



**Sonoma County IHSS Public Authority  
Advisory Committee Meeting  
Minutes of April 25, 2016**

**Present:** Nancy Hall, Vice Chair  
Joann Keyston, Secretary  
Richard Ruge  
Jan Schiller  
Carol Taylor  
Sachiko Williams

**Absent:** Stan Gow

**Staff:** Mike Humphrey – Manager, IHSS Public Authority  
Eric Glentzer - IHSS Section Manager  
Victoria Gonzalez-Allen, Secretary – Adult & Aging Division

**1. Call to Order & Introductions** – Hall called the meeting to order at 1:08 pm and introductions were made.

**2. Public Comment** – None

**3. Approval of Minutes – October 26, 2015**

**ACTION:** Motion by Taylor to approve minutes; second by Keyston, all in favor; MSC approved as submitted.

**4. IHSS Program Updates (Glentzer)**

- a. IHSS continues to maintain a full staff to accommodate growth. All but two positions are filled. IHSS is currently recruiting for the vacant positions. There are 43 IHSS social workers in Sonoma County. We have two intake units. 10 social workers are dedicated to help people in the initial intake process. Four units for ongoing cases and we have an average of 180 clients for each social worker.
- b. Care Transitions (nationwide movement to reduce re-hospitalization for clients to transition from hospital care to care at home) this program was brought in-house about one and a half years ago. This is an evidence based social work

“coaching model”. Coaching clients on medication management, how to prepare for doctors’ appointments, what types of questions to ask their doctor, advise doctor of health conditions. The model is unique to us. It is a short term intervention. Eric to provide committee with more information on Care Transitions program.

- c. Client case file update; IHSS has transitioned to a paperless file system within the last two months. Paper files for clients are no longer kept, all is being done electronically. Electronic files are password protected and social workers can access files from anywhere. Keyston asked if social workers are issued iPads. Glentzer advised that social workers are issued laptops and iPhones.
- d. Glentzer distributed monthly intake overview (number of new applications) and reviewed the information that is represented on the handout, followed by group discussion, and questions and answer. Glentzer to provide copy of MAGI and MEDICAL parameters to the committee
- e. MOU SEIU 2015, wage increase for providers starting June 1, 2016 to \$12.50, and in March, 2017 to \$13.00. There was discussion of how this new wage relates to the proposed minimum wage increase in 2020.
- f. Humphrey reported that Jerry Dunn is retiring in September of 2016 as the Director of the Human Services Department. Recruitment for a replacement will start soon.
- g. Humphrey reported that a contract with American Telesource, Inc. (ATI) will go before the Board of Supervisors at end of May. The contract is for an interactive voice and web response system for IHSS providers to call in 24/7 to find out the status of their timesheet and payment. The system is expected to be implemented around first of the year

## **5. Fair Labor Standards Act (FLSA) Update: (Glentzer)**

- a. California’s implementation of overtime for IHSS providers and related provisions of the Fair Labor Standards Act (FLSA) began in February 2016. Glentzer provided a summary of the required provisions. Time and a half is paid for over 40 hours worked in a week. Work week is Sunday to Saturday. Travel time will be paid to providers for their time traveling from one client to another, if working for two or more clients on the same day, with a maximum of 7 hours travel time per week. Wait time at some medical appointments will now be paid time. Social Workers will determine the extra hours awarded to a client during the assessment. In last two months, 5200 IHSS clients have been reassessed for medical appointment wait time.
- b. There are limits on how much overtime can be worked. There are significant penalties if rules are not followed; providers are in jeopardy of being suspended

for up to a year for violations. A violation can be incurred if more overtime is worked than a client is authorized. The Public Authority has set up community training sessions throughout the county, using a state provided video, and our in house power point. The state video is also on the Public Authority website. Humphrey and Glentzer are meeting weekly to come up with a plan as to how to handle violations: Goal is to help providers get through the process rather than penalize the providers. This is an educational opportunity to help providers transition to the new rules. Since February 1, we have done targeted outreach and training program for providers that would have received a violation, if three-month grace period was not in effect. Beginning in May 2016, violations will take effect.

- c. The State created a couple of exemptions that will allow some providers to work more than the specified maximum of 66 hours per week. The first exemption is for Parents/Grandparents/Step-Parent/Adoptive Parents who are caring for more than one child. The second of exemption includes providers who work for more than one client and live with one of the clients who has special behavioral or care needs, language needs, or live in a rural area, and of their care needs can only be met by that provider. Both exemptions allow the provider to work a maximum 90 hours per week. Glentzer reported that they are now in the process of identifying clients who may qualify for exemptions.
- d. The state has rescinded the termination of a provider if the SOC846 Provider enrollment form was not signed and returned by April 15, 2016.

## **6. Coordinated Care initiative**

Humphrey reviewed and discussed the Cal MediConnect monthly Enrollment Dashboard handout. The Department of Health Care Services recently outlined some improvements to the enrollment process.

- 7. Plaque Presentation** – Humphrey acknowledged Keyston for her many years of service to the Advisory Committee. Keyston was presented with a plaque.

## **8. Break: 2:33 p.m. – 2:50 p.m.**

## **9. IHSS Provider Training**

- a. IHSS Public Authority collaborated with the Alzheimer's Association to provide an Alzheimer's, Dementia, and Memory Loss training for IHSS providers. There were originally two classes scheduled; however, due to the high demand, there were two additional classes provided. There was an average of 40 participants at each class. We also provided two classes for Spanish-speaking caregivers and both of them were well attended.

- b. IHSS Public Authority continues its collaboration with West County Community Health Centers to help bolster the number of available IHSS providers for referral to clients in the lower Russian River area. The project is also in the planning phase to provide training classes for IHSS providers in the Russian River area. With a goal for the health center to develop their own registry; we will support them in doing their own orientations in the river area. We will send support staff to the orientations to collect the required paperwork. Katie Swan is the Project Coordinator and will lead the efforts to provide focused support to the providers in the River Area.

## 10. Statistics and Updates

- a. Glentzer stated that IHSS has approximately 5500 clients and are growing at about 3% per year.
- b. Humphrey advised that long time Registry Supervisor, John Chan, retired at the end of March. Joni Lewis was hired to fill the vacancy and she starts on 4/26/2016
- c. Provider Enrollment: Humphrey distributed and reviewed a chart with the provider enrollment stats for the first 6 months of the FY 15-16.
- d. Registry Activity: Humphrey distributed and reviewed the Registry stats for the first 6 months of the FY 15-16.

## 11. Budget and Legislative Update

- a. Budget – The proposed State budget for FY 16-17 continues to provide funding for overtime implementation and maintain services at the current level.
- b. Legislation – The following two legislative proposals were reviewed, discussed, and acted on:
  - \$5 million dollar to provide training to APS Social Work staff –  
**ACTION:** Motion by Keyston for committee to write a letter for the APS training Ruge second, no further discussion. All members present in favor of writing a letter to support the \$5 million budget for APS training.
  - Senior Nutrition Project \$5.4 million –  
**ACTION:** committee to write a letter of support. Motion by Ruge to support Schiller second, no further discussion. All committee members present were in favor to write the letter of support for the Senior Nutrition Project.

**12. Membership Update (Humphrey):**

- a. All committee member except for Schiller are up for renewal at end of June, all members need to let Humphrey know if you want to be reappointed.
- b. With Keyston's resignation, a special election will need to be held during the next regular meeting where a quorum is present. This will be an interim position and will be carried on until March where the regular elections will take place.

**13. Public Comment - None**

**14. Correspondence, Announcements & Community Meetings:**

- a. Schiller, National Domestic Workers Alliance, was featured in the New Yorker on 4/24/2016 the topic was related to IHSS. The national topic for 2018 mid-term elections will be that baby boomers are becoming an issue and needing IHSS – financial issues and incentives to stay in home vs. long term care. KQED accessible
- b. Taylor has heard that the State will no longer be deducting federal income tax from income for IHSS providers who are living with their clients. Humphrey reported that providers are being notified of this change.
- c. Ruge would like someone at EOC to liaison with Sonoma County Disaster Preparedness. There is an meeting on May 24 at Disability Services and Legal Center to further discuss these efforts.
- d. Lost in Paradise meeting on Wednesday, April 27, at Glazer Center, 547 Mendocino Ave., from 5:30 p.m. to 8:30 p.m. regarding homelessness
- e. Keyston advised she is still a member of committee at Sonoma Developmental Center, this center is supposed to close in 3 years.

**15. Adjournment** – Hall adjourned the meeting at 3:57 p.m.

Submitted by Victoria Gonzalez-Allen, Secretary