



COMMUNITY SERVICES AGENCY

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**STANISLAUS COUNTY
IHSS ADVISORY COMMITTEE MEETING
MINUTES
04/10/09**

Committee Members Present: Linda White Valerie Mitchell Jose Cisneros
Connie Muller Robbyn Foster
Joan Blackwell Rose Martin

Committee Members Absent: Marie Cochran*

IHSS & Link2Care Staff Present: Maria Childers Jeff Lambaren
Robert Taylor
Egon Stammler

Other Guests:

**Advance notice given.*

OPENING REMARKS by Chair Robbyn Foster

- Meeting called to order at 1:11 pm.

PUBLIC COMMENT

- None.

ACCEPTANCE OF MINUTES

- March 13, 2009 minutes: Motion to accept minutes, motion to accept made by Linda White, Connie Muller seconded, motion passed.

PUBLIC AUTHORITY

- The county budget is still very bad, and staff are working to complete the budget for next year. The retirement fund is low, so money is taken from the General Fund to help the fund remain solvent. Unfortunately, this leaves less money for other departments. Cuts have already been made to try and avoid reduction in force, although the outcome is still uncertain.
- FMAP money from the federal stimulus package will helped to balance the county budget, but the decline in tax revenues negates any benefit that may have been received.

LEGISLATION

- Jeff gave each member a "Bills to Watch" handout, showing current Senate and Assembly Bills that may affect the IHSS program. Each bill was reviewed and discussed.
- Linda White suggested the committee compose a letter in opposition to AB-682. Connie made a motion to have Link2Care staff compose a letter, and Rose Martin seconded. Jeff stated a copy



of the bill would be given to members for review. After review, the members could convey to staff the specific items they disagree with.

- The target level of general revenue funds from the federal stimulus package for California was not reached, so the budget “trigger” will be pulled, resulting in cuts to additional state services. These cuts include:
 - Elimination of Medi-cal optional benefits, such as vision, and dental benefits.
 - A 10% reduction in rates paid to hospitals for Medi-cal patients.
 - A 2% reduction in SSI/SSP payments. This equates to a \$20 reduction for a single person and \$35 for a married couple receiving the maximum amount.
 - The wage cap for IHSS Providers will go into effect. This will not currently affect Stanislaus County, since our wages are still below the cap amount. IHSS Providers will receive a pay increase in October 2009, to \$9.38.
- Valerie stated her SSI worker told her the 2% reduction would take place in August, but the \$250 federal stimulus check would be received by June 4th.

MEDIA PROJECT

- The sub committee members met on March 27th. Minutes from the meeting were given to the committee members. Subsequent meetings will be held directly after the regular IHSS Committee meeting.
- The purpose of the media project was clarified at the last meeting, and members decided the video should be short (5-7 minutes in length) and be targeted to members of the legislature, media outlets and members of the community who are not aware of the program and might not understand the need for it.
- The sub committee is working on developing the scope of work for the project, and has determined the content should focus on the different types of people who benefit from the services, including adults, elderly, children and the disabled.
- Linda White provided the sub committee with an additional production company who might be interested in bidding on the project.

CONSUMER/PROVIDER SURVEY UPDATE

- The IHSS survey was completed and results were reported to Link2Care staff last week.
- The Recipient survey had very good results. A handout with the results and updated charts were distributed. Once survey numbers reach 4.5 and higher, it is very difficult to improve upon the results, so we are pleased to see that numbers have raised slightly and Recipients are still very satisfied with the program overall.
- The Provider survey also had good results. Handouts with the Provider results and updated charts were distributed to members. The results were reviewed and discussed. Overall, Providers stated they were also very happy with the program, and satisfaction levels were high.

COMMITTEE REPORT UPDATE

- Jeff distributed a draft copy of the 2008 Committee Report. Members were asked to review their bios, and make any suggestions for change by the end of the meeting. The report will be sent for printing before the next meeting.

GENERAL UPDATE

- Jeff reported that Madelyn Amaral, a previous Committee member, passed away this month.
- Maria Childers announced that CMIPS II is supposed to go live in August of 2010. The new system will change the way that timecards are processed. Timecards will no longer be processed by the counties, but will instead be sent to a central processing center. As a result, Providers will no longer be able to drop off timecards at CSA. Timesheets will also be scanned when the new process takes effect, so IHSS Payroll is trying to “educate” providers on the new

requirements (no whiteout, mark overs, etc.) so that they are used to the standards that will be set by the new system.

- Jennifer requested that all members complete the “Contact Sheet” handout. This will provide the information needed for the Member Contact List that was requested last month.
- Jeff showed the committee the elder abuse DVD “Secrets in America” that was produced in partnership with Stanislaus County. The production cost of the video would exceed the Committee budget for media projects, but it was a good example of what could be accomplished, and many of the services for the project were donated.

Meeting adjourned @ 2:35 PM,
Jennifer DeSanto, Recorder

IHSSAC Bills To Watch

4/10/09

<p>CA AB 378 Cook (R)</p>	<p>In-Home Supportive Services Requires each public authority or nonprofit consortium in consultation with its advisory committee and stakeholders to develop training standards and core topics to be used in training it provides under the In Home Supportive Services Program.</p>	<p>03/09/2009: <input type="checkbox"/> To ASSEMBLY Committee on HUMAN SERVICES</p>
<p>CA AB 452 Yamada (D)</p>	<p>In-Home Supportive Services: Independence Act of 2009 Establishes the State Independence Program, a voluntary program for the provision of in-home supportive services to certain aged, blind and disabled individuals who are otherwise ineligible for In-Home Supportive Services.</p>	<p>03/12/2009: <input type="checkbox"/> To ASSEMBLY Committee on HUMAN SERVICES</p>
<p>CA AB 682 Lowenthal B (D)</p>	<p>In-Home Supportive Services Program: Fraud Requires the State Department of Health Care Services to allocate an unspecified number of personnel positions for purposes of evaluating the implementation of existing law provisions relating to in-home supportive services program fraud. Requires the State Department of Health Care Services, in consultation with the State Department of Social Services, counties and stakeholders, to produce and deliver a report to the Legislature that contains prescribed information relating to fraud in the program.</p>	<p>03/26/2009: <input type="checkbox"/> From ASSEMBLY Committee on HUMAN SERVICES with author's amendments. <input type="checkbox"/> In ASSEMBLY. Read second time and amended. Re-referred to Committee on HUMAN SERVICES.</p>
<p>CA AB 1532 Lieu (D)</p>	<p>In-Home Supportive Services Declares the intent of the Legislature to enact legislation that would improve the In-Home Supportive Services program.</p>	<p>02/27/2009: <input type="checkbox"/> INTRODUCED</p>

IHSSAC Bills To Watch

4/10/09

<p>CA SB 141 Maldonado (R)</p>	<p>In-home supportive services Amends existing law that provides for the county-administered In-Home Supportive Services program, under which qualified persons are provided with services in order to permit them to remain in their own home. Requires the standardized provider timesheet used to track the work performed by providers of services under this chapter to contain a legal verification to be signed by the provider and recipient verifying under penalty of perjury that the information provided in the timesheet is true and correct.</p>	<p>04/02/2009: <input type="checkbox"/> From SENATE Committee on RULES with author's amendments. <input type="checkbox"/> In SENATE. Read second time and amended. Re-referred to Committee on RULES.</p>
<p>CA SB 142 Maldonado (R)</p>	<p>In-home supportive services Amends existing law that provides for the county-administered In-Home Supportive Services (IHSS) program, under which qualified persons are provided with services in order to permit them to remain in their own homes. Requires the department to revise the standardized timesheet used to track the work performed by IHSS providers to require that the specific times worked by the provider be recorded, rather than the total hours worked.</p>	<p>04/02/2009: <input type="checkbox"/> From SENATE Committee on RULES with author's amendments. <input type="checkbox"/> In SENATE. Read second time and amended. Re-referred to Committee on RULES.</p>
<p>CA SB 791 Yee (D)</p>	<p>In-Home Supportive Services Improves the In-Home Supportive Services Program.</p>	<p>03/19/2009: <input type="checkbox"/> To SENATE Committee on RULES.</p>
<p>CA SB 246 Benoit (R)</p>	<p>In-home Supportive Services: Criminal Background Checks Requires that as part of the criminal background check, an in-home supportive services provider be fingerprinted and submit the fingerprint images and any other related information required by the Department of Justice to assist in obtaining information. Provides that, in order to be employed as an in-home supportive services provider in a county that has contracted with a nonprofit consortium or established a public authority, an applicant must register or be placed on that registry.</p>	<p>03/05/2009: <input type="checkbox"/> To SENATE Committees on HUMAN SERVICES and PUBLIC SAFETY</p>

CONSUMER SUMMARY NOTES

Demographic Profile:

- 64% receiving services for 2+ years
- 88% receiving 20+ hours of service per month
- 60% provider is related/family member
- 50% employed provider for 2+ years
- 97% of providers speak recipient's language fluently
- 64% of recipients primary language is English
- 56% of recipients are 65 or older
- 65% are female
- 66% received the newsletter

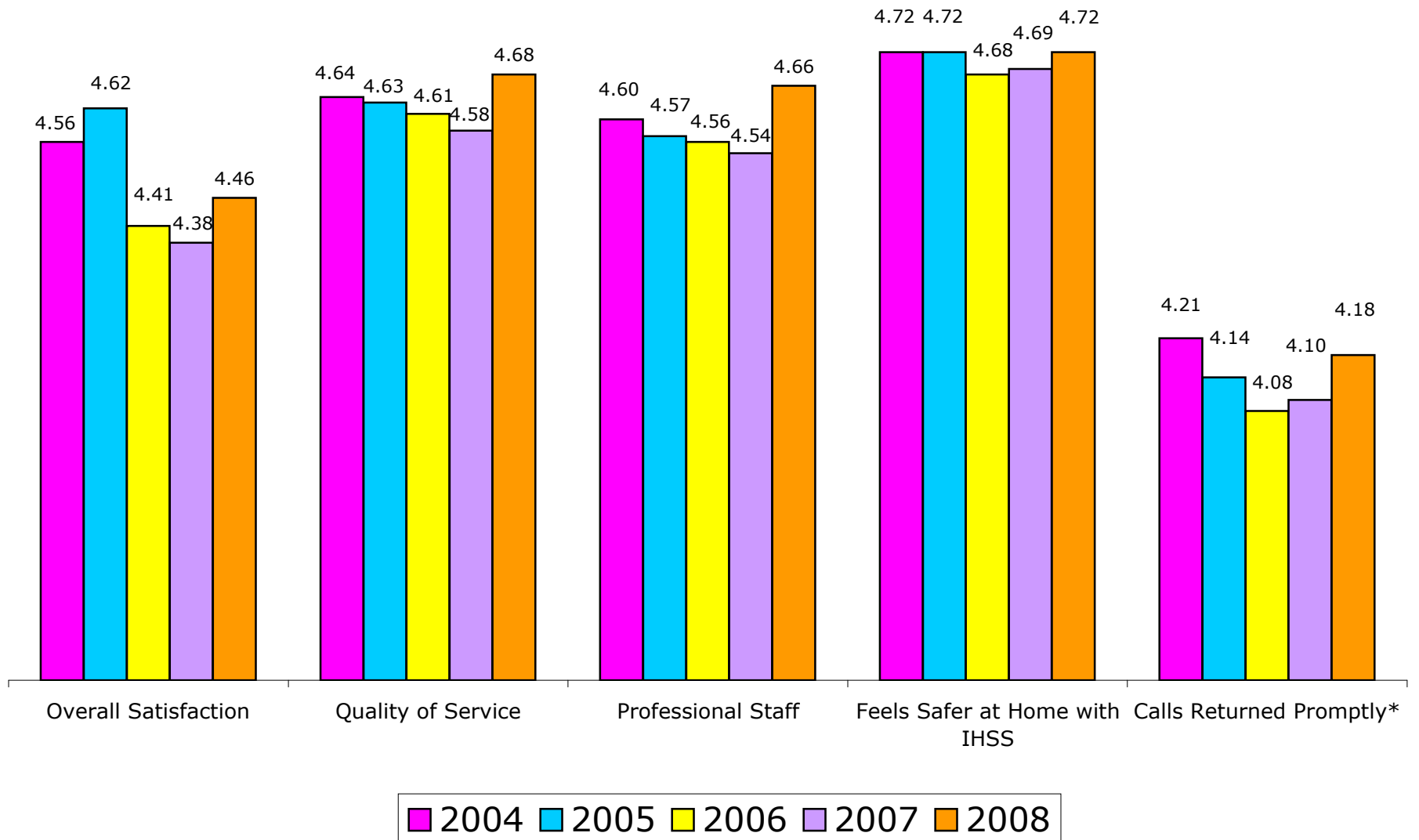
Overall Results:

- 4.46 overall metric with tight standard deviation of 0.46 (statistically improved from 2008)
- Ten questions experienced statistical shifts:
(Overall satisfaction, program contributes to quality of life, having positive feeling about program, being treated in professional manner, competency of provider, providing services on days agreed upon, provider treating with courtesy & respect, provider reliable and dependable, services being explained, satisfaction with IHSSAC)
- Performing well in regression questions except one ("able to manage when provider is sick or unavailable" 3.03/1.46)
- Lowest means: (those falling between 4.26 and 3.03)
 - receiving list of providers in timely manner
 - having negative feelings about program (although this improved from last year)
 - phone calls returned in 24 hours
 - having back-up support services
 - able to manage when provider is sick
- Received 261 open-ended comments:
 - 59% like/thankful for program and provider
 - 11% need more hours
 - 5% need better communication with staff (phone calls, rudeness)

County Comparisons:

- Napa metric is statistically higher
- Seventeen questions were statistically different (Stanislaus was higher for all of them)

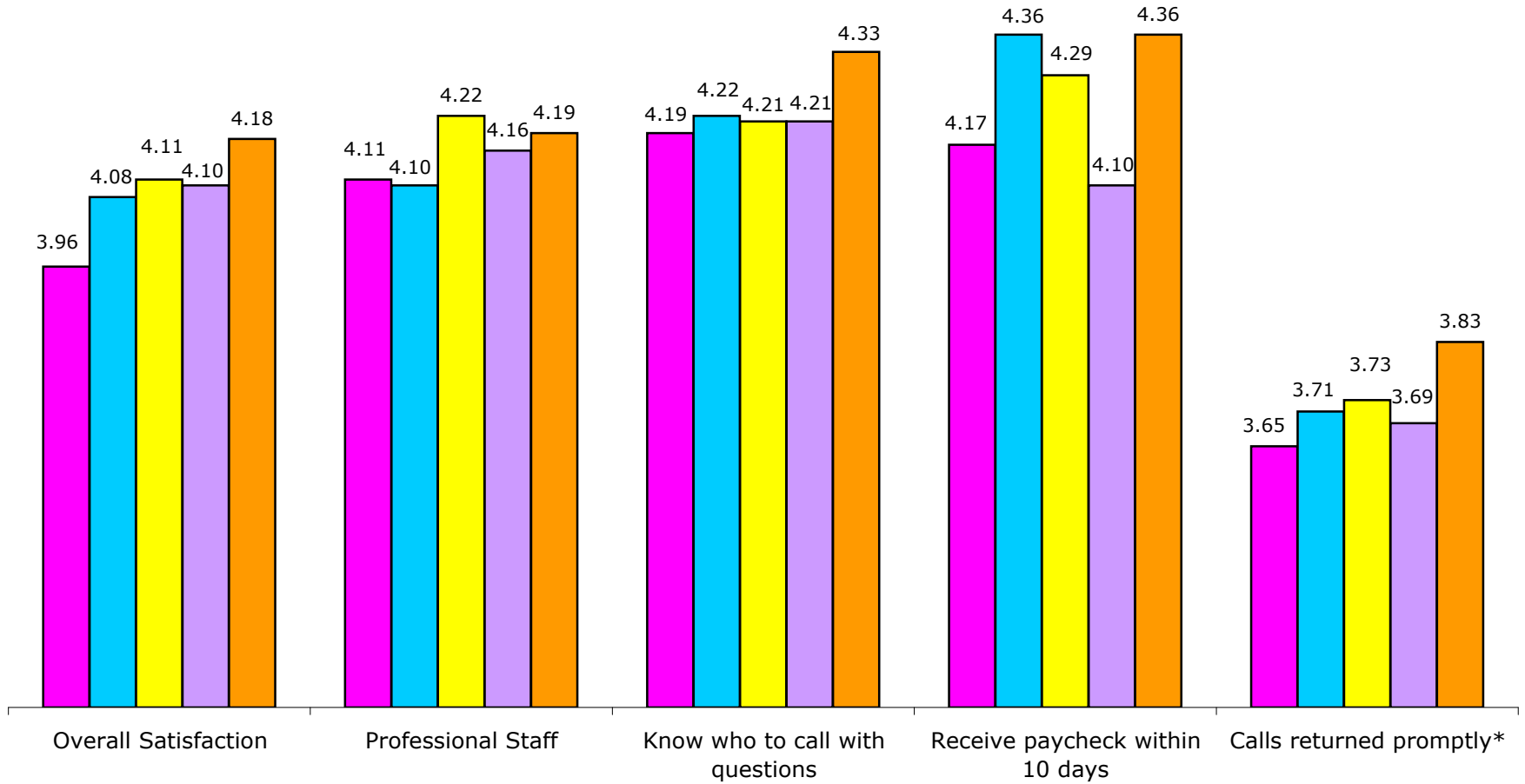
Recipient Survey Results



Recipient Survey Results:

	2004	2005	2006	2007	2008
Overall Satisfaction	4.56	4.62	4.41	4.38	4.46
Quality of Service	4.64	4.63	4.61	4.58	4.68
Professional Staff	4.6	4.57	4.56	4.54	4.66
Feels Safer at Home with IHSS	4.72	4.72	4.68	4.69	4.72
Calls Returned Promptly*	4.21	4.14	4.08	4.1	4.18

Provider Survey Results



2004 2005 2006 2007 2008

Providers:

	2004	2005	2006	2007	2008
Overall Satisfaction	3.96	4.08	4.11	4.1	4.18
Professional Staff	4.11	4.1	4.22	4.16	4.19
Know who to call with questions	4.19	4.22	4.21	4.21	4.33
Receive paycheck within 10 days	4.17	4.36	4.29	4.1	4.36
Calls returned promptly*	3.65	3.71	3.73	3.69	3.83

PROVIDER SUMMARY NOTES

Demographic Profile:

- 69% have been a provider for 2+ years
- 69% found their client through a family member
- 74% work for a family member
- 67% are between 35-64 years old
- 80% are female
- 31% High School diploma, 27% some College, 20% some High School
- 24% receive benefits
- 91% aware of direct deposit
- 63% aware of caregiver support groups
- 76% have received the newsletter

Overall Results:

- 4.18 overall metric with a tight 0.68 standard deviation (no statistical difference from 2008)
- Three questions experienced a statistical shift / all improved: “overall satisfaction,” “overall high quality of services,” and “receiving paycheck in ten days.”
- Performing well in regression questions (“amount of stress” was exception)
- Lowest means: (those falling between 4.0 and 3.62)
 - being kept informed
 - sat. with benefits
 - phone calls being returned
 - amount of stress
 - disappointment with services
- Received 230 open-ended comments:
 - 36 % like program, job or workers, happy
 - 11% want hours increased
 - 9% want benefits/improved
 - 6% problems with communication
 - 5% not getting paid enough
 - 5% problems with social worker

County Comparisons:

- Stan. overall metric is on par with other counties (some higher, some lower)
- 16 individual questions were statistically different – Stanislaus higher in most cases