

IHSS Public Authority Advisory Board Meeting
August 17, 2010
MINUTES

Members Present: Bharat Desai, JoAnn Disbrow, Cindy Faulkner, Richard Patterson, Janie Whiteford, Theresa Wright, Jim Ramoni (ex-officio), Ellen Rollins, Brian Miller

Members Absent: Sondra Corday, Elissa Young, Kai Lu

COA Staff Present: Mary Tinker, Leticia Sabadin

Guests Present: Lara McCabe, Policy Aide from Supervisor Dave Cortese's Office

Approve Minutes: June minutes approved as written.

Announcements & Public Comment:

- Brian Miller was appointed on August 10th as an Advisory Board member.
- Janie Whiteford announced and distributed a flyer/registration form for the CICA Central Region meeting scheduled for Friday, August 27, 2010. Free lunch provided for all that attend. Janie encouraged all AB members to attend. It will be a very informative and important meeting.

Elect Vice Chair: Consensus of the group was to elect Richard Patterson as the new Vice Chair.

CAPA Report: CAPA did not meet in July.

The budget conference committee adopted state General Fund savings for IHSS at \$250 million per year for both FY 10/11 and 11/12. There are expectations that the \$250 million target for IHSS savings may grow as negotiations continue in the legislature. The tax swap proposed by democrats from the two houses is not growing in popularity which is an indication that it will likely fall apart.

An important piece of information about the Dominguez lawsuit came up in the budget conference committee. Nick Buchen (Department of Finance) stated that the Administration has contracted with a vendor to do the study required by federal Judge Claudia Wilkins before the state can reduce state financial participation in wages and before IHSS wages can be reduced.

There have been a couple of meetings on the provider tax and language for the trailer bill is under construction. Mary Tinker participated with Karen Keeslar on behalf of CAPA in a

meeting with other stakeholders August 12th. The focus was on the role Addus may play to secure Republican votes and what they expect to get for that support. Addus provided an “Agency Supported Care” document which was a list of services they would like to offer to four counties as a pilot project for modified contract mode. All workers would remain IPs and considered employees of the consumers. Consumers would have the option to choose this new mode of service and social workers would be required to offer it to consumers when conducting assessments/reassessments. The primary agency functions would be the following:

- Assist consumers in scheduling, supervising and training workers
- Assist in recruiting workers and emergency backup workers through the registry
- Conduct home visits at least quarterly
- Assure care plan tasks are completed
- Safety program
- Informing social worker when other health services are in home
- Submitting time records to the Public Authority

Addus also indicated agencies would be selected by counties from a list of certified providers compiled by the state. Counties could insist that agency contracts result in no net increase in costs for the first 12 months. Agencies would be paid a per month per case fee set by the state (initial rate: \$155) The LAO would evaluate the pilot projects based on outcomes and costs. This proposal was not well received by stakeholders at the.

There was another meeting of the Program Integrity and Fraud Prevention task force to further develop unannounced home visit and targeted mailing protocol documents. There were hopes this would result in consensus on content of the documents in order to share it with the larger public stakeholder group in late August. However CWDA and CAPA representatives were unable to consent to some of the language in the draft protocols and further work is being done to seek final consensus.

CAPA’s Legislative Priorities are:

AB 1763 (Lieu) – UDW BILL *This bill would if specified conditions are met, require a county, nonprofit consortium, or public authority authorized to secure a criminal background check clearance to accept a clearance for an individual, as prescribed, from another county, nonprofit consortium, or public authority with criminal background check authority.* By imposing new duties on counties, this bill would create a state-mandated local program. *This bill would also, if specified conditions are met, require a county, nonprofit consortium, or public authority to obtain subsequent arrest notifications issued by the Department of Justice for a provider whose criminal record clearance was originally processed by another county, nonprofit consortium, or public authority with criminal background check authority.* CAPA provided support if amended letter This bill has had recent amendments that will be available the week of August 16. The new amendments substantially change the bill so that it will exempt IPs from fees associated with obtaining additional DOJ background checks. Bill passed out of suspense file.

AB 2274 (Beall) Dead as of 8-13-10 Anticipating the new Medi-Cal Waiver, this bill allows for IHSS to be provided through entities named in the Section 1115 waiver. This bill would also allow a person who receives services as part of an entity authorized by a specified waiver under

the federal Social Security Act to select any qualified person to provide care. IN Policy Committee CAPA Supports, sent letter of support.

AB 2619 (Block) Chaptered 7/9/10 – Elder and Dependent Adult Abuse: earnings withholding orders, this bill would require priority be given over any other earnings withholding orders. This relates to financial abuse inflicted on elders and dependent adults. CAPA Supports, sent letter of support.

ACR 162 (Beall) Chaptered 8-9-10 Disability History Week – This would designate the second week of October 2010 and annually thereafter as Disability History Week. CAPA Supports, sent letter of support.

ACR 177 (Yamada) Unanimous passage out of Assembly Americans with Disabilities Act 20th anniversary – This would recognize July 26, 2010 as the 20th Anniversary of ADA and recommit legislative efforts to reach full compliance with that act. CAPA is Co-Sponsor

SJR 35 (Corbett) Unanimous Passage in Senate The Americans With Disabilities Act of 1990 – This measure would commemorate the 20th anniversary of the federal Americans with Disabilities Act of 1990, encourage all Californians to recognize and celebrate the important historical significance of the act, and reaffirm the Legislature's commitment to, and urge Congress to reaffirm its commitment to, the civil and constitutional rights of Americans with disabilities. CAPA is Co-Sponsor

SB 886 (Flores) (In Suspense File (essentially dead)) – In-Home Supportive Services Providers: Electronic Timekeeping CAPA proposed amendments. Essentially dead in suspense file

SB 1062 (Strickland) –Enrolled 8-12-10 Bill requires CORI recipients to convey the report to applicants who don't clear the DOJ check. CAPA Opposes

SB 1256 (Hancock) Chaptered 7-20-10 Ed Roberts Day – Proclaim January 23 every year as Ed Roberts Day and designate the day as having special significance in public schools and educational institutions and encourage suitable commemorative exercises on that date. CAPA Supports, sent letter of support.

PA Programs Report:

Benefits Administration: There were **7,182** IPs enrolled in the Valley Health Plan and **7,666** IPs enrolled in the Dental/Vision plans during the month of July.

Staff issued 68 Eco Passes during July bringing the total issued this calendar year to **13,038**.

Mary announced the new Enrollment Process we will be utilizing in the near future called “REVA”. This new process will enable the potential IP to setup and start the enrollment on-line through a website specifically designed to help IPs with appointments, completion of forms,

watching the required video and initiating the enrollment process in the comfort of their own home, etc. PA is very happy and excited to roll-out the BETA testing in September and get their department employees trained on this new system.

Mary offered to setup a DEMO of this new system-REVA and it will probably be setup at next month's AB meeting.

Public Launch Date is scheduled for October 19, 2010.

Jim Ramoni made a comment about this. He acknowledges and applauds COA for creating this innovative enrollment website. Jim and staff were able to see a demonstration first hand last week and they were all very impressed.

CURRENT IP Enrollment Sessions: Sessions were held all day Tuesday and Wednesday of the last three weeks in July. No sessions were held the week of 5th. As of July 31, 2010 provider enrollment counts were as follows:

Number of NEW providers processed in July: 455

Number of existing providers processed in July: 1070

Number of IPs completely processed to date: 15,094

Number of IPs partially done: 1321

Number of IPs who we have information for but nothing is in CMIPS yet: 3

Fingerprint Processing:

- Bad print job need to redo: 26
- Pass: 15,297
- Failed: 47
- Delay: 104
- Have results but need to read and make determination on: 944

Registry Services: There are 483 active IPs on the registry. The Registry completed 47 new consumer intakes, 56 matches and provided 328 interventions. Conducted 2 home visits for consumers in need of additional assistance.

The Urgent Care Registry authorized 28 hours of service for the month of July.

Mary passed around a draft letter regarding P.O. Boxes from CDSS. She also distributed copies of the Consumer and IP newsletters that were mailed back in June and July 2010.

Provider Training: The Public Authority offered four classes during July training 99 IPs.

The number of requests for information regarding the Job Development fund continues with a total number of 23 inquiries in July

California IHSS Consumer Alliance Report (CICA): Janie announced the State-Wide CICA Conference scheduled for October 22-24 at the Doubletree Hotel in San Jose. She would like everyone to attend.

Janie encouraged all the AB members to attend the monthly CICA conference calls that are held every 3rd Wednesday at 10am.

Janie reported the Town Hall Meeting on June 25th went exceptionally well. There was an excellent turnout over 600 people were in attendance. The guest speakers did very well and there were many consumer and IP testimonies. Overall, very productive and great meeting.

Report from Social Services Agency: Jim mentioned that Lee Pullen sent a letter to COA, specifically to Steve Schmoll, Manuel Altamirano and Mary Tinker; acknowledging and thanking the PA department for their hard work and dedication regarding the enrollment process and processing over 15,000 IPs before the June 30, 2010 deadline. It was a job well done and IHSS appreciates all that was accomplished.

Jim also acknowledged SEIU Local 521 Union Office. They played a critical part in assisting the PA with the enrollment process, specifically in the use of their facility and their translation services.

Jim announced that he will be attending a Board of Supervisor's meeting on August 24th to get approval for the Fraud Re-Allocation monies that was budgeted for the current fiscal year. The plan/proposal will begin on September 1st.

Members asked about having the staff from the new fraud unit attend one of the AB meetings to give an overview of their work. This may be scheduled for November or December of 2010. The AB is looking for figures and actual accounts on Fraud cases.

Jim announced that most recently IHSS had committed to the utilization of some overtime hours to focus on re-assessment cases. This apparently worked out very well, because they went from 44% to 20% in overdue assessment cases. Staff completed over 1000 cases. The "oldest" overdue case is about 18 months. With such a huge case load and minimal staff and hours for these cases, IHSS was able to "catch-up" on some of the older, overdue cases. Re-assessments should be done annually.

Jim mentioned that the new Integrated Voice Recognition Phone System at IHSS will be implemented on Friday, August 20th. IHSS is very excited about this new phone system and hopes that it will diminish the number of phone calls that come into queue in order for someone to talk to a "live" person. There is quite a bit of information that can be given over the phone without having to speak to someone directly. This new system is not a state wide system each county would need to decide to purchase and implement the system.

Report Back-AB Members CICA Training & DCAD:

Janie attended both the training and DCAD in Sacramento. It was overall a very productive two days. The training was done by different facilitators and there was a lot of information given. There were 40 people in attendance. At DCAD, the attendance was great, not sure what the final headcount was. There were quite a few different groups there that did presentations. Janie

mentioned that the CICA website actually has published consumer stories and interviews and you can view them on that website. They also had an opportunity to visit some of the Legislator's Offices at the Capital.

Ellen also attended both days and she said that she had a fantastic time. She brought along 2 IPs and their Consumers. She said it was a nice train ride and that there was easy access and wheel chair accommodations offered and used. Very convenient and she was happy with the accommodations. Ellen also said that she was most impressed by the train ride back home because it seems as though attendees felt more confident and empowered by all that they learned and experienced at the training and DCAD. People seemed to come away with something new and able to give sound advice to others. Overall it was a very good 2 days and she is happy she attended. She would like to attend again next year.

Agenda Items for next month:

1. REVA Demo
2. Report back from Budget sub-committee.

Next Meeting: The next meeting of the Advisory Board is scheduled for **Tuesday, September 21, 2010** from **11:30-1:30PM** at 2115 The Alameda, San Jose, CA 95126.