Placer County
IHSS Advisory Committee Meeting

May 16, 2019
9:30 - 11:00 am

Members Present: William Reed, Ann Sharpan, Carl Jones, Catherine Morgan-Look, and Michael Fletcher

Members Absent: None

Placer County Staff Present: Colby Hytoff, Kayla Fulkerson, Gina Olivares, Patrice Meluskey, and Lara James

Public Present: Pamela Galloway and Lorraine Calong

Meeting Called to Order: Reed called the meeting to order at 9:32 A.M.

Roll Call and Introductions: Roll was taken, and a quorum was established.

New Member: A motion was made by Reed to recommend Lorraine Calong’s membership application to the Board of Supervisors. All were in favor. The motion carried.

Excused Absences: There were no absences to excuse.

Approve 1-17-19 Minutes: Fulkerson suggested an edit to the previous minutes on page three to ensure that her last sentence reflected information regarding the “Post Orientation Survey” instead of the “New Provider Orientation Survey”. After this correction, a motion was made by Fletcher and seconded by Sharpan to approve the 3-21-19 minutes. The motion carried.

Public Comment: None

Member Reports/Announcements/Questions:

- Reed directed the conversation to the topic of reviewing the new membership applications.

- Colby added that they would need to vote on the applications, and then he addressed the composition memo which concentrated on the current vacancies. Presently, there are only vacancies for service recipients and not service providers. Ultimately, it was determined that there is not a vacant seat for Galloway to join the commission. Hytoff did suggest that Galloway consider joining the Older Adult Advisory Committee. Reed also mentioned that Galloway is still welcome to attend these meetings as a member of the public.
• Galloway expressed her interest in the Older Adult Advisory Committee and asked how she would gain access to that board and those meetings. Colby informed her that the process to join the commission is the same and that she could reach out to Kristina Meadows for any further information.

Chair Report: Reed shared that he was on the Executive Board phone call in which they discussed the Disability and Senior Action Day which will be held on May 23rd in Sacramento. Reed also communicated that the May revised budget will temporary restore the 7% IHSS restoration cut until 2021. Reed informed the committee that the CICA annual meeting is in the works, but a date has not been confirmed.

• Reed mentioned that there is still a massive problem with beneficiary share of cost. Fletcher added that he has been working with many individuals who are trying to eliminate their share of cost, but in some cases, it is inevitable. He added that there is a 250% Working Disabled Program, however, only some people are eligible. Clients who have any sort of earned income, or could purchase additional health coverage, may be able to deduct this from their budget, and in some cases, eliminate the share of cost.

• Reed asked how clients could address this situation, and Fletcher told him that clients may reach out to his office. A service representative could look at their budget and determine if someone may be eligible.

• Reed then asked Meluskey about how she handles complaints that she receives regarding share of cost. Meluskey replied that complaints frequently come in from providers who are concerned about not being paid. Meluskey added that she usually informs the provider that there is little that she can do, although, she does sympathize with these providers. Meluskey added that she understands the providers’ frustration because many times they are also being taxed on income that they are not receiving.

• Reed added that when he asked about this situation, he was told that the recipients are required to pay their share of cost, and that a suit may be filed against them in small claims court if they do not pay.

• Reed added that it is important that the providers stay in the loop about the share of cost before they start working for a recipient. Meluskey responded that they do advise the registry providers to ask recipients if they have a share of cost in every interview.

IHSS/PA Staff Reports:

• Hytoff stated that going through the May revision process of the Governor’s budget, the 7% reduction is only temporary. However, the Governor did increase funding for the program, and the outlook for the next five years should be favorable.

• Hytoff specified that Placer County is still actively recruiting for a Russian-speaking case worker. There were difficulties with candidates passing the written portion of the exam, however, the mandate for the state reads that a person be able speak the language and not necessarily write the language.

• In-Home Supportive Services (IHSS) April 2019 Statics:
- Provider Orientation: 81
- Registry Orientation: 15
- Providers (Registry/ Non-Registry): 3,355
- Registry Provider Interviews: 14
- Registry Providers: 698
- Active Registry Providers: 321
- Inactive Registry Providers: 377
- New Registry Providers: 14
- New Registry Recipients: 20
- Total Registry Recipients: 1061
- Active Registry Recipients: 731
- In-Active Registry Recipients: 330
- Registry Matches: 41
- Registry List Sent: 124
- Recipients: 3,460
- New IHSS Recipients: 86
- IHSS Recipients – Children: 20.09%
- IHSS Recipients – Severely Impaired: 37.75%
- IHSS Recipients – Aged: 38.87%
- Growth in Recipients (month over month) 1.38%
- Growth in Providers (month over month) 0.60%

- Reed questioned why the total number of providers who are inactive is so high.
- Meluskey replied that the statistic is not accurately represented. Providers who are full and not available for referrals are considered inactive. Meluskey stated that she believes that these providers should be considered active, but this is not the way the statistic reads.
- Fulkerson included that the terminology does differ greatly between counties.
- 2019 “New Provider Orientation Survey” Results – Fulkerson shared that there was a total of 257 surveys given out at the New Provider Orientation and 78% were returned. Fulkerson continued that a round of post surveys went out in April and will continue quarterly to capture newly added providers. (246 surveys went out via e-mail and only 24 were returned.) A slide has been added to the New Provider Orientation PowerPoint to inform providers about the post survey, since there was such a poor response rate. The results of the post survey showed that 24:24 had a clear understanding of their role as a provider, 17:24 were confident completing timesheets, 4:24 had not completed timesheets yet, and only 3:24 were not confident in their timesheet abilities.
- Reed asked how the post survey is sent out. Fulkerson answered that it is emailed via surveymonkey.com. Reed asked if a prize would encourage more responses. Fulkerson stated that that might be possible.
• Meluskey informed the group that Registry is doing better at recruiting providers, but there is still a gap between recipients and providers. Registry is recruiting by placing ads on job boards such as Indeed, working with agencies like CalWorks, Golden Sierra, and EDD, and various social media sites such as FaceBook and Next Door. Additionally, Registry is tracking the responses to each method to determine best way to recruit new providers.

• Meluskey also spoke about the newsletter going out electronically which will save on printing costs.

• Reed mentioned that some seniors are having concerns regarding the need for breaks from caregiving. Reed would like to encourage the use of the registry and asked if it is possible to do this, or if it is possible to somehow compensate on call providers. Meluskey responded that they could try, however, there is not a surplus of registry providers.

• Meluskey spoke about a provider training for Alzheimer’s and Dementia in which there were 21 attendees and was very well received. Meluskey added that she would like to do this training annually.

• Olivares specified that the Cal Fresh Expansion is rolling out on June 1st. This is for recipients who receive SSI/SSP benefits and will be eligible for Cal Fresh benefits. She added that staff have been completing trainings and are presently providing 1700 recipients with this information. There will be an announcement in the next newsletter as well.

Next Meeting Agenda Items:
• EVV Update

Adjournment:  A motion was made by Fletcher and seconded by Morgan-Look and the meeting was adjourned at 10:47 A.M.