

IHSS Public Authority Advisory Board Meeting
January 17, 2017
MINUTES

Members Present: Janie Whiteford, Theresa Wright, Judy Pipkin, Otilia Ioan, Terri Possley (Ex-Officio); JoAnn Disbrow (via tele-conference), Robert Stroughter (via tele-conference)

Members Absent: Deane Denney, Dennis Schneider, Ellen Rollins, Senon Hernandez

PA Staff Present: Mary Tinker, Leticia Sabadin

Guests Present: Kris Zankich, Parent of IHSS Consumer; Linh Phuong, SEIU Local 2015 Internal Organizer; Cheryl Hewitt, IHSS Consumer and possible AB Member; Barbara Nolley, IHSS IP; Yen Ha, IHSS IP; Steven Whiteford

Announcements & Public Comment:

- Mary Tinker mentioned that she sent out the CICA email with regards to the surveys that CICA is currently conducting. She reminded all members to complete the survey if they had not done so yet. CICA is hoping to get more input from all since they only have 96 responses so far.
- Janie Whiteford announced the CICA conference call scheduled for January 18th at 10am and there was flyer distributed for this. Debbi Thompson, Deputy Director Adult Services, CDSS will be on the call to introduce herself to CICA members and share her goals for IHSS. Also scheduled to be on the call is Karen Keesler, Executive Director of CAPA, who will share updates on IHSS, CAPA and what they are working on. It will be a very good meeting with a lot of valuable information, and Janie urged all members to try to call in.

Approve Minutes: Motion by Janie Whiteford to approve December 6, 2016 meeting minutes with the following corrections under the Report from Social Services Agency:

--remove "work with the state auditors" on page 4, second paragraph and added "the rescheduled date for this IHSS AB meeting"

--remove "alphabetically" after the word work load on page 5, second paragraph under the bullet points

This was seconded by Robert Stroughter and JoAnn Disbrow, vote was unanimous.

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

State Budget: Governor Brown released his January budget proposal last week, January 10th. As you probably already know there are no cuts in it to IHSS. However, he did pull the plug on CCI using the poison pill. The Governor has the authority to do this without any legislative action.

This means CCI will wind down during this calendar year and be completely done December 31, 2017.

What this really means is IHSS is being pulled out of the managed care plans and the capitated rate the MCOs receive will be reduced by that amount. The beneficiaries in CCI will remain in CalMedi Connect so will continue with their same providers, etc.

The counties are going to resume paying 35% of the costs of IHSS as prior to CCI. This impacts all counties not just the seven CCI counties. CSAC is working with the administration to develop a methodology to prevent this from causing harm to the counties. CAPA is working with and supporting CSAC in this effort. Additional impacts to discontinuance of CCI:

- Eliminates the MOE resulting in increased county costs upwards of \$624 million in FY 2017/18 and more than \$4.4 billion over six years if there isn't some other mechanism put in place to assist the counties. The MOE goes away effective July 1, 2017.
- Statewide Authority disbanded effective 1/10/17
- Statewide Authority Advisory Committee already received notification that this committee is disbanded effective 1/10/17, and their meeting scheduled for late January was cancelled. CDSS will be holding a conference call to provide opportunity for this committee to express their thoughts and concerns regarding this change.
- Collective bargaining reverts back to the 7 CCI counties—notification letters are expected to the counties this week.

Discontinuance of the Universal Assessment Tool

FLSA update: CDSS unilaterally decided to give 119 providers who attained a third violation a reprieve. Although this sounds like a very magnanimous thing to do it actually creates more problems.

- Counties spent a great deal of time and resources reaching out to, calling and speaking with these providers to help them prevent getting the third violation and some said, I don't care I'm not changing what I'm doing. Which means that they can because who's going to enforce anything?
- It is unfair to everyone else that gets a 3rd violation from here on out if they don't get the same consideration.
- It makes it tough to get providers to take the violations seriously if the state continually changes the rules.

Santa Clara County IHSS did not have anyone with a third violation. Mary indicated she would defer this to Terri and let her speak about how her staff worked to prevent it from happening.

Paid Sick Leave: Nothing new happened in December on this, implementation of sick leave doesn't start until July 1, 2018.

Electronic Timesheets: A public stakeholder meeting will be held in February 2017. CDSS will select two counties to pilot ET in May then hope to be ready for full roll-out to all counties by June 2017. This will not be mandatory providers can opt not to use ET.

PROGRAMS REPORT

Benefits Administration: There were 10,382 IPs enrolled in the Valley Health Plan with 6,393 of those in the Classic Plan and 3,989 in the Preferred Plan. There were 11,049 IPs enrolled in the Dental/Vision plans during the month of December. There were 70 Eco Pass Clipper Cards issued.

Enrollment:

Number of IPs enrolled: 267

Registry Services: There are 559 active IPs on the registry and 1102 active consumers.

The registry:

- Completed 74 new consumer intakes
- Attained 51 matches
- Provided 358 interventions

Care Coaching: The Registry received 25 referrals for Care Coaching in the month of December. One referral was made by Santa Clara Family Health Plan.

Registry Recruitment: One Registry Introduction Training session was held in December. This session was held in Spanish. There were 7 individuals prescreened and invited to participate with 7 attending.

Urgent Care Registry authorized 16 hours of service for the month of December.

Expedited Registry: Expedited Registry received 7 referrals in December.

Training for Consumers and Providers:

Consumer Training: One Call and Connect session was held in December with 7 participants. The session was titled "Emergency Preparation & Fire Safety."

IP Trainings Provided: The Public Authority offered 9 classes during December training 154 IPs.

Over Time Training: The Public Authority provided over the phone training/counseling for 7 IHSS providers on overtime issues and how to properly complete their timesheet.

The latest class schedule was distributed to all at the meeting. New semester starts on February 9, 2017.

California IHSS Consumer Alliance Report (CICA): Janie Whiteford once again reiterated the CICA conference call scheduled for tomorrow, January 18th. Everyone should try to call-in and participate. There are 10 members on the Statewide Authority Advisory Committee that has been disbanded.

Janie mentioned that she is not sure if there will be a Disability Capital Action Day (DCAD) event this year in Sacramento. If so, CICA has big plans for DCAD and they plan to sponsor, along with SVILC and CARA, a Senior Lobby Day. They would like to do a two-day training for consumers to have the opportunity and experience in speaking and meeting their Legislators. The training will also focus on "how to advocate and be heard."

Report from Social Services Agency: Terri Possley reported that IHSS has a lot going on right now especially with the latest news on CCI. As of now, it will be business as usual until they hear otherwise. IHSS submitted a new request for 33 new positions and plan to go forward with this for the new fiscal year. The CCI Unit is very concerned and they have heard of rumors that there will be lay-offs. Terri is trying her best to keep everyone calm and to focus on intakes and the normal business routine for now. Terri plans to meet with Jim Ramoni to review and do updates on IHSS.

Jim Ramoni had been out of the office for an extended period of time but he is back, he returned on January 3, 2017 and in full force. There was a leadership team meeting at IHSS today. One topic on the agenda was having a "guest" from IHSS attend the monthly AB meetings along with Terri. At this time, for next month in February Terri states that Inessa Christy will attend and make a brief 5-10 minute presentation. Inessa is from the Application Readiness Unit.

Terri reported that all Social Workers should have complete remote access by the end of February 2017. What this means is that all Social Workers will have access to email, CMIPS II, on their phone, computers and laptops. This will ensure that they are a bit more efficient when they are off-site doing assessments and reassessments. This is a great accomplishment and IHSS is very proud and glad that they have this up and running and almost completed. Mary Tinker asked Terri if she would be willing to write a brief article regarding this exciting advancement so the Public Authority could include it in one of the upcoming newsletters.

Terri shared how pleased she was that the QA Audit went very well. Terri does not have the official written report yet; however she can tell us that the audit recognized quite a few improvements in several areas which included: more thorough assessments, notes on case files and the filing of cases. Terri is very happy with all the results and she congratulated her team/staff.

Also noted was that Renee Bhaider was recently promoted to the Manager of the Case Carrying Unit overseeing nine social workers. The QA Manager position is vacant but they have someone already lined up, her name is Veronica Marquez-Hothem.

As another major accomplishment Terri shared that for the first time ever IHSS has enough Vietnamese speaking Social Workers to fully cover this section of the IHSS population in Santa Clara County.

Next Meeting:

The next meeting of the Advisory Board is Tuesday, February 21, 2017, from 11:30 pm – 1:30 pm, at the Sourcewise Main Office at 2115 The Alameda, San Jose, CA. 95126.