

IHSS Public Authority Advisory Board Meeting
June 18, 2013
MINUTES

Members Present: Janie Whiteford, Jim Ramoni (ex-officio), JoAnn Disbrow, Deane Denney, Senon Hernandez, Dennis Schneider, Ellen Rollins, Robert Stroughter

Members Absent: Theresa Wright

COA Staff Present: Mary Tinker, Leticia Sabadin

Guests Present: Merina Yeung, SEIU Local 521 Internal Organizer; Mandy Lu, SEIU Local 521 Internal Organizer; Rebeca Armendariz, SEIU Local 521 Internal Organizer; Sylvia Sanchez, SEIU Local 521 Internal Organizer; Richard Rangel, Potential AB Member; Ashley Partch, IHSS IP, Vera Sokolova, IHSS IP and SEIU Assistant Chief Steward

Announcements & Public Comment:

Vera Sokolova, Assistant Chief Steward SEIU Local 521, expressed frustration regarding how difficult it is for her or other IPS to obtain assistance from IHSS with timesheets and late paychecks. Mary Tinker thanked Vera for bringing these issues to the Advisory Board and informed her that per the Brown Act that since this topic was not on the agenda the AB could not discuss it. Mary suggested Vera speak to Jim Ramoni after the AB meeting to seek resolve to her issues and if she wanted the AB to discuss it to call the Public Authority office and request it be put on the August agenda.

Janie Whiteford announced the CCI meeting on Monday June 24th

Mary Tinker announced the HICAP Forum on Medicare/Medi-Cal on June 21st

Approve Minutes: May 21, 2013 approved with one correction.

Under Announcements & Public Comment make the following correction:

...“Welcome newest AB members Robert Stroughter **JR.** who was appointed...”

(change Jr. to **Sr.**) So the minutes will read: “...Welcome newest AB member Robert Stroughter Sr. who was appointed...”

CAPA Report: Mary Tinker reported that CAPA met May 23 in Sacramento.

State Budget: Agreement reached early this year. Floor votes scheduled today with full anticipation of passage with supermajority then to the Governor for signature.

CCI Update: Trailer bill language passed by Assembly AB 100 and Senate SB 94 almost identical bills de-linking the 3 parts of the CCI so each could operate independently, giving the Director of Finance ability to discontinue any one of the three parts without impacting the other two.

- Cal MediConnect
- Medi-Cal Health Benefits
- Long Term Services & Supports
- Statewide Public Authority—de-linked from implementation of the Cal MediConnect program.

--Mary distributed hand-out "Floor Vote Coming for 'De-Linking' Plan to all members present.

Universal Assessment Tool: CDSS is working on the framework to prepare for a June meeting and CAPA suggested having recipients on the work group. No word on this yet.

State Developed Consumer Training Videos: Translated consumer training videos are now available on the state website and we are putting a link to them on our PA website. Languages are Spanish, Armenian and Chinese as these are the state threshold languages.

CAPA & CICA Joint Grant Proposal: CAPA has been seeking grant opportunities with CICA to fund consumers' activities at the capitol. Ability to participate on committees, testify at hearings.

Federal OT Regulations: Nothing new to report, latest estimate for earliest possible implementation is August of this year. So word is either out very soon or not for a long time.

Legislative: There is a low level of activity on IHSS this year, virtually all IHSS bills are two year bills.

SB 952 Impasse procedures, 2-year, waiting on trailer bill language.

AB 784 – UDW bill; the state is to establish a workgroup to determine the employer for ACL.

AB 421 – SEIU; the state is to establish a workgroup for curriculum and training.

Programs Report: Mary Tinker reported:

Benefits Administration: There were 8,373 IPs enrolled in the Valley Health Plan and 8,930 IPs enrolled in the Dental/Vision plans during the month of May. There were 291 Eco Passes issued.

IP Enrollment:

Number of IPs in May: 348

Registry Services: Registry Services: There are 413 active IPs on the registry. The registry:

- Completed 51 new consumer intakes
- Attained 46 matches that were reported by consumers/IPs
- Provided 189 interventions

The **Urgent Care Registry** authorized 54 hours of service for the month of May.

Provider Training: Public Authority provided ten training sessions with 264 individuals attending.

Janie Whiteford expressed appreciation to the Public Authority and Mary for offering these classes. Adding this is a good training program for IPs.

California IHSS Consumer Alliance Report (CICA): Janie Whiteford reported the CICA conference call scheduled for June 19th at 10am. She asked that all members try to join the call. Janie announced that Francis Gracechild, Advisory Committee Chair from Yolo County, and Executive Director of the Sacramento Independent Living Center, led their AC in approving an additional \$500.00 for CICA dues giving a total of \$1,000.

Janie indicated CICA is very concerned with some issues at hand such as CCI and the un-met needs in IHSS. It also seems as though some counties that have transitioned to CMIPS II are encountering some problems with the new system which is causing CICA apprehension in the project moving forward if the issues aren't worked out.

Report from Social Services Agency: Jim Ramoni reported the new CMIPS II system is going well in Santa Clara County. With the initial requested delay in the go live date Jim believes that his group benefited with being more organized, well trained and ready for the new system. There was so much behind the scenes training going on within SCC IHSS, that Jim felt his group was well equipped and ready to go. Everyone at IHSS has extensive training with the new system, now everyone touches the system making it better. It's a web based system that everyone is trained on. Key staff embraced the new system and now is mentoring their coworkers. Jim said this new system is so much better and the old system seems very "archaic".

Jim gave special thanks to Jan Griffiths, Project Manager and Zephyr Williams, Supervisor, who assisted in this transition which helped the process go more smoothly. Jim stated that with so many new business processes required with the new system there were a lot of changes that had to be done. One major change was shifting from a banked case load to an assigned caseload, over 17,000 cases assigned to social workers.

There are 6 units of social workers with 6 to 9 per unit. There is no longer an "in-take" unit; all 6 units do the same work. There is a high case load so they are looking at average caseload sizes of between 360-402 cases per social worker. They all do intake now so it's setup so once the recipient has been assigned to a social worker it is for the duration of the case. IHSS honors requests as much as possible but language is a priority.

Payroll totally shifted to the Chico facility in May with the go-live of CMIPS II. Jim indicated he is

hoping exceptions will diminish soon. They are seeing a large volume of timesheets submitted early which will cause them to be rejected. The Chico facility is automated it's a machine and not a person so it will not allow early timesheets to be processed.

Jim made the following suggestions for problem free timesheet processing:

- Do Not submit timesheets prior to the end of the pay period, the system will reject them automatically
- Make sure timesheets are legible and have no "extra" markings
- Do not total your timesheet you do not have to do this
- Since the new system is automated, the machine reads timesheets and will reject any with exceptions or illegible writing

The IHSS automated telephone retrieval system should be back on-line as of June 24th.

Unmet Needs Discussion: Janie Whiteford stated there is major concern over how unmet need is being handled since there is disparity with no uniformity across counties. This has become a big issue due to the recent 8% cut in IHSS hours. Since the hours are supposed to be reduced from unmet need first it creates disparity for consumers in counties where it has not been assessed. This truly affects the consumers with very high hours particularly 283 hours. There are exceptions for all tasks to go beyond the state guidelines if justification can be provided by the social worker. CICA is asking the state to issue an ACL to set standards for all counties. There is agreement that there is no clear understanding of unmet needs but there is hope that somehow the State will give some type of clear direction in the future. The National Senior Citizens Law Center is also expressing concerns to the state regarding this issue.

AB Budget: Janie Whiteford reported the new fiscal year budget of just under \$6,000.00 has been approved. Janie asked for volunteers to form an ad-hoc committee to develop a budget for the new fiscal year. Volunteers are: Deane Denney, Senon Hernandez, Ellen Rollins, Janie Whiteford and Richard Rangel (non AB member).

Janie stated there is \$3,620.00 left in the current budget. Following some discussion there was consensus to spend \$3,000 for Consumer Leadership Training with CARA and pay \$500 to CICA.

Janie requested volunteers to work on a Training Ad hoc Committee to develop the concept more fully and prepare an outreach plan. Volunteers are: Ellen Rollins, JoAnn Disbrow, Senon Hernandez, Janie Whiteford and Richard Rangel (non AB member).

Next Meeting: There was a consensus to go "dark" in July.

The next meeting of the Advisory Board is scheduled for **Tuesday, August 20, 2013** from **11:30-1:30PM**, at the Sourcewise (previously Council on Aging Silicon Valley) main office located at 2115 The Alameda, San Jose, CA. 95126.