



Solano County IHSS Public Authority Advisory Committee

2019 Report

- Introduce the Committee
- Present Proposed Vision and Mission Statements
- Present Goals and Accomplishments
- Recommendations

Presented to Solano County Board of Supervisors on October
22, 2019

Solano County IHSS Public Authority



About the IHSS Advisory Committee

- **IHSS Advisory Committee established under Welfare & Institutions Code 12301.3**
 - Up to 11 members may serve on this committee
 - Six must be current or past users of personal care services
 - Two must be current or past providers of IHSS
 - The remaining three may be advocates

- **Purpose as outlined in AB 1682 (March 1999)**
 - Serve in an advisory capacity regarding IHSS and the Public Authority to the Board, IHSS contractors, and any administrative body in the County related to the administration of IHSS.
 - Duties include providing ongoing advice and recommendations regarding IHSS



2019-2020 IHSS Advisory Committee Officers

- **Sandi Hilton, Chair**

- Represents District 2, residing in Vallejo
- Appointed on May 22, 2012



- **Donna Brown, Vice Chair**

- Represents District 5, residing in Fairfield
- Appointed on April 26, 2008



- **John Metzler, Secretary**

- Represents District 2, residing in Benicia
- Reappointed on January 5, 2010



- **Sal Macasieb, District 1**

- Appointed on February 11, 2014





2019-2020 IHSS Advisory Committee Officers

- **Nieves Fernandez, District 1**
 - Appointed on November 6, 2007
- **Carl Vinson, District 3**
 - Appointed on May 9, 2017
- **Samuel White, District 3**
 - Appointed on August 11, 2015





2019-2020 IHSS Advisory Committee Members

- **Susan Rotchy, District 4**
 - Appointed on November 2, 2004
- **Kathy Mitsopoulos, District 5**
 - Past Chair
 - Appointed November 7, 2000
- **Marlon "Joey" Osum, District 5**
 - Appointed August 11, 2015





Vision of the IHSS Public Authority Advisory Committee

The IHSS Public Authority Advisory Committee met in December 2018 to discuss committee goals for 2019 through 2020. During this meeting, members proposed a change to the committee vision to shift the focus to IHSS consumers and providers from the prior vision focus on the committee.

2018 Proposed Vision

All IHSS consumers and providers have access to services and support to maximize their quality of life.

2017 Vision

The Solano County IHSS Public Authority Advisory Committee is recognized and valued for their advocacy on behalf of seniors, persons with disabilities, and homecare workers to ensure Solano County is a safe and happy place for all persons to live, learn, work and play.



Mission of the IHSS Public Authority Advisory Committee

Also proposed during the December 2018 meeting was a change to the committee mission to match what is reflected in AB 1682 (1999) and its proposed vision.

2018 Proposed Mission

The Solano County IHSS Public Authority Advisory Committee shall provide ongoing recommendations to ensure all IHSS consumers and providers have access to services and support.

2017 Mission

The Solano County IHSS Public Authority Advisory Committee advocates, educates, and makes recommendations to the County Board of Supervisors, Health and Social Services programs, and community partners regarding the needs and services for seniors and people with disabilities to enable them to remain safely in their homes.



2019-2020 IHSS Advisory Committee Goals

■ **GOAL 1 - Advocacy**

Work through stakeholder groups such as CICA to advocate for changes to the IHSS program that will maximize quality of life for consumers.

Work through stakeholder groups to advocate for low-cost housing options so IHSS consumers can maintain IHSS eligibility and avoid higher levels of care.

■ **GOAL 2 – Outreach**

Continue to provide outreach to IHSS consumers and providers through the yearly newsletter and Outreach Conference, ensuring to include information about resources that address the issues pertinent to IHSS consumers and providers.

■ **GOAL 3 – Stakeholder Engagement**

Utilize various strategies to engage IHSS stakeholders to receive input regarding IHSS services and supports in Solano County to assist in making recommendations to the Board of Supervisors during an annual report each year in the month of October.



Accomplishments (Goal 1 – Advocacy)

ADVOCACY EFFORTS 2018 – 2019

- Continued to support the implementation of electronic timesheets & electronic services portal through the newsletter outreach to IHSS consumers and providers
- Advocated for improvements in IHSS by Participating in the California IHSS Consumer's Alliance (CICA) monthly calls and Capitol Action Day in Sacramento
- Advocated for supportive services to be offered to Solano IHSS providers such as support groups, first aid training, and a yearly recognition event



Accomplishments (Goal 2 – Outreach)

OUTREACH EFFORTS 2018 - 2019

IHSS Annual Newsletter (4 pages)

- Distributed to over 7,500 households in April 2018 & 2019
- Included information on Electronic Visit Verification, Hourly Task Guidelines, Fraud Prevention, and training opportunities

Hosted IHSS Spring Conferences (May 2018 & May 2019)

- Over 125 registrants each time, 75+ in attendance
- Topics included emergency preparedness, diabetes prevention, gatekeeper training, Alzheimer's & Dementia, Stress Management



Accomplishments (Goal 3 – Stakeholder Engagement)

STAKEHOLDER ENGAGEMENT EFFORTS 2018-2019

- **Advisory Committee Meetings** – informed and invited IHSS consumers and providers to attend Advisory Committee meetings in the annual newsletter
- **Surveys** - Created two surveys for Solano IHSS consumers to provide input about their IHSS experience in Solano County
- **Stakeholder Forum** - Provided a stakeholder forum at the May 2019 Spring Conference to obtain feedback about IHSS experience & Electronic Visit Verification



Results of IHSS Stakeholder Engagement

As a result of stakeholder engagement efforts in 2018 through 2019 previously described, the committee received over 70 verbal response, and 13 survey response. The following feedback was received:

1. Most respondents are satisfied with IHSS staff and IHSS services.
2. Most IHSS Consumers understand the services available and have a great understanding of their role as the employer of their caregiver.
3. Some respondents expressed dissatisfaction with telephone assistance, indicating a preference to speak with a staff person immediately versus leaving a message. **Note:** The current procedure for return calls is 48 hours and respondents agreed they were receiving return calls within this timeframe.
4. Consumers felt they received an adequate level of hours for most IHSS services, except in the area of bowel and bladder care. **Note:** The State of California establishes the hourly task guidelines for all IHSS services.
5. IHSS consumers who hire family and friends expressed satisfaction with the electronic timesheet system; however consumers who typically hire caregivers outside their family or friends are not favorable of electronic timesheets.



Recommendations

To fulfill the obligations set forth in AB 1682 to make ongoing recommendations regarding the delivery of IHSS services, the IHSS Public Authority Advisory Committee respectfully requests the Solano County Board of Supervisors to:

1. Support Advocacy to the State to permanently restore the 7% cut to IHSS service hours.
2. Support advocacy to the State to review the "bowel and bladder" IHSS service category to increase the amount of time allowed for this service
3. Continue to support outreach through the yearly IHSS newsletter and Spring conference to inform our IHSS stakeholders of resources to assist them in the implementation of Electronic Visit Verification (EVV) and to help them better navigate through the maze of services offered by Solano County.



QUESTIONS?