

IHSS Public Authority Advisory Board Meeting
August 20, 2013
MINUTES

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

Members Absent:

COA Staff Present: Mary Tinker, Leticia Sabadin

Guests Present: Jim Dale, Board Aide, Supervisor Yeager's Office; Merina Yeung, 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: IHSS IP Vera Sokolova wanted to raise some issues she has with Liberty Dental. Mary Tinker reminded the group that since the topic was not agendaized it cannot be fully discussed and she suggested they schedule a meeting to discuss her issues. There can be a report back to the AB at the next meeting on the results of the meeting. Vera agreed and the other SEIU representatives will also be included in the meeting.

Dennis Schneider brought up some payroll issues his IP is having and Mary Tinker asked him to defer his questions to the Social Services Agency Report portion of the meeting when Jim Ramoni is present and able to respond to his concerns. (assigned hours versus bulk hours)

Merina Yeung mentioned that there were issues with CMIPS II and wanted to bring that up, so Mary Tinker also asked to defer her concerns to Jim during his report later on the agenda.

Approve Minutes: June 18, 2013 meeting minutes approved as written.

CAPA Report: Mary Tinker reported CAPA met July 23 in Sacramento.

CCI Update: Mary Tinker reported Cal-Medi Connect enrollment will begin no sooner than April 2014. DHCS hosted a stakeholder conference call, Mary sent information to AB members so they could join the call. Managed LTSS starts for all MediCal beneficiaries even those who opt out for their Medicare coverage.

Site reviews were completed with the health plans last week as part of the readiness review. Corrective letters will be sent to the MCP over the next several weeks. These processes are not public so the results and letters will not be made public—this is normal business process for CMS and MCP.

As part of the budget, Behavioral Mental Health for severely impaired will be reinstated January 1, 2014 and DentaCal will be reintroduced May 2014 in all counties. Because of this Cal-MediConnect will not require the MCP to offer dental services.

Cal-MediConnect will require Vision and Non Emergency Transportation services as part of the benefits from the MCP.

DHCS will convene the first quarterly meeting to review the progress on the Coordinated Care Initiative as required by statute. This meeting is in Sacramento at the Sheraton Grand Hotel on Tuesday, August 27th from 1pm – 4:30pm.

Federal OT Regulations: Mary Tinker stated there isn't really anything new to report; however there has been substantial pressure from PHI and other groups on the Administration to release the new regulations. (See handout).

OT Regulations will go through, just not sure when, will keep everyone posted as to the dates. Mary mentioned that the state anticipates costs to be over \$300 million for OT if the regulations go through.

The PA will have to increase the list of providers for the Registry in order to prepare for the new regulations. PA Registry will need at least 1500 IPs on the registry to meet the increased demand for workers. This means more than triple the number of workers currently on the Registry and the need for additional PA Registry staff to handle the increased workload.

Mary distributed copies of the "CMIPS II TPF Tour/Demo" Presentation she received during a tour of the Chico Timesheet Processing Facility. Mary emphasized the importance of getting information out to IPs on various aspects of the new timesheets and how critical some details are. For example she pointed out the little squares on the timesheets and relayed how the automated system uses these to align the timesheet when reading the information and that if they are missing it may cause a delayed payment to the IP. Additionally it is critical to only use a black, medium point pen when filling out the timesheet or the machine may not be able to read it, again causing a possible delay in payment to the IP.

Mary distributed flyers:

- Coordinated Care Initiative Flyer for enrollments to start in April 2014
- National Senior Citizens Flyer for the 27th Quarterly Meeting

PROGRAMS REPORT: Mary Tinker reported the following:

Benefits Administration: There were 8,464 IPs enrolled in the Valley Health Plan and 9,019 IPs enrolled in the Dental/Vision plans during the month of July. There were 283 Eco Passes issued.

Enrollment Sessions:

Number of IPs in July: 346

Registry Services: There are 427 active IPs on the registry.

- Staff completed 46 new consumer intakes
- Attained 50 matches that were reported by consumers/IPs
- Provided 207 interventions

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

Provider Training: Public Authority provided no training sessions in July. The new training schedule will be mailed in August and classes start in September. New schedules were mailed August 9th and classes are filling fast. Mandarin classes are the only ones not filling up.

Mary asked for assistance from the SEIU Local 521 to spread the word to the Mandarin speaking population of IPs, let them know about classes and remind them to call to register.

Dennis Schneider commented about receiving a list of providers from the Registry. He stated that the Registry Personnel (Drew) were very helpful and the list worked out for him.

California IHSS Consumer Alliance Report (CICA): Janie Whiteford reported that there was not much new information to discuss. Right now the main focus is on the OT Regulations and the impact and the push back. There are some State level interventions towards this focus and they are hoping things will work out. There is a major concern for the Coordinated Care Initiative.

- Janie encouraged the AB to participate in the monthly CICA calls. There is a great deal of relevant information shared on the calls.

-CICA was dark in August so no meeting to report.

Report from Social Services Agency: Jim Ramoni reported that effective July 15, he is serving as the Interim Director of the Department of Aging and Adult Services and no longer managing the In-Home Supportive Services (IHSS) program. During this interim he has 3 contacts for IHSS in his place: Terri Possley, Scott Hakeman and Gus Gomez.

Jim reported that the IHSS Annual Report will be presented at the BOS meeting on Thursday, September 12th. Jim will be in attendance to present the overview IHSS report.

There was a Quality Assurance Audit completed and there were some good findings. There will be a report and formal letter distributed at the end of September.

There were some issues brought up by SEIU Local 521 regarding IHSS staff response time.

Who should the union representative go through with issues?

Why are there calls not returned?

Social workers need to respond.

Jim responded by reminding the group that IHSS receives 750-1000 calls a day. Social workers will not be dealing with IPs and timesheet and/or payroll issues this has been assigned to other staff. The social workers main focus is the IHSS clients. Jim said he would follow-up with IHSS management staff.

Merina Yeung and Jim Ramoni mentioned the CMMI Grant.

Merina reported:

The grant is from Center for Medicare and Medicaid Innovation (CMMI) through the “Care Team Integration of the Home-based Workforce” award project. The California Long-Term Education Center (CLTCEC), in partnership with SEIU and UCSF has received this grant for training IHSS Providers to serve as health monitors, coaches, communicators, navigators and care aides for dual-eligible (Medicare/Medicaid) beneficiaries, particularly those with highest health care needs. Its aim is to improve the care and lower the cost by reducing emergency room visits, hospital admissions from the ER and reduce the length of stay in nursing homes.

This award project is currently training IHSS providers in both LA County and Contra Costa County. SEIU 521 is exploring the possibility of using this grant for training IHSS IPs in Santa Clara County.

CLTCEC is providing the curriculum and training to the providers. More details will be discussed in the next meeting.

Janie Whiteford and Ellen Rollins asked if they could be involved with this grant and with the training involved via consumer side of it and having a voice for the consumers. Jim Ramoni stated that Mary Tinker should also be included in the workgroup.

Jim stated he wanted to give everyone a “heads-up” that there was a potential strike with IHSS county staff due to the work action and contract negotiations that are underway. It may occur on August 27, 28 and 29.

AB members asked Jim for an update on the ‘Program Integrity’, they are interested in seeing the formal findings and asked if he could provide this at the next meeting; additionally they requested an update on fraud cases.

Janie Whiteford brought up the issue of un-met need. She asked how many consumers have maximum hours. Jim mentioned that all Social Workers had updated training on un-met needs.

If a consumer is eligible, they should have un-met needs assessed and given. Un-met needs is very specific in tasks, under mostly paramedical for a very disabled individual.

Dennis Schneider did mention to Jim that one of his IPs made a comment about IHSS and the fact that they were very helpful and courteous even after being on hold for over an hour.

Consumer Training Ad hoc Committee Report: Janie Whiteford reported that they have setup dates for this training of October 18 and 25. There is a flyer that will be distributed. There are 40 slots open. All AB members are strongly encouraged to attend. The committee recommends the following:

- Some consumers may bring their IPs
- Request help from SEIU Local 521
- Identify consumers who would be good as advocates as people to encourage to attend
- CARA will do all the planning and provide the training, this has already been paid for by the AB. CARA will do the following:
 - Pre-Registration required
 - Information packets will be provided to all who register
 - Providing snacks
 - Field questions

- SEIU Local 521 may provide lunch
- Janie will distribute flyer
- Mary will mail 5 packets to each AB member to pass out as well as email a soft copy
- Commitment of 2 FULL days on October 18 and 25.

Janie informed everyone she would be on vacation September 5 – October 12 and she will send a “to-do” email to AB members as action items in preparation for the training event. She asked that everyone please pay attention to their emails and try to advocate and push this event.

Budget Committee Ad hoc Committee Report: Janie Whiteford reported that the AB budget for 2013-1024 is \$5916.

Total expensed budget of \$5916.00:

-CICA membership dues \$1000.00

-AB Travel \$2000.00

-Training \$1916.00

-Conference fees \$1000.00

Questions about the cost to provide a Consumer newsletter were discussed. There was consensus of the group that this is an important method for informing and training consumers which has been lost since the Public Authority and Advisory Board budgets were cut so severely. This is an issue they want to work on finding a solution for.

Next Meeting: There was a consensus to go “dark” in September so there will be no September AB meeting.

The next meeting of the Advisory Board is scheduled for **Tuesday, October 15, 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.