

**IHSS Public Authority Advisory Board Meeting
February 15, 2011
MINUTES**

Members Present: Deane Denney, JoAnn Disbrow, Cindy Faulkner, Richard Patterson, Jim Ramoni (ex-officio), Janie Whiteford, Theresa Wright

Members Absent: Kai Lu, Elissa Young, Brian Miller, Ellen Rollins

COA Staff Present: Jenny Lynn Campbell, CareAccess Director, Leticia Sabadin, Mary Tinker

Guests Present: Daisy Chu, Policy Aide from Supervisor George Shirakawa's Office, Merina Yeung, Internal Organizer from the SEIU Local 521 Union Office, Terri Possley, IHSS Quality Assurance Officer

REVA Demo by Jenny Lynn Campbell: Ms. Campbell provided a demo of REVA, the enrollment software in use by the Public Authority. It is a web based system for individuals to use to enroll as IHSS providers. The system automated a labor intensive enrollment process newly mandated by the state as of November 1, 2009 and enables PA staff to complete the enrollment process in a more efficient manner. It reduced time required to enroll a provider from an average of one hour to ten minutes/provider. AB members were very impressed and thanked Jenny Lynn for the informative presentation.

Approve Minutes: January minutes approved as written.

Announcements & Public Comment: Jim Ramoni introduced Terri Possley from IHSS QA Dept. She was in attendance for a presentation to be made later in the meeting.

CAPA Report: Mary Tinker reported CAPA met January 27 in Sacramento.

Senator Evans has agreed to be the author of legislation sponsored by CAPA in partnership with Disability Right's California to repeal fingerprinting of consumers and fingerprints on timesheets.

CAPA has also submitted a bill to clean-up AB 1612. A legislator to author the bill is in discussion at this point. The three components of the bill are:

- Changes current law to require the reporting of sub-convictions in place of sub-arrests.

- Changes language on cross-county criminal background checks so PAs aren't required to accept CMIPS clearance from another county.
- Changes language regarding PA registries; notwithstanding Tier 1 and Tier 2 crimes, PAs have the discretion to deny providers for other reasons.

SEIU is working to develop budget alternatives and has retained both Sellers-Dorsey and Roger Arbach. Their goal is to develop proposals for the Community First Choice Option and a plan to transition patients out of nursing home and into home and community based services. SEIU has testified before both the budget subcommittees that the rough estimate of additional federal funds that could be achieved with their plan is \$300 million.

The Assembly and Senate Budget Subcommittees plan to close out open items including IHSS by February 18th. The full conference committee will convene within a few days following.

Mary also reported that Senator Leno requested the LAO's Office prepare a list of alternative actions to balance the budget should the Legislature or the voters reject the tax extension proposal. In the letter back to Senator Leno the LAO includes additional expenditure reductions which include elimination of Adult Protective Services and the Department of Aging. A copy of the report will be emailed to AB members.

PA Programs Report:

Staffing: The Public Authority needed to reduce its current year budget by a little over \$145,000 which resulted in staff reductions, two staff were laid off effective January 31. One worked in the Registry as a Care Coordinator, and the other worked as a Benefits Specialist. These positions have been eliminated from the Public Authority budget.

Services in the registry and benefits are being negatively impacted due to this reduction but it's too early to know the full impact this will have on customer service. Consumers and providers are experiencing delays in call responses; longer wait times for intake requests, generation of provider lists, and assistance with problem resolution. Benefits staff are struggling to maintain and meet hard deadlines for eligibility determination and to keep benefits providers workflow in tact. Frustrated consumers and providers are being dealt with as swiftly as possible but it is not anticipated this will get better any time soon. Council on Aging is working to automate as much of the workflow process as feasible in order to mitigate the impact on consumers and providers.

Benefits Administration: There were 7,316 IPs enrolled in the Valley Health Plan and 7,817 IPs enrolled in the Dental/Vision plans during the month of January. Staff issued 12,644 Eco Passes during January.

IP Enrollment:

Number of IPs processed in January: 382 (REVA).

Number of IPs completely processed as of January 31st: 17,794

Number of IPs partially done: 770

Fingerprint Processing:

- Rejected prints: 18
- Pass: 18,023
- Failed: 64
- Delay: 9

Mary reported that the new “Expanded List of Disqualifying Crimes” known as Tier 2 became effective February 1st. It requires a substantial amount of additional work and is tedious to implement. Mary indicated that protocols are still under development with IHSS in order to administer these new requirements. She explained that Tier I crimes include specific penal codes for elder and dependent adult abuse, child abuse and fraud against a government agency. The Tier II crimes list is much more extensive and is for violent felonies, 10 pages long. Under this tier, the Consumer has the ability to waive the provider’s ineligibility and allow them to provide their IHSS services even though they have some kind of felony under Tier II.

Registry Services: There are 451 active IPs on the registry. The Registry completed 70 new consumer intakes, 44 matches and provided 336 interventions.

The Urgent Care Registry authorized 18 hours of service for the month of January.

Provider Training: The Public Authority did not offer training sessions during January. Classes are scheduled to resume in February.

California IHSS Consumer Alliance Report (CICA): Janie Whiteford reported that CICA is working and struggling through the same budget proposal issues as CAPA. Janie and few of the AB members have been working diligently with organizing local legislative visits. They also went to the State Capitol for Budget Sub Committee hearings for both houses. Janie expressed appreciation to those that were able to attend. She also mentioned that the meeting with Holly Mitchell went very well, very positive. Holly Mitchell is Chair of Assembly Budget Sub Committee #1 for Health and Human Services. Ms. Mitchell seems very interested and supportive of the IHSS program but she appears to be conflicted about going against the Governor and all of his proposed cuts against IHSS.

Janie sent out an email to the AB members regarding the CICA conference call. She is asking all members to try to attend the call.

Janie also mentioned that the visit with Senator Joe Simitian’s Aide was surprising. It was made clear that Senator Simitian’s priority is education and in order to prevent further cuts to education he would support any cuts including those to IHSS.

CICA is still taking a strong position against the proposal to eliminate the mandate for Advisory Committees. If the mandate is eliminated and AC’s become optional it is expected most counties would opt not to maintain them. This would eliminate funding for AC activities. CAPA is supportive of maintaining the consumer voice in IHSS through Advisory Committees. It is anyone’s guess as to how this will turn out.

Janie also indicated CICA is opposed to the phase two realignment of IHSS to the State. There is great concern this would negatively impact consumers and further erode the consumer voice in the program.

Report from Social Services Agency: Jim Ramoni reported that the County has identified a \$230 million deficit for fiscal year 2012. In order to eliminate the deficit all county departments have been given reduction targets. Social Services Agency's target is to come up with \$15 million in budget reductions. Last year's target reductions for SSA were \$8 million which has already had a negative impact with of a loss of 40 positions. All extra help positions have been eliminated as well as no more overtime authorization, these went into effect February 1st and there is already a huge backlog and there are an average of 50 people in the phone queue waiting to be answered. The new target is almost twice as big and will mean more severe reductions in staffing and services within the County Social Services Agency.

Jim states that the situation at IHSS is really bad due to the shrinking of resources, the latest restructuring of departments and all the new knowledge and training in process.

- Terri Possley gave a brief presentation and overview of the IHSS Fraud Task Force Team—please see attached handout. This team was newly established in July of 2010. Both Jim and Terri believe that the team is too new to offer any real feedback and trends.
- Terri also spoke in regards to the “Un-Met Needs” Topic: The Santa Clara County IHSS Program has a maximum amount of hours they approve and allow a Client to have, this amount is 283 based on statute. There are some cases where the amount of hours may increase due to ‘paramedical’ need. There are some exceptions made, but this rarely occurs. Terri explained that the county prefers not to go over the maximum of 283 hours because the system cannot calculate anything over and above this amount, it is “capped” at 283 and the computer system (CMIPS) will give an error if this occurs. Also anything over the maximum amount of hours, the IP will not get paid so this county does not calculate “un-met need”. Terri reported that during the intake, it is explained to clients the maximum number of hours IHSS can provide. If it seems their situation may require substantially more hours then the question is raised that IHSS may not be the appropriate program for to meet the clients’ needs.

Legislative Visits Report: There was not sufficient time for this agenda item it will be moved to the March agenda.

Adult Transition & Services Fair: The flyer for the fair was distributed. All members interested were asked to complete the form and submit to Wayne Jasper, who is in charge of this event.

Next Meeting: The next meeting of the Advisory Board is scheduled for **Tuesday, March 15, 2011** from **11:30-1:30PM**, location TBD.