

SUMMARY OF THE IN-HOME SUPPORTIVE SERVICES (IHSS) QUALITY
ASSURANCE INITIATIVE STAKEHOLDERS' MEETING

Organizer: CDSS' Adult Programs Division, Quality Assurance Bureau
Location: Secretary of State Auditorium, 1500 - 11th Street, Sacramento, CA 95814
Date: August 15, 2006
Time: 10:00 a.m. to 12:30 p.m.

Attending:

Jean Dancy, Sac Co IHSS QA	Eva L. Lopez, CDSS, Adult Programs
Kathleen Schwartz, Sac Co IHSS QA	Brian Koepp, CDSS QA
Evelyn Colomae, DHHS IHSS	Jacqueline Pitts, CDSS QA
Stacey Williams, CDSS QA	Liz Cervantez-Salas, CDSS QA
Jovann Agee, UDW	Jarrett Oddo, Sac Co QA
Fred Nisen, Protection & Advocacy	Laurie Silva, CDSS/QA
Christal Hopkins	Tracy Player, CDSS QA
Julie Lopes, CDSS QA	John Fitzpatrick, Dept. of Finance
Young, IHSS Advisory Committee	Lola Penelope Baltikauski, CDSS QA
Crystal Padilla, Protection & Advocacy	Anastasia Dodson, Senate Budget Cmte
Teddy Joy Reimheild,	Sharon Rehm, Sacramento Co
Marty Omoto, CDCAN	Cyndee Forbes, IHSS
Randy Hicks, DOR	Kim Britt, Yolo Co
Jeannie Smalley, CDSS QA	Erica Schroeder, ISR
Guy Klopp, IHSS QA/QI	Ernest Cowles, ISR
Bernadette Lynch, Sac Co IHSS	Steve Ferguson, Addus Health Care
Lynn Lenzi, NMPMN	Judy Leavell, IHSS
Margo Shearer, IHSS-DHHS	Karen Keeclar, CAPA
Wayman Hindsman, CDSS QA	Deborah Doctor, PAI
Tamara Rasbery, SEIU	Beatriz Sanchez, CDSS QA

Teleconference Attendees:

Karan Spencer, Riverside County	Luann Haiden, Ntnl. Multiple Sclerosis
Richie Smith, L.A. County Public Authority	Irene Cole, Monterey County
Mary Tucker, AARP	Linda Mock, Orange County QA
Hortencia Diaz, L.A. County	Jorge Chu, Community Resources
Kim Williams, PASCC	Maggie Dee

The IHSS QA Initiative Stakeholders' Meeting was attended by various advocacy groups, union officials, social workers, state and county staff, IHSS consumers and providers, legislative staff and other interested stakeholders, in person, or via teleconference. Attendees signed in and received an Agenda.

Brian Koepp, Chief, Adult Programs Quality Assurance Bureau (QAB), opened the meeting by welcoming all attendees. He stated the focus of the meeting was to highlight the post-implementation activities once the Hourly Task Guidelines (HTGs) regulations are approved. Brian also stated the regulations were on target to be

approved and effective September 2006. He then proceeded to inform Stakeholders about CDSS' post-implementation activities. Brian reported the following activities:

HTG Quarterly Updates

It was determined at the last Legislative hearing that CDSS would devise a system to assist in tracking the outcome of the newly implemented HTGs. This information should track and measure the overall application of the newly revised HTGs regulations, which would include looking at time authorized both within the HTG time ranges and outside the time ranges (exceptions), as well as looking at the impact of the new HTGs for both consumers and social workers.

California State University, Sacramento/Institute for Social Research (CSUS/ISR) Post-Implementation Activities for HTGs

CDSS will have CSUS/ISR serve as *Subject Matter Experts* in the collection of statistical data concerning HTGs as part of their existing Social Worker Training contract, which also includes a component for the administration of HTGs. CSUS/ISR will be gathering and analyzing data obtained from:

- Case Management Payrolling Information System (CMIPS) data;
- Consumer, and social worker input; and
- Case file reviews.

The objective is to evaluate CMIPS data trends, data received from surveys/questionnaires, and other related data in order to measure the overall impact of the newly implemented HTGs. These activities will also include analyzing data regarding the impact HTGs will have on the workloads of Administrative Law Judges (ALJs). Under the direction of CDSS, CSUS/ISR will examine the data, explain the methodologies applied in their examination, and summarize their findings. The findings will be posted on the CDSS QA website located at <http://www.dss.cahwnet.gov/dapd>.

Brian then opened the meeting for questions, and the questions and answers were as follows:

Q: In regards to the contracted CSUS project, what will be the goal of the stakeholders and consumers in assisting with the design of the questions for the upcoming surveys/questionnaires?

A: Although workgroups are not envisioned at this time, CDSS QA is open to all suggestions/feedback from the stakeholders and consumers regarding the design of the upcoming surveys/questionnaires. Suggestions/comments may be submitted through our website.

Q: How will the HTGs and other related IHSS information be distributed to the providers so that they might know about the new implementation?

A. The impact of HTGs should not significantly affect the consumers' needs, and/or providers' roles should not significantly change regarding how they carry out their tasks. We must remember that HTGs do not replace individualized assessments. When consumers' needs dictate time should be authorized outside the HTGs, they can receive an exception. Additionally, providers can learn about IHSS information from a variety of educational resources produced as part of the Real Choice Grant Initiative. CDSS contracted with CSUS/ISR to produce educational materials regarding general IHSS program information that also explains consumers' and providers' roles and responsibilities. These materials will be released to public authorities and counties this fall.

Q: What will the counties' responsibility be in disseminating the Real Choice training materials?

A. County and public authority offices will receive the Real Choice training materials package around October of 2006. Many of the materials, such as Provider and Consumer Handbooks and/or Pamphlets will be available to the public located within the lobby of county offices and public authorities. Consumers who are unable to visit one of the two public offices mentioned, should also receive materials during social worker visits, and/or may request materials from their social workers by telephone. Consumers and providers can also view the Real Choice training materials by visiting the IHSS QA website.

Q: Often a provider may assist a consumer in completing forms received from IHSS. When consumers receive surveys/questionnaires, providers may need to assist them in completing them. Many consumers may be apprehensive about commenting on their providers during the time that the provider is assisting them with the completion of the forms. Is there a way CDSS/CSUS can word questions on the survey/questionnaire so that it does not appear to negatively reflect upon the provider, and/or so it does not disrupt the provider/consumer relationship when providing an honest answer?

A: Yes. CDSS will be relying on CSUS/ISR's expertise in developing the surveys/questionnaires since they have research knowledge concerning the proper wording and presentation when trying to obtain sensitive information/material.

Q: Will CDSS track uniformity within each county?

A: Yes. As part of the goal to establish uniformity, we will examine if there are apparent issues within counties.

Q: How will IHSS address consumer questions and answers that are a direct derivative of the newly implemented HTGs? Additionally, will there be a letter of explanation concerning HTGs, and will there be a toll-free number for consumers to speak to someone regarding their concerns?

A: Currently, IHSS already has a public inquiry system in place for addressing consumer/provider questions and/or complaints. If a consumer has any questions

and/or concerns, there is a toll-free number located on their Notice of Action (NOA), which refers the consumer to the CDSS Public Inquiry Response (PIAR) line. The toll-free number is 1-800 952-5253. The consumers' other options are that the consumer can file for a State Hearing, or the consumer can direct their questions to their county social worker who can advise the consumer on the new policies and/or can call IHSS directly on behalf of the consumer for an answer.

Q: Will counties be trained on how to address and then deliver information concerning the new HTG's regulations, and will CDSS track how IHSS is administered in each county post-implementation?

A: Counties will receive an All-County Letter (ACL) with implementing instructions. Additionally, counties have received training on HTGs as part of their Social Worker Training in Phase II and will continue to receive more extensive training in Phase III, which began in late August. As part of the post-implementation activities, CDSS will be evaluating the application of HTGs statewide. The mandate is that each county apply the new policy in accordance with the regulations.

Q: Can CDSS post any information regarding pending tools our program plans to introduce to the counties now or in the future on the IHSS QA website?

A: Regarding posting any pending tools, this will be evaluated for further consideration. However, currently under "IHSS Resources," the website provides some of the existing tools utilized.

Q: Once the HTGs have been implemented, how will the consumers know that they are in place?

A: This information will be available to all interested parties on our website, and it is strongly encouraged that the social workers talk about the new regulations with the consumers.

Q: Many clients do not have access to the Internet or our websites, how will they extrapolate all the new information regarding all the various changes? Will we be sending out flyers regarding the new regulations?

A: Social workers should continue to advise consumers on all existing policies in question, as this is what they have always done in the past. If the consumer does not agree with the new policies, then they can exercise their appeals rights through the State Hearing process. CDSS will not be sending out flyers to the consumers regarding the new HTG regulations.

Q: Once the new regulations are finalized, will there be another IHSS Social Worker Training Academy regarding the implementation of the new regulations and, if yes, will the public authorities and advocates be included in the training?

A: The public authorities and advocates have been able, and will remain able, to attend any of the training phases as space permits. Currently, Phase III of the Social

Worker Training Academy focuses on the new HGTs, and subsequent phases will focus on any issues learned from post-implementation activities.

Q: Will there be an oversight committee established to determine what changes and/or modifications may need to be made for HTGs' post-implementation findings?

A: Once the regulations are in effect they become law. Therefore, we would not be able to establish an oversight committee that could override the regulations. If there are any major issues noted post implementation, then CDSS would initiate appropriate changes through the regulatory process and/or seek legislation in order to make any changes if necessary. Depending on the nature of the changes, CDSS may be able to make changes without seeking legislation.

Q: Are there any counties attending today's Stakeholders' Meeting that can share some of their Outreach efforts?

A: Many counties have conducted outreach activities by developing surveys, handouts and other materials, while other counties are planning to utilize the Real Choice training materials.

Q: How will advocates register in order to attend Phase III of the Social Worker Training Academy and/or any other phases?

A: The first priority is to the social worker supervisors and the social workers; any remaining spaces will be available to other CDSS-approved interested parties. CDSS controls the registration of all State and county administration, while all other interested parties may register through an e-mail or telephone call to Karen Keeclar who represents the California Association for Public Authorities (CAPA). Additionally, CDSS is in the process of developing an online version of each phase, which should be available to the general public in the future. Currently, there is a PDF version of the Training Academy training manual and handouts on the IHSS QA website for downloading, viewing, and printing.

Q: How will we share "best practices" from county to county in order to maintain uniformity on an ongoing basis?

A: CDSS will be attending two upcoming conferences, within the next few months. During this time, CDSS QA monitoring staff will present to all 58 counties thoughts and ideas on how each county can make a continuous effort to go about sharing their "best practices" from county to county.

Q: Why isn't the Social Worker Training Academy, videotaped?

A: We may discuss this further with CSUS.

Brian Koepp concluded the meeting by thanking all in attendance and reminding attendees that all information pertaining to the workgroups, including meeting notices, agendas, meeting summaries, and handouts, are available on the CDSS QA website.

Note: HTG Regulations were approved by the Office of Administrative Law and became effective September 1, 2006. You may click on the CDSS website link http://www.dss.cahwnet.gov/lettersnotices/2006AllCou_2304.htm to view ACL 06-34, that transmitted the regulations, and the subsequent Errata Notice that corrected non-substantive grammatical changes. This information will also be posted on the QA website.