

IHSS Public Authority Advisory Board Meeting
August 15, 2017
MINUTES

Members Present: Janie Whiteford, Cheryl Hewitt, Dennis Schneider; Otilia Ioan (via tele-conference); Senon Hernandez

Members Absent: Deane Denney, Judy Pipkin, Bob Stroughter, Ellen Rollins, Terri Possley (Ex-Officio)

PA Staff Present: Mary Tinker, Leticia Sabadin

Guests Present: *Lori Andersen, Operations Director for Santa Clara Family Health Plan & Pending AB Member; Beverly Lozoff, Board Member for NAMI & Pending AB Member; Tonya York, SEIU 2015 Internal Organizer, IHSS IP & Pending AB Member; Gianna Spina, ILS/PAS Coordinator for Silicon Valley Independent Living Center*

Announcements & Public Comment:

Beverly Lozoff, National Alliance on Mental Illness (NAMI) announced and distributed a flyer for the 2017 NAMI Walks Event happening on Saturday, September 23, 2107 in San Jose. Join the Santa Clara County mental health walk to raise funds and awareness to help change perceptions about mental illness. Beverly encouraged all to register and donate if possible.

Gianna Spina, Silicon Valley Independent Living Center (SVILC) announced and distributed a flyer for the California Community Transition Program Event happening on August 31, 2017 at the SVILC office on North 14th Street in San Jose.

Gianna also mentioned that she will send out an email with more information for the official Open House of SVILC's new location which is located at: 25 North 14th Street, Suite 1000, San Jose, CA. 95112. Date is September 15, 2017 from 3:00 pm – 6:00 pm and it is open to the public.

Cheryl Hewitt announced that October is Disability Awareness Month.

Janie Whiteford announced the "Abilities" Expo which will be held in San Mateo, Ca. She will send out more information once she has it.

Discuss Offsite Planning Session on September 25, 2017: Janie Whiteford announced that there will be a special off-site meeting at her home address for the month of September. This meeting will take the place of the normal AB meeting that is usually conducted. We are trying to confirm the date of Monday, September 25th from 10 am – 4:00 pm, and lunch will be served. There will be a special guest speaker-Deborah Doctor (recently retired from the

Disability Rights of California) who will actually facilitate this meeting. Mary Tinker will send out more details and confirmation for this meeting in the next couple of weeks. Mary and Janie would like all AB members in attendance. This meeting is for AB members only and we would like for all members to keep this date open on your calendars. An agenda will be developed as things are firmed up. We will be discussing the history of IHSS, roles/responsibilities of AB members, advocacy, planning for the future and more.

Janie asked that all members provide feedback and suggestions as to what they would like to discuss at this planning session, and please email ideas to Janie.

Approval of Minutes: Motion by Dennis Schneider to approve June 20, 2017 meeting minutes as written, seconded by Beverly Lozoff, vote was unanimous.

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

She reported CDSS began putting workgroups together to address systems process regarding sick leave in July and August. Following that they will convene workgroups for backup systems.

Electronic Timesheets (ETS): CDSS reported that since implementation in the three pilot counties, approximately 15% of the total population of providers and consumers have opted to use ETS. As of July 25, 2017:

- 10,149 IPs have enrolled or are in the process of enrolling in ETS
- 8,446 eligible consumers have enrolled to approve ETS
- 62 consumers have enrolled to use the Telephone Timesheet System

Santa Clara County requested a later rollout group than initially established which was granted by CDSS so SCC will begin ETS rollout in October.

Information regarding Electronic Timesheets is posted on the CDSS Electronic Timesheet Website, <http://www.cdss.ca.gov/inforesources/IHSS-Providers/Resources/Timesheet-information>. Information posted at this site includes: Training Modules, Overviews for Recipients and Providers, Frequently Asked Questions (FAQ), and a Fact Sheet.

IHSS MOE CSAC update: SB 90, the IHSS trailer bill, was signed by the Governor on June 27. The trailer bill includes provisions to establish a new IHSS MOE and dedicated revenues to partially offset this cost shift including State General Fund contributions, Vehicle License Fee (VLF) growth revenues, and sales tax growth revenues. In addition, SB 90 requires the Department of Finance to consult with CSAC in the development of the new MOE.

CSAC formed a small IHSS MOE Workgroup to ensure input from the County Administrative Officers and technical experts and representation from Urban, Suburban, and Rural counties during the development of the new county IHSS MOE. In addition, CSAC has worked over the past several weeks, in partnership with the County Welfare Directors Association of California

(CWDA), to gather all of the necessary data and resources from the Department of Finance and Department of Social Services that will be instrumental in this process.

CSAC staff and the workgroup are operating on an accelerated timeline to finalize as much of the MOE as possible and provide this information to counties. Final numbers will not be known until mid-September since they'll include offsetting sales tax and VLF revenues that won't be final until August. However, we are working to provide numbers that are close to final in the near future.

FY 17/18 Budget Trailer Bill Provisions: MOE, Collective Bargaining & Employer Responsibilities summary chart was prepared by CAPA with relevant provisions in the FY 17/18 budget trailer bill and is being shared with anyone wishing to access it. This document is available upon request or you can use this link:

<http://www.pascc.org/resources/doc/documents/2017/BTBmoe.pdf>

Legislative Update: We are in the final two weeks of Legislative Summer Recess, which ends on August 21, at which point the legislature will then reconvene for purposes of fiscal committee and floor hearings; as well as for any off the floor policy committee hearings, for which rule waivers have been granted. September 1 is the last day for fiscal committees to meet on fiscal bills. There will be floor session only between September 5 and September 15, with September 15 being the last day for bills to be passed out of both houses. Below is a list of some of the bills CAPA is tracking, including synopses and status updates. For a more exhaustive list go to the CAPA website at www.capaihss.org

AB 432 (Thurmond): Personal Care Services

Would authorize the California In-Home Supportive Services Authority and certain other entities to meet and confer in good faith regarding wages, benefits, and other terms and conditions of employment with representatives of recognized employee organizations for an individual who is employed by a recipient of waiver personal care services and would make conforming changes. This bill contains other related provisions and other existing laws. ***This is scheduled to be heard before the Senate Appropriations Committee on August 21. This is CAPA's Sponsored bill.***

AB 1380 (Santiago): Developmental Services: regional center services.

Would require all regional center contracts to include provisions requiring the regional center to develop a process by which all vendor contracts are reviewed at least once every 2 years and to require that the regional center take appropriate action to ensure that vendors comply with the contracts, up to and including terminating the vendorization if necessary. The bill would require all regional center contracts or agreements with service providers that provide in-home respite services to expressly require that at least 85% of regional center funds be spent on direct service expenditures, as defined. ***This bill is scheduled to be heard before the Senate Appropriations Committee on August 21. Position: Watch***

SB 218 (Dodd): The Qualified ABLÉ Program: tax-advantaged savings accounts.

Would authorize the transfer of all amounts in the designated beneficiary's ABLÉ account to an ABLÉ account for another individual specified by either the designated beneficiary or the estate of the designated beneficiary upon the death of the designated beneficiary. The bill would prohibit the state from seeking distribution of any amount remaining in the designated beneficiary's ABLÉ account for any amount of medical assistance paid under the state's Medicaid plan and would prohibit the state from filing a claim for the payment, as specified.

This bill is currently awaiting hearing in the Assembly Appropriations Committee. **Position:**
Support.

PROGRAMS REPORT

Benefits Administration: There were 10,815 IPs enrolled in the Valley Health Plan with 5,921 of those in the Classic Plan and 4,894 in the Preferred Plan. There were 11,496 IPs enrolled in the Dental/Vision plans during the month of July. There were 605 Eco Pass Clipper Cards issued.

Enrollment:

Number of IPs enrolled: 450

Group enrollment orientation sessions are held two every Friday with approximately 432 in July.

Registry Services: There are 547 active IPs on the registry and 1051 active consumers.

The registry:

- Completed 71 new consumer intakes
- Attained 77 matches
- Provided 466 new interventions

Care Coaching: The Registry received 20 referrals for Care Coaching in the month of July. Two referrals came from Santa Clara Family Health Plan.

Urgent Care Registry: There were 12 hours of services authorized in July.

Expedited Registry: Expedited Registry received 8 referrals in July. Most consumers referred to expedited registry are served by other registry services that better meet the needs of the consumer.

Expedited Registry Recruitment: Expedited Registry held 2 recruitment sessions in July.

- Invited 22 individuals
- 13 attended the session
- 10 were added to the Expedited Registry in July

Registry Introductory Training (RIT): There was one RIT session held in July provided in English with 23 individuals invited to attend and 21 actually participating.

- Conducted 7 interviews
- Called 10 references

- Completed 6 reference checks
- Added 3 new IPs to the registry

Training for Consumers and Providers:

Consumer Training: One Call and Connect session was scheduled in July with 7 consumers registered. The session “Introduction & Understanding of E-Timesheets” had 4 consumers participate in the session.

Consumer Connection Newsletter: Summer edition was mailed to 23,132 IHSS consumers in July.

IP Trainings Provided: The semester ended in May so no IP trainings were provided in July. The next semester of training classes will begin September. The next semester training schedule is currently being prepared and will be mailed in August.

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.

Janie Whiteford shared that there has been a great deal of discussion on social media regarding LA County issues with timesheet delays. LA consumers are looking for advice, feedback from Mary as to how REVA works, etc. It’s been reported that in LA it can take anywhere between 3-9 months for new providers to get timesheets. Why does Santa Clara County have a more robust process and what makes it more efficient? Mary responded that because we use REVA, an automated system, it helps to expedite the process. The entire enrollment process is efficient and works smoothly. Additionally a strong partnership between the county and the PA here help ensure processes are effective and delays are rare. There are some issues here from time to time but it does not take months to get timesheet. Typically if there is a delay it is due to an unusual circumstance and is identified early so communication with the provider is maintained so they know what may be causing the delay and how they may be able to help.

California IHSS Consumer Alliance Report (CICA): Janie Whiteford reported that CICA is busy. There are now 25 counties with paid membership and it is growing. There are quite a few counties who look up to the Santa Clara Public Authority. She reminded everyone about the CICA Conference call that will be held tomorrow, August 16th at 10am. She distributed the email notification to all in attendance and encouraged everyone to call in. On the agenda is Karen Keesler, Executive Director of California Association of Public Authorities (CAPA) who will provide updates about the what’s going on at the Capital that affect the IHSS program, other topics of interests, and an update on CAPA’s work.

Also on the CICA agenda is Sue Quichocho, Chief, Systems and Administrative Branch, Adult Protection Division, CDSS will provide an update on the Electronic Timesheet Program being rolled out in phases throughout the State.

Janie also announced that CICA is scheduling a Strategic Planning Session for some time in September. As soon as she has more details she will forward that information to all AB members.

Report from Social Services Agency: Terri Possley was not in attendance. She sent an email report:

- The Unit Based Team (UBT) is well underway. Our SMART goal (Specific, Measurable, Attainable, Relevant, Timely) is to reduce the average provider phone wait time by 25% of an average of 30 minutes from the May 2017 baseline by 10-31-17. Although our baseline data began in May 2017, we have been meeting since February, 2017.
- We have included All IHSS Staff particularly the IHSS phone agents in the process
- On 8/4/17, we implemented a voice mail option for our callers who are on hold and we also have a reminder of the fax number if they want to hang up and send us a fax. The moment they press # to leave a voice mail, their wait time is over. We have three voice mail boxes (Vietnamese, Spanish, and English/Other)
- The first day of implementation, we received 57 voice mails. The 2nd day of implementation (8/7/17), we had over 60 voice mails
- We have clerical staff who are forwarding the voice mails and/or creating a task in CMIPSI for the appropriate staff member to attend to and resolve
- Although we are not returning all of the calls, we are attending to the voice mails that require action of some sort. Those will not always result in return phone calls. The volume is too large to return every single phone call. We are still working out some business process kinks in this, but that's true for anything new.
- We have baseline data and we are sharing it with our phone staff weekly so they can see their progress. It's still too early to see the data from implementing voice mail option, but we will have that the week of 8/14/17.
- We will test voice mail option for almost the entire month of August.
- Then we will implement email option to be tested in the entire month of September. The newly created email address will be added to the phone tree/greeting and will also be put on the IHSS website and the Public Authority website.
- We also put a clerical person with a higher job classification at the lobby window who can now take care of most matters herself rather than forwarding them to another staff member to resolve. For instance, she can answer questions about timesheets, hours assigned, collect forms, and even print out timesheets if needed.
- On 8/10/17, the Office Management Coordinator, the Payroll Manager, and I will be visiting all of the Senter Road lobbies on foot to observe what is working and what is not working in their lobbies. We will be "borrowing" what works in their lobbies to implement in ours.
- We are VERY excited about the voice mail option, the clerical person at the lobby with a higher classification, and the implementation of email option coming in September. We are committed to improving customer service at IHSS and we are still collecting ideas from our staff, recipients, providers, Advisory Board, BOS, other successful UBT project leads, other IHSS counties, etc. It's been an exciting (and exhausting) time to work at IHSS.

- We have received confirmation that we are going Live with E-Timesheets in Wave 3 on 10/10/17. Initially, we were placed in Wave 2 to rollout on 9/11/17, but we pleaded with CDSS to allow us until 10/10/17, if not November 2017 because of our UBT project of reducing the phone wait time by 25%. We already knew that the 3 pilot counties experienced a spike in phone calls and lobby visits once CDSS mailed out the notices that E-Timesheets was rolling out in their counties. We didn't want the 9/11/17 rollout to skew our UBT data. We are very thankful for the 10/10/17 rollout date.

Thank you! I'm bummed I'll be missing this meeting because I have so much good news to report.

Next Meeting: The next meeting of the Advisory Board is **Monday, September 25, 2017, from 10:00 am – 4:00 pm, at offsite venue: Janie's Address: 181 Anne Way, Los Gatos, Ca. 95032.**