

California In-Home
Supportive Services
Consumer Alliance
(CICA)

<http://cicaihss.org/>

Mission

The California In Home Supportive Services Consumer Alliance (CICA) is committed to improving and enhancing the lives of all those who use and provide In Home Supportive Services. CICA is committed to empowering recipients, family, friends, community members and providers by offering education, training and networking opportunities. CICA believes that building collaborations among IHSS Public Authority Advisory Committees, and all stakeholders, will strengthen the recipient voice to elected officials, policy makers, and the public.

Membership

The California In-Home Supportive Services Consumer Alliance (CICA) is a statewide coalition of IHSS Advisory Committee and Governing Board members representing the consumer viewpoint on all IHSS issues at the local, state and federal levels. This coalition works closely with IHSS providers in the representation of consumer issues and is the first of its kind in the state.

The purpose of the organization is to provide statewide support and communication relative to IHSS program issues to Advisory Committee and Governing Board members, training materials, updates on legislation and regulations and a networking opportunity for advancing and supporting the mandates of the IHSS program and continuing to make the voice of the consumer heard and recognized.

Benefits of being a member

CICA is a membership organization with dues paid on an annual basis. Specific member benefits include:

- Network with fellow members and get ideas and information on improving your IHSS program, your Public Authority and your Advisory Committee or Governing Board.
- Plan and attend regional trainings.
 - Partner with CICA to put on
- Participate in a monthly CICA conference call.

- Receive current information on IHSS issues at the state and federal levels.
- Receive information and guidelines on holding regional conferences and meetings.
- CICA website access (<http://www.cicaihss.org/>)
- Opportunity to develop CICA, its vision and programs
- Facebook
(<https://www.facebook.com/groups/CICAIHSS/>)
- Email list – receive information as it is distributed
- Share county information (we look for information about “best Practices” as well as information about your county activities).

Member Counties

CICA Central Region

- Alameda
- Contra Costa
- Marin
- Mendocino
- Napa
- Sacramento
- San Francisco
- San Mateo
- Santa Clara
- Santa Cruz
- Solano
- Sonoma
- Yolo

CICA Northern Region

- Butte
- Colusa
- Del Norte
- El Dorado
- Glenn
- Humboldt
- Lake
- Lassen
- Modoc
- Nevada-Sierra
- Placer
- Plumas
- Shasta
- Siskiyou
- Sutter
- Tehama
- Trinity
- Yuba

CICA Southern Region

- Imperial
- Los Angeles
(PASC)
- Monterey
- Orange
- Riverside
- San Bernardino
- San Diego
- San Luis Obispo
- Santa Barbara
- Ventura

CICA Mountain Valley Region

- Amador
- Calaveras
- Fresno
- Inyo
- Kern
- Kings
- Madera
- Mariposa
- Merced
- Mono
- San Benito
- San Joaquin
- Stanislaus
- Tulare
- Tuolumne

Membership Is Encouraged

Dues are:	<u>Advisory Committees:</u>	\$500
	<u>Organizations:</u>	\$250
	<u>Professional Individual:</u>	\$50
	<u>Family:</u>	\$25
	<u>Individual:</u>	\$10

Please know that all membership dues are used to help CICA continue to be a vibrant and active vehicle for IHSS recipients, and others, to be heard in Sacramento.

CICA is Looking for Regional Vice Presidents

Each year CICA member Advisory Committees are asked to complete a Member Information Form. We ask the Advisory Committee or Governing Board to complete the Member Information Form and e-mail or mail it to the address on the bottom of the form. The information is compiled in a roster for the sole use of CICA and Member Advisory Committees.

Each member county selects one delegate and one alternate. Delegates and alternates participate in the monthly statewide calls and relay information back to their Advisory Committee.

Each Region has at least one Vice-President and optimally two, but can have more. Each Regional Vice-President is a member of the CICA Executive Committee.

The Public Authority for In-Home Supportive Services (IHSS) is a public agency whose purpose is to make the IHSS program in every county work better for consumers, who consist of the elderly, blind and disabled, and home care providers/personal assistants. The significant role the Public Authority fulfills for In-Home Supportive Services (IHSS) is to offer services that assist consumers with greater access to providers. This has been accomplished by: 1) creating a provider registry, and 2) establishing the Public Authority as an employer of record.

Aside from establishing a registry, the Public Authority is also responsible for: 1) investigating the qualifications and background of potential providers, 2) establishing a referral system to connect providers with consumers, 3) providing for training for consumers and providers, 4) performing any other function related to the delivery of IHSS. The Public Authority also gives consumers a voice in how IHSS services are provided. Services are provided at no cost to consumers or their providers.

The role of the IHSS Advisory Committee is to serve in an advisory capacity regarding IHSS and the IHSS Public Authority to the County Board of Supervisors, the governing body of the Public Authority, IHSS Contractor(s), and any administrative body in the county that is related to the delivery and administration of IHSS.

The IHSS Advisory Committee submits recommendations to the Board of Supervisors on preferred services utilized for in-home supportive services. This Committee advises and makes recommendations in regard to policy and funding, provides ongoing advice regarding services to the Board of Supervisors, and any administrative body that is related to the delivery and administration of services, including the governing body and administrative agency of the public authority, nonprofit consortium, contractor, and public employees.

Specific Advisory Committee duties may vary with each count.

The role of the IHSS Governing Board ...

The Public Authority Governing Body is the official board designated to govern the Public Authority and make legally binding decisions on its behalf. In most counties, the Governing Body is the county board of supervisors. In some counties, the Public Authority operates independently of the county and has its own appointed Governing Board. These counties include Marin County, Los Angeles (Personal Service Assistance Center) San Francisco County, and Nevada-Sierra County.

a. How do you determine what is on our agenda?

b. How do you maintain control of the meeting?

1a. Timely topics involving legislation and financial responsibilities

2a. Brainstorming at the end of the meeting & by email/phone calls for next agenda.

2b. Chair to balance/control seeking input

3a. “leftover” topics/Parking Lot items move to next agenda for follow through

3b. Time set agenda topics and have a timekeeper

***At the end of the meeting open the floor for new topics for next meeting (recorded in minutes).**

***Send out email to get ideas for the next agenda.**

***Make it an action item & assign responsibility.**

***Keep topic fresh & related to current issues.**

***Delegate responsibility/rotate responsibility.**

- **Make use of subcommittees or Ad Hoc Mtgs. on specific topics**
 - **Agenda report outs**

***Share responsibility**

***Engage all**

***Understand our purpose**

***Allocate Time blocks for each agenda topic**

- **Monitor Timeliness & make adjustments as needed.**
 - **Assign a timekeeper**

***Approve the agenda**

- **Give flexibility to change timeframes**

***Maintain a “parking lot”**

- **Give a chance to have brainstorming session and flush out an idea. Can move ideas to next agenda.**

***Find a balance – don’t overwhelm with too much on the agenda**

***Review Bylaws/Policies for Role of Subcommittees/Ad Hoc**

***Stipends for AC Attendance – cover travel expenses**

***Outreach: Career day, fairs, etc.**

***Personal conduct rules**

***Reference Guide/Fact Card/Program Card**

- Handout at Health Fairs, Fairs, etc. Post on billboards**

***Share copies of By-Laws/policies and agenda**

- Learn from each other**

***Communicate with other committees (counties)**

***Educate community about the Advisory Board – interface**

How can you improve our AC's effectiveness in the Community?

How can you educate the community about IHSS?

- 1. Invite management**
- 2. Public Access TV**
- 3. Move meetings around**
- 4. Health Fair – scenario**
- 5. Newsletter: In-house & public**
- 6. Invite other agencies to IHSS meeting and other meetings**
- 7. Keep Staff Supervisors (or Board of Supervisors) aware of IHSS**

Your AC has been given almost \$6,000 a year (\$3,000 State & \$2,971 Federal).

How can you best use this money?

Should you develop a budget?

Order of priority:

- 1. Translator if requested**
- 2. Orientation/Training materials, supplies**
- 3. Workspace (meetings/retreat)**
- 4. Reimbursement/Stipends**
- 5. CICA**

Need BUDGETS to have financial accountability!

- 1. CICA Dues/Membership Dues**
- 2. Travel Reimbursement**
- 3. Stipends, by vote**
- 4. Planning/Retreat/Education**
- 5. PR materials/meeting materials**
- 6. Workspace/Meetings**
- 7. Translator**

How do you keep your meetings interesting?

Education session - outside group follow-up – presents videos, educational shown to board & then to community symposium.

Infuse laughter and fun

Shared activity – writing letters

Member Reports – meetings, etc., personal stories – why a part of IHSS (2 per meeting)

Holiday luncheon

SF grants thru “Thriving in Place” non-profit

Yolo – Partner at Yolo Partner Agency

SF – symposiums

Planning for outreach events

TV – local cable, webpage

How do you do initial training for new members?

How do you do ongoing training for the whole Advisory Committee?

1) On-going buddy system

2) Leadership Board training classes

3) IHSS Board train consumers: “Providers on home safety and conflict resolution.”

- 1) On-going buddy system**
- 2) Go on-line for outside training Information**
- 3) Outside information people visiting meetings and CDs, etc.**
- 4) Once a year retreat at park or outside regular meeting place**
- 5) Class open to providers and consumers, CDs and DVDs**
- 6) Leadership Board training classes**
- 7) “One on one” introduction by IHSS or Public Authority**
- 8) IHSS Board train consumers: “Providers on home safety and conflict resolution.”**
- 9) On-line Library between IHSS and Advisory Boards**

Ideas