



The Consumer Voice

the quarterly newsletter of CICA, the California In-Home Supportive Services Consumer Alliance

Fourth Quarter 2006

A Message from the Acting CICA President

Dear Fellow IHSS Advisory Committee and Governing Board Members:

The CICA Acting Executive Committee wishes each of you a very happy, healthy, and prosperous New Year.

CICA has had a very busy 2006 and we expect an equally eventful 2007.

CICA membership has grown to seven committed counties: Santa Clara, San Francisco, Alameda, Nevada, Marin, Yolo, and San Diego. We expect rapid growth in 2007 as more counties understand the importance and benefits that CICA offers.

The CICA Acting Executive Committee is committed to making outreach visits to all counties who would like presentations about CICA. Our goal is to help educate and explain how CICA can assist Advisory Committees in fulfilling their mandates and in developing a successful committee. Please contact us if you would like to arrange a presentation.

CICA is very close to completing our filing as a 501c3 organization. We are hoping to have this done in the first quarter of 2007.

CICA had quite a successful statewide conference last March and we are looking forward to our 2007 Conference this coming June. We anticipate seeing most of our fellow AC members from all over the state there. It is a wonderful opportunity to network with old friends and make new ones, to continue educating ourselves about IHSS issues, and to strengthen our efforts to improve the IHSS system throughout the state.

As many of you know, CICA hosts a statewide conference call on the third Tuesday of each month at 10:00 am. We encourage all of you to participate. This is an excellent opportunity to keep current on IHSS issues, to learn what other AC's are doing throughout the state, and to get help or answers to questions you or your AC might have. Information goes out via email to the CICA list serve. You can also find information about the conference calls and the minutes on the CICA Web site, www.cicaihss.org

Some issues that will be important for CICA and for AC's in 2007 include: the affects of Quality Assurance

on IHSS consumers, resolution of the AB 1682 AC funding issue, potential IHSS funding cuts associated with the Governor's 2007 budget, continued growth and development of CICA, aid in the development, education, and effectiveness of AC's and Governing Boards statewide, and other issues that you wish to bring forth.

The CICA Executive Committee looks forward to working with all California AC/GB members. We strongly encourage your participation, your input, and active involvement. Working together, we can be a powerful voice for consumers and promote recommendations for positive enhancements in the IHSS system.

Sincerely,



Jamie Whiteford
CICA Acting President

In This Issue

A Message from the President	1
Upcoming Events	2
2007 Conference	2
Report: <i>Santa Clara County IHSS Provider Recognition Reception</i>	3
Report: <i>Outreach Meetings — CICA's Going on the Road</i>	3
Article: <i>"Topless" Timesheets</i>	4
CICA at Your Fingertips	4
CICA Acting Executive Committee	5

UPCOMING EVENTS

Mark Your Calendar!

June 1–3, 2007

CICA IHSS Advisory Committee Conference, at the Doubletree Hotel in San Jose. Conference theme: *“Empowering California’s IHSS Advisory Committees through Communication and Education.”* (See article at right.)

A Save the Date card will be mailed to you in early February with more detailed information.

If you’d like more information before that time, please call the conference planner, Amy Terhorst at (530) 272-8408, or email at Amy@EmpireEvents.net

Monthly Statewide Advisory Committee Conference Call

On the **third Tuesday of each month at 10:00 a.m.**, CICA holds a statewide IHSS Advisory Committee meeting via conference call.

All Advisory Committee and Governing Board Chairs or CICA designees are invited to attend this call and share up-to-date information regarding IHSS legislation, regulations, successful programs and more.

If you would like more information about attending this call, please contact Janie Whiteford at janiewhiteford@yahoo.com

2007 IHSS Advisory Committee Conference

Join your contemporaries from June 1–3 at the 2007 CICA IHSS Advisory Committee Conference. This year’s theme is *“Empowering California’s IHSS Advisory Committees through Communication and Education,”* and with your feedback from the conference survey, the event promises to be better than ever.

The cost of the conference includes a Friday evening Welcome Reception, delicious buffet continental breakfasts, plated lunch options both Saturday and Sunday, and dinner on Saturday evening with ample time for networking with your fellow Advisory Committee members from all over the state.



Compelling conference topics include:

- Advisory Committee recruitment and education
- Advisory Committee retreats
- Successful local programs to share statewide
- Partnerships and resources, including community networking
- The Brown Act
- Tips for continuing access to AB1682 Funding

This year’s legislative focus is to help you work on a more local level with your legislators. A phone bank, along with assistance and support, will be available during the conference for you to make appointments with your legislator to meet with them regarding IHSS issues when you return to your community.

The conference will be held at the Doubletree Hotel in San Jose. The Doubletree is located conveniently close to the San Jose Airport, with free airport shuttle transportation.

Kind Words

I believe the California In-Home Supportive Services Consumer Alliance (CICA) — the organization formed to keep Public Authority Advisory Boards in the different counties of California informed about what is happening on the state level — is necessary. This organization makes it easier for Advisory Board members to find out what is happening legislatively in California and when and how to act on that information. Another very important role is the help available in organizing their own (Advisory) Board. Questions about mandated Federal and State funding are also discussed and helpful information about how to best serve their county is available. CICA is a very helpful support group for all individual Public Authority boards in the state and should be encouraged to grow and thrive.

— JoAnn Disbrow, Santa Clara County IHSS Advisory Board

CICA is Going on the Road

CICA is taking “the show on the road” and scheduling outreach meetings with IHSS Advisory Committees throughout the state of California.

These meetings will focus on sharing information face-to-face with Advisory Committees and Governing Boards, explaining the benefits of CICA membership and why your participation is important.

California’s seniors and persons living with disabilities have a right to lead empowered, independent lives. CICA is a statewide collaboration of IHSS Public Authority Advisory

Committee and Governing Board members, providing education, information, and networking opportunities for members to fulfill their mandate to advise on improvements to the IHSS program.

CICA also assists in developing Advisory Committees and Governing Boards to their highest potential. It does this by providing several benefits, including:

- Networking opportunities with fellow members throughout the state regarding ideas and infor-

mation on improving your IHSS program, your Public Authority, and your Advisory Committee or Governing Board.

- Production of an annual state-wide CICA conference with discounts for CICA members.
- Distribution of current information on IHSS issues at the state and federal levels.
- Information and guidelines on holding regional conferences and meetings.

continued on page 5

Santa Clara County IHSS Provider Recognition Reception

Santa Clara County’s Board of Supervisors declared the week of November 13–17, 2006 as *IHSS Provider Recognition Week*. At the Board of Supervisors meeting on Tuesday, November 14, Dora Castro, Chair of the Advisory Committee and a Provider, accepted the framed Proclamation on behalf of all Providers in Santa Clara County.

The Advisory Committee and the Public Authority sponsored a Provider Recognition Reception on Friday,

November 17. Over 125 IHSS Providers and Consumers attended. The fun-filled event included face painting, balloon artistry, a chocolate fountain for goodies, and dancing for all. A special heartfelt recognition was given to one provider of 25 years by her consumer.

The Public Authority offers training opportunities for IHSS Providers. Several providers who have successfully completed the training classes were awarded their Certificates of



Completion at the reception.

Many of those who attended commented on the opportunity to meet new people, and to network with folks who were dealing with many of the same issues. A possible peer support group might develop from these relationships with the help of the AC and the PA.



“Topless” Timesheets

by Sheila Parisena, Acting CICA Central Region Vice President

It sounds ridiculous, doesn't it? Even so, this is one of the most common reasons why provider's paychecks get delayed. There are several major reasons, but I thought this would catch your attention quicker!

“Topless” refers to timesheets that have been detached at the *fold* instead of at the *perforation*. When this happens (and it's very easy to do), some information that is vital to processing is missing. Therefore the timesheet cannot be processed in the usual manner.

Delays may also occur when other information is left out (e.g., signatures, dates, hours). Another common mistake is an “inappropriate” or “unauthorized” signature. This is a signature of someone *other than* the authorized consumer or provider. This might

occur if the same person has signed both signatures, or the signer used a nickname instead of their authorized signature (e.g., “Larry” instead of Lawrence, or “Dottie” rather than Dorothy).

Another problem is called “stacking.” This is when the provider claims more than 60% of their total hours during the first pay period of the month. This raises the question: If the provider is claiming to have worked this many hours during his first pay period, what about the rest of the month? In this scenario, the provider will very likely not have hours available at the end of the month.

Any of these mistakes will cause the timesheet to be pulled for special handling, and probably returned to the provider (or consumer) for correc-

tion. This process can take days, even weeks, to complete. So, each time you sit down to fill out or sign a timesheet, remember these tips:

- ✓ Take your time!
- ✓ Check all information for accuracy.
- ✓ Be sure the hours are correct.
- ✓ Make sure the numbers match.
- ✓ Avoid reporting all of your hours worked during the first pay period of the month.
- ✓ Sign your name properly and date the timesheet.
- ✓ Sign in the correct space.
- ✓ Carefully detach the timesheet at the *perforation*.

CICA at Your Fingertips

Looking for information about your local legislators? how to contact them? the latest minutes from CICA Executive Committee or Statewide meetings? useful IHSS resources?

Then check out CICA's new Web site: www.cicaihss.org

You'll find all the latest meeting minutes, information about AB1682, successful programs currently being implemented by Advisory Committees in various counties, as well as information regarding CICA membership, and the latest CICA newsletter.

The Web site is a service provided through CICA membership dues, so your feedback is important and appreciated. Let us know what you would like to see on the site and we'll do our best to provide you with pertinent and up-to-date information.

Happy browsing!

What's Wrong with this Timesheet?

Detach here and complete for your next payment request		Separe aquí y complete para su siguiente solicitud de pago															
RECIPIENT NUMBER 34-12345678 SMITH JOHN 4321 ANY STREET SACRAMENTO CA 95814 Address change <input type="checkbox"/> YES Write new address on reverse side		PROVIDER NUMBER 654321 DOE JANE 9876 ANOTHER STREET SACRAMENTO CA 95814 Address change <input type="checkbox"/> YES Write new address on reverse side															
JUNE 2006 EMPLOYER REMAINING HOURS ARE 43.5																	
DAY OF MONTH	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	
HOURS WORKED	4			4	4	4	4				4	4	4	4		44.0	
TS #12345678	FILL IN HOURS FOR EACH DAY WORKED AND PLACE TOTAL HERE LLENE LAS HORAS PARA CADA DIA QUE TRABAJO Y APUNTE EL TOTAL AQUI																
SHARE OF COST LIABILITY	0.00	OTHER LIABILITY	0.00	PROVIDER OVERPAYMENT	0.00												
SW NO, B341 DO 01 SACRAMENTO COUNTY DHHS PO BOX 168017 SACRAMENTO, CA 95816-8017		X 12-12345678 RECIPIENT SIGNATURE <i>John Smith</i> DATE 6-30-06 X 512345 PROVIDER SIGNATURE <i>Jane Doe</i> DATE 6-30-06															
After work has been completed, sign, date, and mail to this address. Una vez que se haya completado el trabajo, firmese y envíese esta dirección Do not sign unless you have read and understand instructions on reverse side No firme hasta que haya leído y entendido las instrucciones al dorso																	
THIS IS TO CERTIFY THAT THE INFORMATION CONTAINED IN THIS FORM IS TRUE, ACCURATE AND COMPLETE, AND THAT THE PROVIDER AND THE RECIPIENT HAVE READ, UNDERSTAND AND AGREE TO BE BOUND BY AND COMPLY WITH THE STATEMENTS, AFFIRMATIONS AND CONDITIONS CONTAINED ON THE BACK OF THIS FORM. POR MEDIO DE LA PRESENTE CERTIFICO QUE LA INFORMACION QUE CONTIENE ESTA FORMA ES VERDADERA, CORRECTA Y COMPLETA, Y QUE EL PROVEEDOR Y LA PERSONA QUE RECIBE LOS BENEFICIOS HAN LEIDO, ENTIENDEN Y ESTAN DE ACUERDO EN SOMETERSE A, Y CUMPLIR CON LAS DECLARACIONES, AFIRMACIONES Y CONDICIONES QUE CONTIENE EL DORSO DE ESTA FORMA																	
SOC 381(B)(3/97)				STATE OF CALIFORNIA - HEALTH AND WELFARE AGENCY - DEPARTMENT OF SOCIAL SERVICES													

ANSWER: Too many hours were claimed on this timesheet. The number of remaining hours is 43.5, yet 44.0 hours were submitted. The system cannot pay more than the total authorized hours. You will only be paid for 43.5 hours.

Processing is delayed if a timesheet is incomplete or has errors. Want to avoid delays? Double-check your timesheet for accuracy before submission!

Outreach Program

continued from page 3

- Quarterly newsletter.
- Informational website.

Membership in CICA is only \$2,000 a year. These funds are available to Advisory Committees through funds allocated by AB 1682. This small amount of money covers the costs of providing these services to Advisory Committees, and as the organization grows, we will be able to provide even more benefits to you.

If your Advisory Committee has already joined CICA, thank you for being a part of making California's IHSS program better than ever!

If you have not yet joined, please consider scheduling a presentation to your Advisory Committee to learn about the benefits of CICA membership. We're confident you'll find it a wise decision.

Kind Words
Attending the yearly conferences and joining CICA was initially our key in Nevada County to achieve complete access and use our Advisory Committee/Governing Board funding. By networking with Public Authorities in San Francisco and Marin, we had the necessary tools to proceed. With new policies presented to our Human Services Department and the Board of Supervisors, our relationships with the County are stronger than ever, which was not the case in our first two years of operation.

The confidence one achieves in CICA defines more clearly the meaning of AB 1682 and the Welfare and Institutions Code's intended meaning as we continually encounter challenges at the State and County levels. I cannot emphasize enough the knowledge one obtains by networking statewide and sharing information, thereby creating solutions.

You owe it to yourself and your Advisory Committee in assisting your Public Authority to explore the value of joining CICA, a Consumer Alliance. The yearly dues come directly from your Advisory Committee funding. If you need more information to find the "key" to your funding, and to get your county "on track" with regard to AB 1682, contact your CICA Regional Vice President.

– Patrick Kenneally, Chair Nevada County IHSS Governing Board

CICA Acting Executive Committee Roster

Shirley Adams & Tiffany Adams
 Acting VP – Southern Region
 Orange County IHSS Advisory Committee
 Email: LILTIFY@aol.com

Sheila Parisena
 Acting VP – Central Region
 Sacramento County IHSS Public Authority Advisory Committee
 No Email

Nancy Seyden
 Acting Executive Vice President
 Yolo County IHSS Advisory Committee
 Email: nkseyden@ucdavis.edu

Mary Imaku
 Acting Treasurer
 Riverside County IHSS Advisory Committee
 Email: mzmmary89@sbcglobal.net

Bob Roberts
 Acting VP – NorCal Region
 Marin County IHSS Public Authority Governing Board
 Email: Bob@marincil.org

John Stevenson
 Acting VP – Southern Region
 San Diego County Advisory Committee
 Email: josivus@nethere.com

Patrick Kenneally
 Acting VP – NorCal Region
 Nevada Sierra Regional Public Authority Governing Board
 Email: bert52@sbcglobal.net

Jan Schiller
 Acting VP – Central Region
 Alameda County IHSS Advisory Committee
 Email: JnSchil4@aol.com

Janie Whiteford
 Acting President
 Santa Clara County Advisory Board
 Email: janiewhiteford@yahoo.com