

IHSS Public Authority Advisory Board Meeting
November 16, 2010
MINUTES

Members Present: Deane Denney, JoAnn Disbrow, Kai Lu, Richard Patterson, Jim Ramoni (ex-officio), Ellen Rollins, Janie Whiteford, Theresa Wright

Members Absent: Bharat Desai, Cindy Faulkner, Brian Miller, Elissa Young

COA Staff Present: Leticia Sabadin, Mary Tinker

Guests Present: None

Approve Minutes: October minutes approved as written.

Announcements & Public Comment: JoAnn Disbrow, Advisory Board Chair, provided a brief overview of the roles and responsibilities of Advisory Board members. She requested each member evaluate their personal responsibilities and commitment to the board. She reminded members of the critical part they have in communicating and advocating on behalf of more than 17,000 consumers and 15,000 providers in the IHSS Program.

CAPA Report: Mary Tinker reported CAPA met October 28 in Sacramento. She stated that the federal government has approved California's five-year, "Bridge to Reform" Section 1115 waiver proposal. Through the section 1115 comprehensive waiver, California will receive approximately \$10 billion in federal funds to invest in California's health delivery system to prepare for national health care reform.

Mary reported that the IHSS Coalition sent a letter to David Maxwell-Jolly, Director of California Department of Health Care Services regarding the "Proposed Medi-Cal Pay-for-Performance System for Nursing Homes." There is strong opposition and concern about the Department of Public Health's and the Department of Health Care Services' joint proposal to establish a bonus payment system for Medi-Cal certified nursing homes. According to the proposal presented by the Departments on October 29, 2010, Medi-Cal would pay over \$40 million during FY 2011/12 in bonus payments to nursing homes that meet State averages for a narrow list of indicators. The proposed system allows nursing homes to discriminate against Medi-Cal beneficiaries. A copy of the letter can be found on the IHSS Coalition website www.IHSSCoalition.org

CAPA's Executive Director participated in a joint hearing of the Assembly on "The Long-Term Care Workforce in California – Examining the Shortages, Opportunities, and Innovation." The hearing was held on November 9, 2010 in Sacramento. CAPA provided a handout describing Public Authorities and what they do. It also referred to the budget actions taken last year affecting Public Authority funding and the impact the severe cuts had on registries, training and other services. There was a wage and benefit chart included as well as the new requirements for IHSS providers implemented in November 2009.

Mary informed the group there is an important meeting scheduled for November 19, 2010 in Sacramento. CDSS is hosting a stakeholder meeting regarding the new "Tier Two Disqualifying Crimes Procedure Development." All interested stakeholders are encouraged to attend or participate via teleconference.

Mary attended a meeting in Sacramento a few weeks ago regarding CMIPS and implementing Tier Two Convictions. CMIPS legacy is being modified to accommodate the new statutes and help counties and Public Authorities implement the process as efficiently as possible.

PA Programs Report: Mary Tinker reported there were 7,278 IPs enrolled in the Valley Health Plan and 7,766 IPs enrolled in the Dental/Vision plans during the month of October. Staff issued 257 Eco Passes during October bringing the total issued this calendar year to 15,514. _

IP Enrollment: All enrollments are done by IPs using the website as the initial point of entry. After viewing the video they go to an appointment calendar and schedule a day/time to come to the PA to complete the process. This is working very well, staff has run into a few glitches but they have been fixed quickly and people are able to get through in a timely fashion.

Registry Services: There are 461 active IPs on the registry. The Registry completed 45 new consumer intakes, 36 matches and provided 257 interventions. The Urgent Care Registry authorized 29 hours of service for the month of October.

Provider Training: The Public Authority offered five classes during October training 115 IPs. The number of requests for information regarding the Job Development fund continues with a total of 15 inquiries in October.

Mary mentioned that there was a surge of "NO SHOW" providers in the English classes during October. Reasons for absences varied, and some IPs did not bother calling to cancel their reserved spot in the class. This is quite unfortunate as we had a long list of IPs on the waitlist for these classes. The PA may have to re-evaluate the current no show policy and tighten it further to make sure IPs who want training are able to get in to a class.

California IHSS Consumer Alliance Report (CICA): Janie Whiteford reported that the CICA Conference on October 22-24, 2010 was a huge success. (See below for her additional report back and notes).

Janie will be going to Sacramento on November 19th to attend the CDSS Stakeholder Meeting regarding Tier Two Disqualifying Crimes Procedure Development. Janie will be representing CICA and the IHSS Coalition as she makes comments on suggested edits to the current draft documents put out by CDSS.

CICA Conference Report Back:

Janie: There were 165 registrations. The speakers were fabulous. The AARP speaker, Ernie Powell was excellent. He did an amazing job. CICA needs to make coalition efforts with seniors and what better way than with the relationship they have with Ernie. Janie also wanted to say Thank YOU to the AB members that were able to attend the conference. The Friday training for AC members was excellent and very successful.

JoAnn: The conference was well organized and well done. The main group of speakers were very good. There was one session where the speaker was actually conducting the presentation via tele-conference and, surprisingly, the presentation was good and very informative. JoAnn stated Marty Omoto gave an excellent presentation and is a good speaker.

Ellen: As usual, the conference was well done. Ellen compliments everyone who organized and did a good job putting it all together. She especially enjoyed and got a lot out of the Friday training session. Ellen also agrees with Janie that, CICA needs to follow-up with Ernie and AARP and build on that relationship.

Kai: The conference was great. There was one break-out session with Deb Roth, that dealt with the state budget and issues going on and Kai stated she found this a very informative session.

Deane: Reported that thoroughly enjoyed the conference and he was glad he could make it. Deane thought that having discussions and conversations with other members from other counties to see how things are done was very informative and interesting. There was a SCAN Foundation session that was very good.

Janie also said there are quite a few things going on that she will be participating in and attending and asked the AB if she could be reimbursed for expenses for the following meetings:

- November 19th CDSS Stakeholders meeting in Sacramento regarding the Tier Two Disqualifying Crimes implementation process
- She was asked by Sarah Steenhausen (Senior Policy Advisory for The SCAN Foundation), to participate in a meeting in December in Sacramento to represent CICA on IHSS and Long Term Care
- CICA strategic planning meeting in January that will be held in LA

There was consensus of group consensus to allow Janie's expenses to be reimbursed using AB 1682 funds.

Report from Social Services Agency: Jim Ramoni reported that the County is in the middle of

a “re-balancing” budget for the current fiscal year. The current budgeted amount for IHSS provider wages and benefits is \$78 million and a target reduction of \$2.6 million will be done on paper but will not take place until February 2011. There will be no impact on wages or benefits for IHSS providers. There is an \$8.5 million reduction target for the Social Service Agency which will most likely result in some lay-offs. Some specific impacts to IHSS is there will be no more over-time hours authorized, and no more “extra” help staff available. The clerical extra help staff will complete their allotted hours (1040 a year/fiscal), which means they will have reached this point around January 2011 and at that point they will leave and no replacements brought in.

Jim states that that agency has county wide union membership and that some employees may “bump” others due to their seniority. This can be problematic especially if the knowledge base is lost due to staffing changes with people with no knowledge or experience working in IHSS.

Jim reported that IHSS will have “flex” staffing for November and December to get new intake cases caught up.

Mary expressed that even though it’s been a hectic and tough year with so many things going on, the collaboration between PA and IHSS has been excellent and everything has worked out well. It is great that we have such a good rapport with IHSS staff and especially Jim.

Jim also mentioned that 50% of their incoming phone calls are going through the new IHSS Telephone interface and working well. They happened to receive over 1400 phone calls on November 15th with regards to IPs and their timesheets.

Also there will be state wide reduction of hours, a 3/6% cut for everyone. Notices will be sent out by June 30, 2012. This is effective February 1, 2011.

Report Back from IHSS Caregiver Appreciation Day: Mary Tinker reported that this was a very nice event. It was small but well done with about 50 IPs in attendance. Mary expressed appreciation that Daisy Chu, Policy Aide for Supervisor George Shirakawa’s Office, attended and presented the Proclamation Plaque, along with Jim Ramoni, to the Caregivers.

In order to pay for the event donations were made by Liberty Dental of \$1000 and Vision Service Plan of \$500. These contributions provided a successful event paying for and assortment of desserts and a very practical handbook titled “Quick Tips for Caregivers”.

Ellen Rollins attended and reported back that she was very pleased and impressed on how good this event went. She thanked Mary and the Public Authority for their help and organization in putting the event together. She was very happy to see all 3 vendors for Benefits in attendance: Liberty Dental, Vision Service Plan and Valley Health Plan. Everyone complimented the giveaways that the vendors gave. Mary did a very good job as speaker. It was nice to have Jim Ramoni and Daisy Chu there and the fact that they were able to present the plaque to the Caregivers was an added bonus. Overall, the event was really, really nice. Thank you for appreciating the Caregivers. They were very happy we could do this for them.

Janie did join us towards the end of the celebration. She was very pleased to see some IPs. Both Janie and Ellen did attend the Proclamation Ceremony earlier that morning (November 9th) and they received the Caregiver plaque given to them by the Board of Supervisors.

Discussion on Recommendations to the Board of Supervisors Annual Report: Mary Tinker asked the AB members to start thinking about the accomplishments and recommendations report that will be given to the Board of Supervisors in the spring. Mary asked for volunteers to be on the ad-hoc committee to develop the recommendations. Ad-hoc committee meetings will be scheduled in January 2011. Ad-hoc committee members: Janie Whiteford, Ellen Rollins, JoAnn Disbrow, Deane Denney and Richard Patterson.

Mary suggested the AB plan to be ready for a March 2011 presentation and to work with Jim and CSFC's report to coincide with us and present to Board of Supervisors.

Agenda Items for next month:

1. Strategic Planning Meeting—Ad-hoc Committee Volunteers
2. Discussion on the Recommendations to the Board of Supervisors Annual Report

Next Meeting: The next meeting of the Advisory Board is scheduled for **Tuesday, January 18, 2011** from **11:30-1:30PM** at 2115 The Alameda, San Jose, CA 95126.