



**Sonoma County IHSS Public Authority  
Advisory Committee Meeting  
Minutes of October 31, 2016**

**Present:** Stan Gow, Chair  
Nancy Hall, Vice Chair  
Jan Schiller  
Carol Taylor  
Sachiko Williams

**Absent:** Richard Ruge, Eric Glentzer

**Staff:** Mike Humphrey – Manager, IHSS Public Authority  
Victoria Gonzalez-Allen, Secretary – Adult & Aging Division  
Irene Nolan, Program Planning Evaluation Analyst

**Guest:** Tiffany Kimble, SEIU

**1. Call to Order & Introductions** – Gow called the meeting to order at 1:02 pm and introductions were made.

**2. Public Comment** – None

**3. Approval of Minutes – April 25, 2015**

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

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

- a. IHSS is currently at 40.5 social workers. This includes 10 intake social workers dedicated to get clients through the application process and program. There are 29.5 social workers who are out meeting new clients or on reassessments. IHSS has approval to hire a new position; this will be a “floater” available on an as needed basis, for the office or out in the field. Within IHSS there are two public health nurses; two IHSS care transitions social workers, one care transitions public health nurse and two Quality Assurance social workers.
- b. Current staffing at Valley of the Moon office: nine social workers, one senior office assistance and, one supervisor. Irene Nolan floats between Zephyr and Valley of the Moon offices. Nolan is the Program Analyst for IHSS.

- c. Sonoma County Human Services will be opening a south county office in northern Petaluma. The South County office will include all divisions of Human Services, not just Adult & Aging. Gary Fontenot, Section Manager, will be the site manager. IHSS will have nine social workers, one senior office assistant and a supervisor (similar staffing to Valley of the Moon). The selection process for the staffing at the South County office will be on a volunteer basis first, additional staff will be selected as needed. The target move in date is February 1, 2017 and could be extended out to March 1, 2017
- d. The Public Authority plans to offer new provider orientations at the new office at least once per month. Payroll and Public Authority staff will be at this office a couple of days per week.
- e. Opening of this office will help with targeted Registry caregiver recruitment in south county area
- f. Humphrey distributed monthly intake overview documents (number of new applications) and reviewed the information that is represented on the handout, followed by group discussion, and questions and answers.
  - IHSS is currently averaging 150 new IHSS client applications per month. There was a high of 250 in the month of March.
  - IHSS is back on track in performing at least 90% of the annual reassessments within the required timeframe.

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

Humphrey provided an update on the status of implementing the required IHSS overtime, travel time, and wait time. Humphrey reported on the following:

- a. Exemption 1 allows a provider to work a maximum of 90 hours per week if the provider is a parent with more than one minor child. Currently, there are 15 IHSS providers in Sonoma County who are approved with this of exemption.
- b. Exemption 2 allows a provider to work a maximum of 90 hours per week if the provider who cares for more than one parent, with additional criteria such as living in a rural area, language issues, or complex medical or behavior issues and receiving services from a provider living with them. Sonoma County submitted 6 applications for this exemption; 3 were approved and 3 were denied.
- c. The State delayed implementation of violations from February to May for providers who worked more than the limit of 66 per week or traveled more than 7 hours per week. Implementation of violations was further delayed until July to ensure that providers clearly understood the work week and travel time limits. At the 2nd violation, providers are encouraged to come into receive a verbal explanation of the work week and travel time limits, as well as things they can do to preclude getting future violation. Most violations are occurring when the work week has 2 pay periods. The county has the ability to waive initial violations.

The County looks to see if it is a minor error, and whether the provider has previously received a verbal communication about the work week and travel time limits. When a violation is issued, the provider has 10 days to dispute the violation.

## **6. Coordinated Care initiative**

Humphrey reviewed and discussed the findings of two evaluation reports related to the Coordinated Care Initiative (CCI), also known as Cal MediConnect, a pilot demonstration project launched in 2014 in 7 urban counties to test the effectiveness of combining both Medicaid and Medicare funding to deliver care under a single managed care health plan. One study involved phone interviews with nearly 50 key informants and the other focused on focus groups of consumers.

The goal of the study targeting the health systems was to examine organizational impacts, identify challenges, promising practices, and recommendations to improve care coordination. There was broad recognition among the key informants that what worked well for one plan may not have worked well for another. There was significant variation on how care coordination programs were implemented, with many creating innovative programs unique to their counties and the needs of their beneficiary population. Many key informants reported tremendous improvements with how health plans communicated with IHSS social workers.

The goal of the focus group sessions were to assess the beneficiaries' experience with access, quality, and overall coordination of care, and to understand beneficiaries' reasons to opt out or disenroll. There were a total of 14 focus groups including 120 adult consumers. Twelve focus groups were held with consumers enrolled in one of the Cal MediConnect clients and two focus groups were with consumers who either opted out or disenrolled. Overall satisfaction for those enrolled was high, with an average score of 8 on a scale of 1-10. Primary reasons cited for high satisfaction included easier access to medication, medical equipment, and behavioral care services, as well as less out-of-pocket expense. Consumers who opted out cited many reasons, including lack of understanding of the program, resistance to change care or service providers, and insufficient information.

**Break:** 2:08 p.m. to 2:27 p.m.

## **7. Interactive Phone/Web Response System**

Humphrey provided an update on the status of Interactive Phone/Web Response. Humphrey distributed a schematic of how the calls will be processed, through the new phone system. IHSS providers can call into an automated phone system and can get information on the status of their timesheet and/or paycheck. The system will be available 24/7. The service will also be available via the web. Providers will need their provider ID number, as well as their client's case number. The new

systems will be implemented in spring of 2017. The script is being finalized and the service will be available in both English and Spanish

## **8. Statistics and Updates**

- a. Humphrey introduced Joni Lewis (new IHSS PA Registry Supervisor) to the Committee.
- b. Provider Enrollment: Humphrey distributed and reviewed a chart with the provider enrollment stats for January-September 2016.
- c. Health Benefits: Humphrey distributed and reviewed a chart showing significant increase in the number of enrolled for the past 16 months.

## **9. Budget and Legislative Update**

- a. Budget – The FY 16-17 adopted State budget continues to provide funding for overtime implementation and maintain services at the current level.
- b. Legislation – Humphrey distributed and reviewed a legislative summary provided by CAPA. Of the 4 IHSS related bills, only one passed and got signed into law. This new law requires that an IHSS applicant be given a confirmation number at the time of submitting an application.

## **10. Election of Secretary (Gow):**

- a. Carol Taylor volunteered/motioned to serve as the interim secretary for the committee. Gow seconded the motion: MSC all in favor, motion is carried forward
- b. Nomination Committee: Glentzer has agreed to chair the committee – Williams to be on committee and will work with Glentzer. The committee members are Glentzer, Ruge and Williams.
- c. All current/interim officers agreed to accept nomination to their current positions, Nomination Committee will bring the full Advisory Committee a recommendation, on the 27<sup>th</sup> of March, 2017.

## **11. Public Comment**

Tiffany Kimble, SEIU Local 2015 representative, introduced herself.

## **12. Correspondence, Announcements & Community Meetings:**

- a. Schiller thanked the committee for putting the packets together
- b. Hall requested that all the handouts be mailed to her
- c. Stan Gow and Manuel Vazquez managed the Public Authority booth at the Sonoma County fair and at DSLC tech expo.
- d. Schiller and Taylor attended an event *Summit for Veterans Housing*, held by SEUI 1021. There were approximately 150 attendees and the hope is that it will become an annual event.

**13. Adjournment** – Gow adjourned the meeting at 3:28 p.m.

Submitted by Victoria Gonzalez-Allen, Secretary