIMES

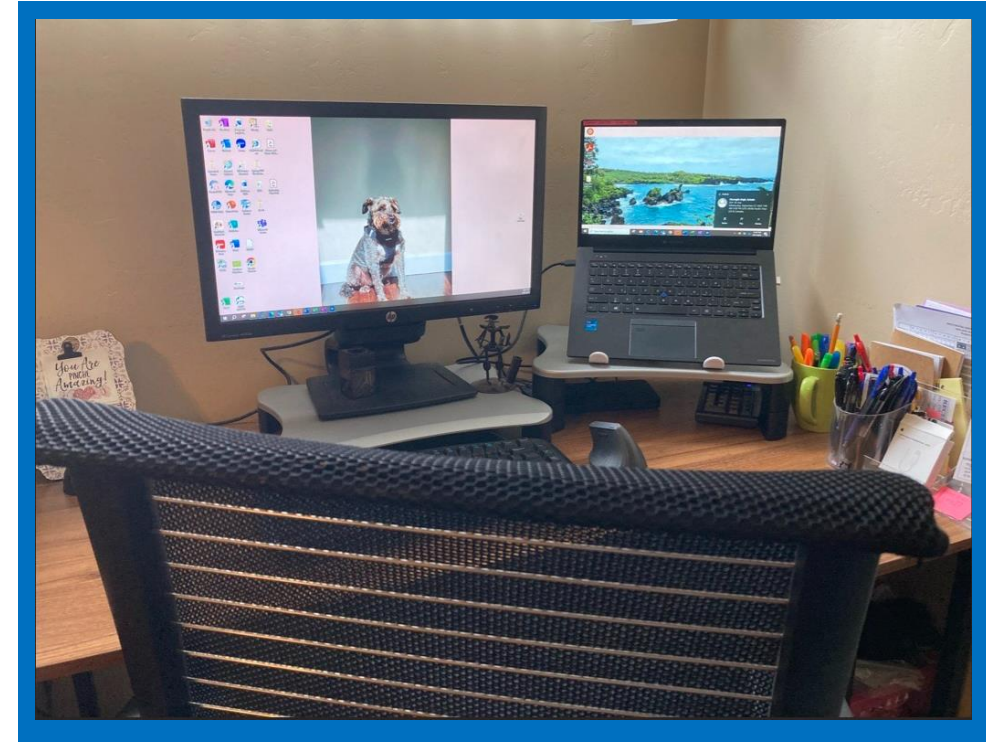
5:00 AM	5:30 AM	6:00 AM	6:30 AM
7:00 AM	7:30 AM	8:00 AM	More ▾

VISUALS & DESCRIPTION



Toshiba Docking Station, Keyboard & Mouse, Two Monitors

Working Remotely Equipment



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Physical Space

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IHSS Statistics



IHSS Statistics, FY 2019-2020:

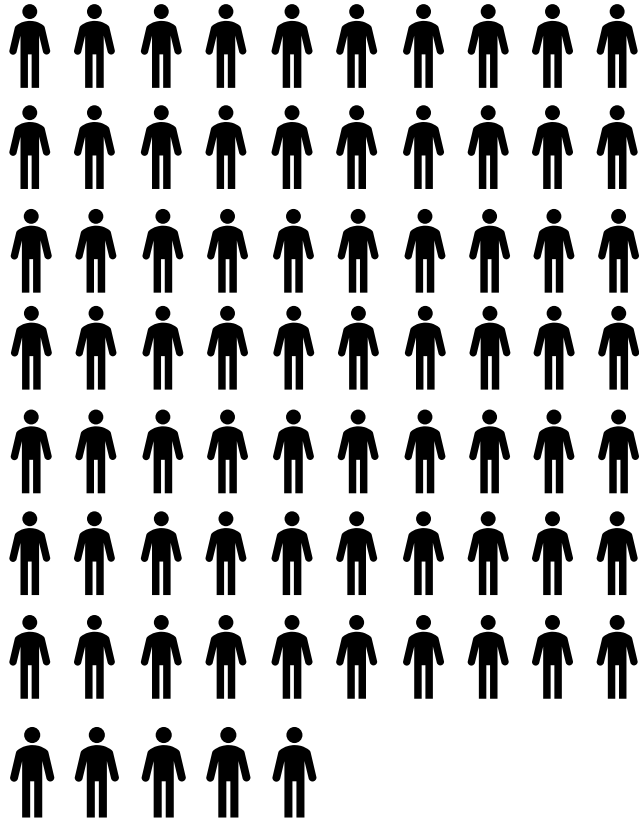
- 5 District offices
- As of 11/2019: Nearly 31,000 aged, blind or disabled recipients
- 155 combined social worker (SW) and social work supervisor (SWS) staff
- 155 individual work stations (cubicles) for social worker and social work supervisor staff

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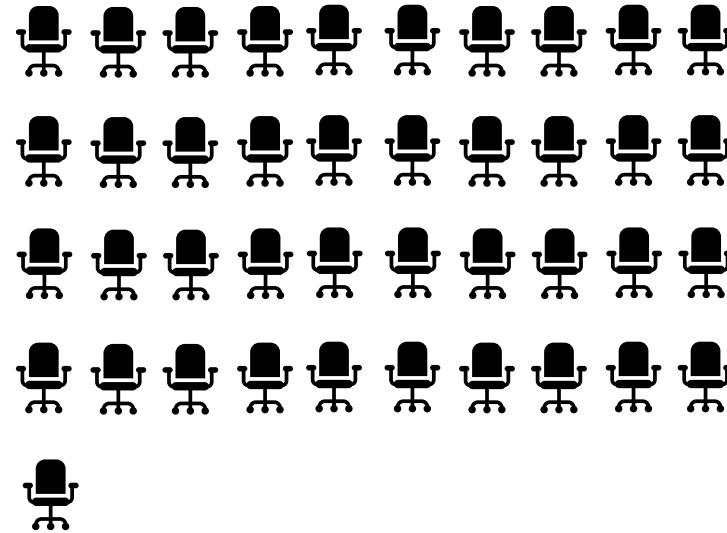
A Visual Example: East Region District Office



AIS Staff



AIS Staff Cubicles



2019 2023

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A Visual Example: East Region District Office



From 2019 to 2023 the East county AIS Office:

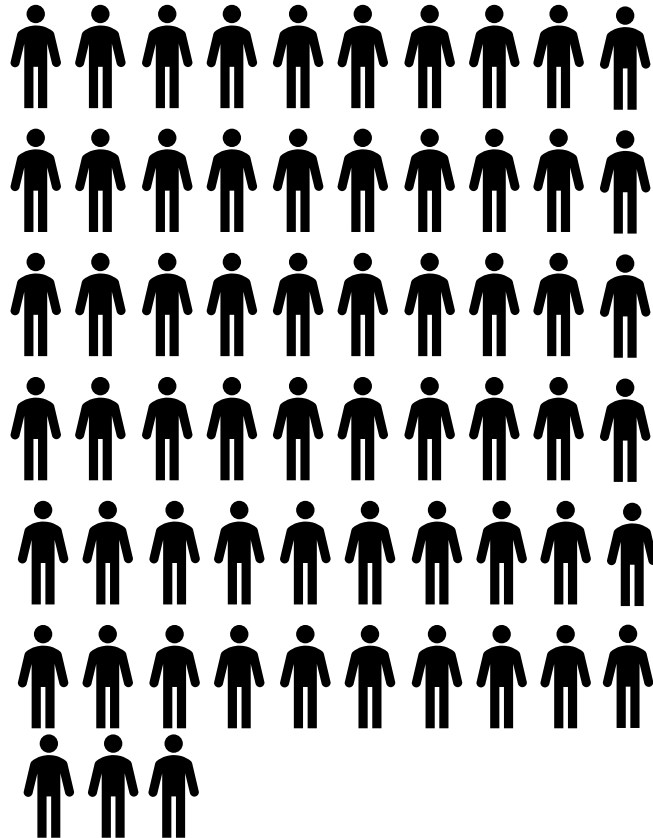
- Increased from **3** units to **8** units of staff
- Increased from **34** field and supervisory staff total to **75** staff total
 - 121% Staff increase
- Remained at the same office location and floor space
 - **New staff hired in this time period were hired *without* the addition of new cubicle space for each worker.**

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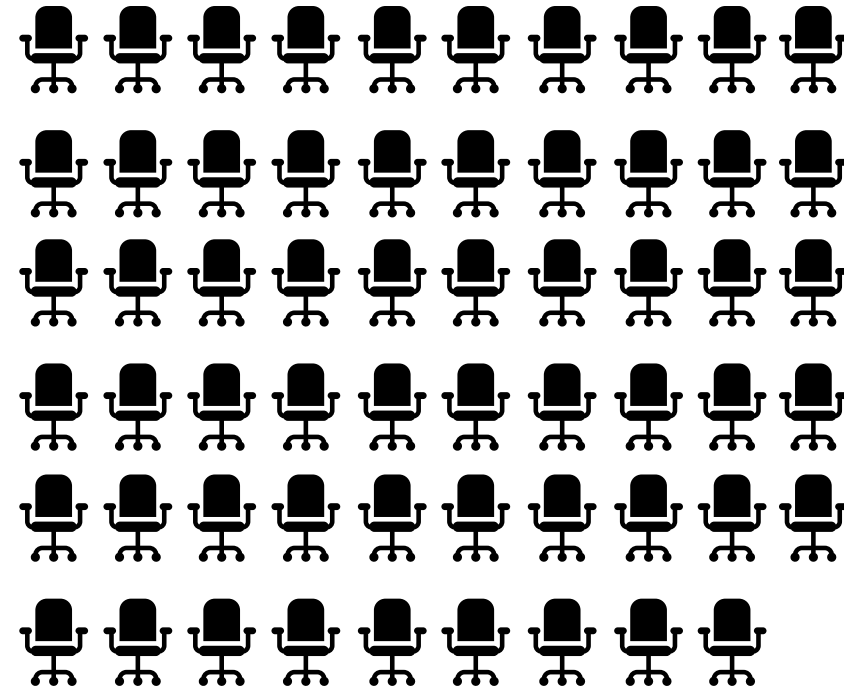
A Visual Example: South Region District Office



Social Worker & Social Worker Supervisor Staff



Social Worker & Social Worker Supervisor Cubicles



2019 2023

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IHSS Increases Overall



From 2019 to 2023 the IHSS program overall:

- 61% Staff increase in social workers and social work supervisors
- Growth within nearly the same work space/cubicles
- Increased office locations by **one**
 - Addition of Southeastern district office
- Majority of space converted into space used by AIS program staff

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IHSS Engagement



- Unit “Group Chats” via Teams to stay connected
- In-person unit meetings
- Off-site meetings

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AIS Staff Connection Committee



To: Julie Lara

MINDSET IS EVERYTHING.

Congratulations! You have been nominated for a Peer-to-Peer Recognition this month. Please see what your peer has to say about you:

Sending a huge shout out to team player Julie Lara for being above and beyond helpful to me with my technical hiccup. Julie stepped right up and saved the day and I appreciated her help so much.

- Kimberly

Welcome

- Title/program: Social Worker III/ In-Home Supportive Services
- Location: Oceanside
- Strengths: Achiever, Woo, Learner, Relator, Deliberative

What are you most looking forward to in your new role?
I'm interested in learning new programs and helping people who are in need.

Where were you born/ where did you grow up?
• I'm from Cleveland OH
• I studied Physical Anthropology at Ohio State University.
• Moved to San Diego in 2002
• Started with the County of San Diego in 2004

Favorite hobbies:
I am Foodie who enjoys Cooking, Traveling, Sports, Fitness, Movies, Music and Home Projects.

Fun Fact:
I have traveled to all 50 states and all Canadian provinces.

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LIVE WELL
SAN DIEGO

Bringing It All Together

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Challenges and Considerations



- Training new staff
- Clerical Adjustments
- Flexibility and adjustments for leadership who are also remote.
- Adjusting plans in accordance with what works best for individual regions and programs.

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From 2019 to 2023, the number of individuals receiving IHSS services increased by over 29%.

IHSS population grew from nearly 31,000 to over 40,000 individuals.

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FY 2022-2023

State Monitoring Results

100%

Accuracy

In 90% of areas reviewed

FY 2022-2023

**IHSS Annual
Recertifications
Timeliness**

99.9%

FY 2022-2023

**IHSS Initial Application
Timeliness**

90%

**Exceeding State mandated
80% performance expectation**

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Looking Toward the Future



- Continue communication with staff to identify areas for improvement.
- Selective hiring for ideal fit.



Thank you!

Elsa.Caprioglio@sdcounty.ca.gov

Joyce.Uy@sdcounty.ca.gov

Julie.Lara@sdcounty.ca.gov