

IHSS Public Authority Advisory Board Meeting
October 15, 2013
MINUTES

Members Present: Janie Whiteford, JoAnn Disbrow, Deane Denney, Dennis Schneider, Ellen Rollins, Robert Stroughter

Members Absent: Senon Hernandez, Theresa Wright, Jim Ramoni (ex-officio)

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; Mandy Lu, SEIU Local 521 Internal Organizer; Richard Rangel, Potential AB Member; Vera Sokolova, IHSS IP and SEIU Assistant Chief Steward, Dolly Clemente, Member of the San Mateo IHSS Advisory Board & IHSS IP, Dolly's sister-Flor; Hermenegilda Santiago, IHSS IP from San Mateo County

Announcements & Public Comment: The CARA Consumer Leadership training was cancelled due to low registration numbers and will be held in January or February of next year.

After a lengthy discussion regarding the low registration for the CARA training there was consensus that assistance in how to recruit consumers to commit to attending the training would be helpful. Janie Whiteford agreed to provide mini-training and a list of talking points for AB members to prepare them to recruit for the Consumer Training. This will be provided at the end of the next AB meeting on November 19th.

Approve Minutes: August 20, 2013 minutes approved as written.

CAPA Report: Mary Tinker reported CAPA did not meet in September.

CCI Update: The government shut down could impact progress on CCI. Final review of the three-way contracts will be held up because of the shut-down. Current information can be obtained at www.calduals.org. Plan readiness reviews are still underway. Correction letters were sent to MCOs and follow-up on actions taken to be in compliance will be forthcoming after the government is back up and running.

Rates will remain confidential since Medicare rates are always confidential, however MediCal rates are not and may be available down the road—this has not been determined yet.

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.

California received the first **Ombudsman Grant** this will be an important part of the LTSS/CCI services. The Ombudsman will be a separate agency; it is required to be autonomous so it can maintain its unbiased perspective and advocacy role for consumers.

DHCS convened the first quarterly meeting to review the progress on the Coordinated Care Initiative as required by statute on Tuesday, August 27th. Nothing new or unexpected was reported out at this meeting.

CDSS held their first Universal Assessment tool workgroup meeting. Setting the table no real work done yet.

Federal OT Regulations: The Department of Labor released new Over Time Regulations providing minimum wage and over time for in domestic services. This goes into affect January 1, 2015. Regulations now require time/half paid OT in some circumstances. DOL scheduled webinars on the rule changes but those have been postponed until after the government shutdown is over.

PROGRAMS REPORT:

Benefits Administration: There were 8,531 IPs enrolled in the Valley Health Plan and 9,090 IPs enrolled in the Dental/Vision plans during the month of September. There were 247 Eco Passes issued.

Enrollment Sessions:

Number of IPs in August: 335

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

- Completed 63 new consumer intakes
- Attained 38 matches that were reported by consumers/IPs
- Provided 201 interventions

The **Urgent Care Registry** authorized 6 hours of service for the month of September.

Provider Training: Public Authority provided thirteen training sessions with 309 individuals participating.

Registry Orientation Training provided in September with 13 participants who had recently completed the Personal Care Assistance training course at Mission College

Mary Tinker reported back on the issues Vera Sokolova brought forward in the previous meeting regarding Liberty Dental. A meeting was held at the Public Authority office with Mary, several staff and members of SEIU Local 521 and three Liberty Dental representatives. Information was gathered from Vera prior to the meeting in order to give Liberty the opportunity to investigate and prepare for the meeting. Liberty provided a quick overview of how to best access benefits and the importance of contacting member services with any questions, concerns or issues. Several of the people Vera indicated had issues with Liberty were not members of the plan. There were two individuals Liberty asked Vera to contact to obtain permission to follow-up with in order to assist them with the issues that had been raised. Again, the primary point was to help Vera and others within the group understand that member services is there to help, they have dentists at the call center available to assist with hard issues, they have 37 different languages available on staff in the call center so callers can speak to someone in their primary language. These people understand the benefit and can respond in language that makes it understandable to the individual caller.

Additionally, Liberty offered to institute a new survey process that will be conducted after the initial paperwork has been submitted by the care provider each time a member receives service. Liberty will have a quarterly meeting via conference call with the PA and union to discuss findings, data and get results for feedback. March 2014 they plan to get data and report back.

Mary mentioned that both Jim Ramoni and Terri Possely plan to attend the November AB meeting. Terri will be reporting on Fraud Issues.

California IHSS Consumer Alliance Report (CICA): Janie Whiteford reported that since she was on vacation she really did not have much to report. She announced the CICA conference call which is scheduled for October 16th.

Mary will forward the CICA call distribution information and call-in numbers to members. Mary also suggested that all members go to the CICA website and request to have automatic emails for the conference calls sent to them.

Report from Social Services Agency: Jim Ramoni was not in attendance, no report available.

Next Meeting: The next meeting of the Advisory Board is scheduled for **Tuesday, November 19, 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.