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Advisory Committee on IHSS Meeting Maxwell Park Room, Eastmont Town Center 6955 Foothill Blvd, First Floor, Oakland, CA December 5, 2019 at 1:30 PM- 3:30 PM

MINUTES

Agenda Items

Call to Order/Introductions (M. Rousey)

Meeting was called to order at 1:14 PM by M. Rousey

Members Present: Michelle Rousey, Sandra Johnson, Warren Cushman and Pam Jacob

Phone: n/a

Excused: n/a

Absent: n/a

PA Staff Present: Executive Director Glenn Wallace, Hyun Kim, Mitzi Richardson

SSA/IHSS Staff: Randy Morris, Sheila Reyes, Saundra Pearson

Guests: n/a

Agenda Additions and/or Revisions:

- There was no quorum; therefore, the meeting was informal and there was no approval of prior minutes. Instead, AC had an unofficial general meeting.
- No additions and/or revisions

Approval of Minutes:

- Minutes from September 2019 meeting are in the packet & distributed to the committee but should be reviewed individually per M. Rousey.
- Agenda did not go out to the general public in time so we're not taking votes or will have an official quorum, but AC could still make recommendation even if it's not an official meeting.
- Agenda was posted 48 hours in advance.
- Per Brown Act, we need 72 hours to get notice out to the public in order to have an official meeting, and this was clarified 2 years ago by Marcella Velasquez, SSA-IHSS Division Director.
 - **"Brown Act** (Government Code sections 54950-54963, referred to as the **"Brown Act"**) is intended to provide public access to meetings of **California** local government agencies."
- Question from S. Johnson, "agenda states 1:30 p.m. but why are we opening up earlier?"
 - Per M. Rousey, the committee would like to acknowledge and say goodbye to Glenn Wallace, SSA-IHSS Division Director, and Randy Morris, SSA-AAS Assistant Agency Director.

Adult & Aging Services/Updates:

- Randy Morris will be leaving and have accepted a position as Human Services Director for Santa Cruz County which he'll oversee Child Welfare, Self-Sufficiency, Adult & Aging Departments.
 - Per R. Morris, with Glenn leaving, the singular director of IHSS will be Marcella Velasquez effective once she gets back from vacation. She will be the executive director/highest ranking manager over PA & IHSS. Marcella has more knowledge and experience-base about IHSS and PA more than him and Glenn which is a value. She's a subject matter expert of Public Authority's

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- 90% legitimate concerns that providers and consumers advocate that requires a solution at the state level.
 - Per R. Morris, “Glenn Wallace being the most tenured division director, 3rd level human service manager in the state of California perhaps in the U.S. of America, had one post he had not done within Social Services Agency, after having done Child Welfare, Public Assistance, Adult & Aging; he’s now going to a centralized function called Program Integrity as a division director which oversees internal IT functions, welfare fraud, quality assurance and a host of other things...”
 - Glenn Wallace thanked the committee, “to the ladies and gentlemen of this committee, it has been both with honor and privilege to work with each one of you. Each and every one of you bring something very special to this committee.”
 - Since he became an IHSS director, his goal is to make IHSS better for the community of Alameda County. Feedback (public/private) has been valuable to him. He hopes to have served everyone well and will miss everyone tremendously. He specifically appreciated W. Cushman for being a part of AC as he brings perspective to those in the committee don’t have (Pam seconded).
 - W. Cushman asked why Glenn Wallace is leaving
 - G. Wallace – “I always had a passion for IT work while SSA Division Director don’t have the skillset to be IT directors, I was fortunate to pursue a position that has as part of embedded in that department is IT. We call it ISD/App Support.”
 - Part of G. Wallace responsibility is to work with a group of individuals (over 20 of them) who will support all the other parts of SSA and the applications they use including CMIPS.
 - Glenn will be over Application Support department who will be supporting all IHSS
 - W. Cushman wanted to get a sense of what’s happening and a sense of history within IHSS.
 - P. Jacob feels that the recipients are being left out with the interface between providers and recipients.
 - M. Rousey felt that recipients were bypassed and worked around.
 - She finds the work around needs to change. The current way doesn’t work with this group.
 - R. Morris – “it’s in everyone’s best interest in the former structure, the board got very engaged and involved.”
 - W. Cushman – “balancing different perspective, there were certain expectations when PA was formed. Communication is important with the county and the board.”
 - S. Johnson congratulates both Glenn and Randy.
 - Sheila will pick up where Dainty left off on any pending issues AC have.
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- **Governor Newsom Masterplan on Aging**
 - R. Morris invited Warren Cushman to share at the disability and independent living movement. He recommended for AC to track the Masterplan updates. Masterplan for adult and aging webinars are available and other public postings. Most importantly, there’s an IHSS committee of the masterplan.
 - R. Morris - IHSS is a program that’s organized by 3 groups of people. Aide Blind Disabled (ABD) is a different population and there’s a growing population of aged. This new masterplan is for aging having a discussion and a program that came out of disability movement and he thinks that “nobody here should

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- underestimate the potential of that forum to adjust if necessary, state policy to maybe look at populations with different lenses.”
- P. Jacob said there are issues within IHSS that really needs resolution. How difficult it is to find someone to provide care specific to ones needs (i.e. Alzheimer’s, Dementia). As we get older, we deteriorate very fast. “It’s about the mental stuff that I don’t understand that it is becoming more and more common.”
 - W. Cushman’s response following Newsom masterplan is at a higher-level independent living movement and disability rights movement are having conversation with the leadership of representatives of aging folks.
 - Disability being discussed in different approaches.
 - Care needs to follow up because of the State’s new IHSS program (overload) – models’ level of care is happening at state level is encouraging.
 - Engagement is important even with everyone’s biases, but everyone needs to come together and work it through.
 - History/philosophy in modern day realities must move at a higher level. Everybody needs to be in the table to hear everyone.
 - M. Rousey - Disability community are getting seniors now and are aging but doesn’t get the same assistance with health benefits because of age. Disabled community should maintain their benefits and have a say on what’s going on around them. Somebody else has to be concerned.
 - W. Cushman – grandmother passed away at 96 years, had Dementia and is under IHSS cared for by family providers. She was happier with “senior approach.”
 - R. Morris – pay rate and concerns about the masterplan is appropriate, but it’s hard to understand the budget of IHSS and is complicated with finance.
 - Standard rate for the hubs is enough money to buy a house competing with care giver provider.
 - This committee is helpful, citing an example about 2 years ago an intern came in and read out loud what she had - a response about the care rate. It pained to hear that the rate is 12.50 dollars. Counties are put in an impossible position as broker of the wage. Every penny spent kills the entire budget of the IHSS, still so short. It’s a structural problem.
 - P. Jacob said budget is one of the problems that needs to be reworked. The aging and their needs are exploding. Clients are struggling. A lot has happened, but it seems not enough with the servicing of providers and recipients.
 - R. Morris - some counties went on bargaining but did not get raise while Alameda County did get a raise.
 - P. Jacob - there are situations where AC must be functional, and a discussion is needed to be addressed before it gets tangled.
 - Wage is the issue, but the county can provide special training.
 - Aging population is exploding and per Michelle we are underestimating the needs of what’s going to happen in the next 10 years.
 - Randy Morris will send a link to the committee talking about the masterplan about aging and IHSS.
 - Senior Services Coalition panel presentation on Age Friendly “Making a difference” link will be sent by R. Morris. Recommend that AC should look forward and not back.

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- Alameda County is in good shape, wage increase, structural decisions were made, budget is okay and programs in terms of state funding.
 - Pam – “25K employees (IHSS providers), 691 Billion budgets for Alameda, if it’s a corporation it would not be looking like that. Most providers get hours in her building they don’t need. There’s no way to identify fraud. Just because you got, he hours, doesn’t mean you use them. Caregivers don’t do caregiving.”
 - IHSS recipient is overseeing the hours per Randy.
 - Glenn – fraud is not one of them. If nobody’s filing a fraud report, we can’t go chasing. We now have IHSS fraud. They will be reviewed.
 - Dept. of Healthcare is the only entity to investigate fraud. We spent 2 years to get waiver to allow Alameda County to do the investigation (per Randy). Program Integrity division will now investigate fraud within IHSS.
- **EVV (Electronic Visit Verification) Update:** Action of Federal Government require verification. Timesheet System to move everyone into electronic timesheets.
 - R. Morris - Federal mandate. State got approved for extension. LA went first, in May 2020 it will be implemented. If recipient or provider don’t get the electronic part, provider don’t get paid. Paper timesheets will go away
 - Alameda County is about 35% with 150K given money, need to sit down with labor if we want to mandate our staff to do something else.
 - Randy – Alameda have the money and hired temp. clerks
 - S. Pearson – we hired 2 temp clerks to assist clients in enrolling telephonic timesheets and one on one attention
 - M. Rousey - Will bypass the paper or automatically do the electronic system? answer is yes per Glenn.
 - Its already in orientation per Sandra Pearson. Do we say it is a mandate as of May 2020? Yes, per Sandra.
 - Jan 2020, we are going live per Glenn.
 - Michelle - all new providers need to know that it will be implemented by 2020.
 - Revamping orientation, state will be releasing a video to disseminate within the county per Mitzi Richardson.
 - M. Rousey - push everybody to do it anyway and let them know of the new system.
 - M. Richardson – we’ll send out informational flyer and get a big response from the providers/consumers
 - P. Jacob - step it up and say as if we are moving into it but we don’t realize because we’re visual. The process could take 2-3 weeks. Always take into account that providers have heavy workload.
 - M. Richardson - it’s interactive and clients need to participate in the process
 - Per G. Wallace - SEIU will be involved and providers will get trained. Kim is working on a video about telephonic process for a less savvy about electronics.
 - R. Morris - recommend putting telephonic in the agenda every month, seconded by Michelle.
 - Kim - delivering EVV to senior housing and a flyer will be provided
 - W. Cushman - LA is 90% higher because state is their back up, they have 6 months to get onboard, Alameda only has 3 months.
 - M. Rousey - 2 Clerical staffs to help with the EVV, should be no wrong door for anybody seeking assistance. The word “NOW” should be emphasized in the flyer as implemented.

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- By-Laws / process are in place and by the board
- Any commission has the right to make recommendation
- P. Jacob would like to discuss anything that is feasible.
- M. Rousey is looking to review the new by-laws. AC was asked to change some things like meetings of AC.
- Moving forward, we need to resolve the changes that are not productive for the committee.
 - Pam - it's not about the committee it's about the benefits of the IHSS clients. It's better to be working with IHSS not just what we want but what is good for IHSS.
- M. Rousey - find it very helpful that the by-laws were given to the seniors. By-Laws are important and be respectful of everybody.
- Subcommittee are important for the committee as per Pam this is more than about voting.
- W. Cushman - subcommittee on masterplan, CalAim is concerned about managed care.
- R. Morris – there's an effort in CA to reorganize for MediCal, long term services has always been carved out for. Alameda alliance doesn't pay for medical.
 - Alameda Alliance is convening meetings beginning Jan 2020. 2020 discussion with Alameda Alliance is open to feedback from clients
- G. Wallace had to leave early for an appointment. He left the AC meeting at 2:47 pm. but stated that all the other voting members are welcome to the subcommittee meetings for in depth information. Everybody's' welcome to come.
- **PA Staff Reports:**
 - Kim, "we now have access to mass email and texting and will be implemented. Engagement to technology!"

Action Item

- **Action Item: Ethics Training Compliance**
 - S. Johnson (finished .44 minutes and will need to retake)
 - W. Cushman will need to complete training
 - Paperwork is ready for those who have not completed.
- **Action Item/Vote: Re-appointment**
 - AC members general recommendation is for Pam and Michelle to stay
 - M. Rousey will make a recommendation to stay for another 6 months. She would stay with AC but has to go through the board.
 - P. Jacob will continue to be in the AC board per recommendation.
 - W. Cushman agrees to have Michelle stay as chair
 - Cannot make motion but AC general agreement to have Michelle stay as chair
 - 1st Thursday of January 2020 is the next meeting. If not, will re-schedule.

Introduction of PA Staff:

- Mitzi Richardson, Sandra Pearson introduced themselves to the AC
 - M. Richardson's thesis in college wrote about aging and care
 - Been with the county for x years
 - Collaborating with employment (job posting to recruit providers)
 - Working with AmeriCorps employment department

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- P. Johnson - volunteering and getting paid for is a good program for PA/AC. Who's involve with these other programs?
- M. Rousey - Consumer and providers have all sorts of issues.
 - IHSS is just a portion of that. What about institutional care?
- M. Rousey likes Mitzi and Saundra Pearson to attend the subcommittee meeting as well as. The advisory board website has openings (advised Mitzi / Saundra to on the board).

Action Items for next meeting:

- W. Cushman attended a hearing of Masterplan and would like to echo the need to track masterplan and talk about it in January. We should be following up more.
- In January meeting we'll need to vote for AC members term

Adjourn:

Meeting adjourned at 3:16 p.m. by Michelle Rousey

For information call (510) 577-1889