



**Sonoma County IHSS Public Authority
Advisory Committee Meeting
Minutes of March 27, 2017**

Present: Stan Gow, Chair
Carol Taylor, Secretary
Eric Glentzer
Richard Ruge
Jan Schiller
Sachiko Williams
Wayne Downey

Absent: Nancy Hall, Vice Chair

Staff: Mike Humphrey – Manager, IHSS Public Authority
Gary Fontenot – HSD Division Director
Joni Lewis IHSS Public Authority Supervisor
Victoria Gonzalez-Allen, Secretary – Adult & Aging Division

Guest: Tiffany Kimble, SEIU

- 1. Call to Order & Introductions** – Gow called the meeting to order at 1:06 pm and introductions were made.
- 2. Public Comment** – None
- 3. Approval of Minutes – October 31, 2016**

ACTION: Motion by Ruge to approve the minutes as presented with corrections; second by Schiller, all in favor; MSC approved with corrections

- A. Jan advised she had not received a packet
- B. 5b remove the “is” in the first sentence
- C. 5c add hours after 7, to read 7 hours per week
- D. Clarification was provided as to who informants are referred to in the minutes

4. IHSS Program Updates (Glentzer)

South County Office Update: Sonoma County Human Services South County office will open on April 26, 2017. The office is located at 5350 N. McDowell Blvd, Petaluma. The office will serve the approximate 1200 clients who live within a 15/20 minute drive. In-Home Supportive Services (IHSS) providers can access

replacement time sheets; attend orientations, and drop off required documents at this office. The office will not initially service Multipurpose Senior Services Program clients. Veterans Service Office staff will be available in the Petaluma office on a very limited basis, but will expand if there is demand. Glentzer advised there are other sites being looked at for other offices. Humphrey reported that the Public Authority will hold monthly orientations in the Petaluma office. There will be a Registry Coordinator and a Payroll Coordinator in the Petaluma one day per week.

5. IHSS Overtime, Travel Time, and Wait Time: (Glentzer/Humphrey)

Glentzer provided an update on the status of implementing the required IHSS overtime, travel time, and wait time. A lot of work has been done around the changes to ensure that IHSS providers understand the new work and travel time limits and how to avoid violations. Social Workers have been reviewing each case; there are approximately 5800 cases, and most all of them have had medical appointment wait time added to their approved hours.

Humphrey provided a summary on violations. The overtime and travel time violations started in July 2016. Our IHSS Payroll staff review each violation to decide whether it meets the criteria to be overridden. There were 680 violations requiring review by payroll; of those, 575 were overridden. The primary reason for the override was due to the requirement of the one-on-one contact and education with the provider before the first violation can be issued.

- First violations require outreach by the payroll staff to educate the provider about the overtime and travel time limits. Tiffany Kimble, SEIU Union representative for Sonoma County also provides one-on-one education to the providers to help avoid future violations.
- There were 105 1st violations issued, which result in a warning and an additional review of work week or travel time limits. The 2nd violation calls for an optional in-house education, the 3rd violation calls for a one month suspension, and the 4th violation results in termination for one year. So far, there not been any third or fourth violations.

6. Statistics and Updates

A. Humphrey reported there are a few caregiver trainings scheduled in the coming months. The first is through a partnership with Buckelew Programs, focusing on behavioral health. Due to the high demand for the first class on May 4th, a 2nd class will be scheduled in June. The other training currently scheduled for June 1st is through a partnership with the Alzheimer's Association, which will focus on Alzheimer's, Dementia and memory loss. Both of these training classes will be held at the Finley Community Center.

B. Provider Enrollment: Humphrey/Lewis distributed a chart and provided an overview of the stats represented in the charts. Recruitment for the Registry

happens at the weekly State orientations, as well as community employment and health fairs will be done at the trainings. The current match rate (caregivers hired by consumers) is 57% and the goal is set at 50%.

- C. Health Benefits: Humphrey distributed and reviewed a chart showing the number of providers enrolled in Kaiser and Delta Dental benefits. Humphrey also mentioned that paid sick time for IHSS providers will begin in January 2018.
- D. Glentzer reported there are 5,800 IHSS clients which represents a 5% annual growth; at the current rate the expectation is IHSS will have 6,000 clients within six to eight months. Currently, there are 40.5 Social Workers to serve the IHSS clients, and 4.5 Social Worker vacancies. All clients have social workers assigned to them. Glentzer reported that one focus area is getting new clients through the intake process as quickly as possible. It's currently taking about 60 days from the time the call is received to the time the client is approved for services. The second focus area is to ensure that clients see their Social Worker one time per year for their reassessment. Currently, 93% of clients receive a timely assessment. The average number of hours assessed per case is about 107 hours. This increase is likely due to the addition of wait time for medical appointments.

7. Dismantling CCI, IHSS MOE, and State Bargaining Unit

Humphrey referred to a couple of handouts that were included in the Committee packets. The first one provides a summary of the changes in the Coordinated Care Initiative (CCI) as a result of the Administration's decision, which concludes that the CCI is not cost-effective and in accordance to the authorizing legislation, the project shall cease to operate under its current structure. Leading factors reported by the Department of Finance included low enrollment and insufficient cost savings. The dismantling of CCI also means the elimination of the current Maintenance of Effort (MOE) funding structure for IHSS, as well as the termination of the State Public Authority bargaining entity. The elimination of the current MOE is estimated to cost counties \$620 million. The California State Association of Counties, the County Welfare Directors Association, the California Association of Public Authorities, and others are advocating to ensure an equitable cost share between the State and counties for the IHSS program. Sonoma County is looking at joining a lawsuit which will challenge the repeal of the CCI/MOE.

Break: 2:25 meeting reconvened at 2:48

8. Interactive Phone/Web Response System

- A. Humphrey provided an update on the status of Interactive Phone/Web Response. The new phone system is expected to go live on May 1, 2017. The system will accomplish the following for IHSS: 24/7 access to timesheet and paycheck status and other details.

- B. The State will be implementing electronic time sheets. Three pilot counties were selected for testing the new system and it is scheduled to go live statewide in July. Participation is optional and both the provider and consumer are required to have email access.

9. Legislative Update

- A. Taylor made a motion for the Sonoma County Public Authority Advisory Committee to draft a letter to advocate against the dismantling of the CCI/MOE, second by Schiller, all in favor; MSC approved unanimously.
- B. Humphrey distributed and reviewed the CAPA legislative summary and spent time discussing a few measures related to IHSS, as well as one bill related to emergency response systems.

10. Membership & Election of Officers (Gow):

- A. Wayne Downey was appointed to the Public Authority Advisory Council by the Sonoma County Board of Supervisors on February 7, 2017
- B. The Committee has two vacancies, one for a consumer and one for a community advocate. Ruge will forward a recommendation to Humphrey.
- C. Glentzer reported on behalf of the Nominating Workgroup:
 - 1. Recommendations: Chair, Stan Gow; Vice-Chair, Richard Ruge; and Secretary, Carol Taylor. Officers serve a three year term. There were no nominations from the floor.
 - a. Motion by Schiller to accept the recommendations, second by Downey, MSC; all in favor, motion unanimously approved.

11. Public Comment – none

12. Correspondence, Announcements & Community Meetings:

- A. Downey reported on an upcoming job fair at the Santa Rosa Jr. College on March 29th for the graduating class of the Certified Nursing Assistants and the Home Health Care Aides
- B. Gow announced that on April 22, there will be a nature walk, Rolling on the Laguna de Santa Rosa, a wheelchair accessible nature trail, sponsored by Landpaths
- C. Ruge announced the upcoming Disaster Preparedness Fair, at the Graton Fire Department, April 1, 2017

13. Adjournment – Gow adjourned the meeting at 3:30 p.m.

Submitted by Victoria Gonzalez-Allen, Secretary