



# The Consumer Voice

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

Fourth Quarter 2014

## Return of CICA's Quarterly Newsletter



*Dear Fellow IHSS Advisory Committee and Governing Board Members*

We are so very pleased to bring you the return of CICA's quarterly newsletter.

This is another opportunity for us to communicate with all of you, our CICA members and supporters.

I want to extend a huge thank-you to Charlie Bean, CICA's Administrative Director. It was Charlie's idea to develop this newsletter and his efforts have put it together. Charlie has also done an excellent job of keeping us all informed about the many changes that are happening to the IHSS system. His up-to-the minute information via constant contacts is so important for all of us to read, take back to our Advisory Committees for clarification and discussion, and, if advisable, take action on.

The CICA Newsletter is also an opportunity for us to hear from you. We ask on the CICA calls for "County Happenings" but this might be an easier avenue for many of you to share your successes, struggles, and thoughts regarding IHSS at your local County level and the State level. What's working and what isn't!

I personally would like to extend our commitment to have CICA help Advisory Committees and Governing Boards in their development. Our goal is to make AC's and

GB's the very best advocates and educators for IHSS consumers and by corollary their providers possible. How can we help YOU!! Trainings, materials, on what subjects? Visits to meetings? We value your suggestions, questions, and comments.

On the flip side we want to know what you are doing at the County level to improve your AC/GB. Can other folks benefit from your expertise and experiences? We need and want to hear from you!

Enjoy the return of "The Consumer Voice" newsletter and we look forward to hearing from all of you.

Sincerely,

*Janie Whiteford*  
CICA Co-President

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## How to Care for People in Need

by Phan Vũ, Recipient

Some conference calls, I heard people solely speak about money, overtime, timesheet and travel time. People rarely talk of care, comfort, tenderness, solace...while serving the disabled, the seniors and the incurable-disease suffering persons. I think the purpose of CICA is about it.

Care receivers are frequently pessimistic, sad, depressed... because they're seeing the death coming in soon... they get picture that they're going to leave their loved ones, children, grandchildren...

The care providers are not pure laborers. They should be charitable workers or at least they tend to be broad-minded persons. They must be good American citizens.

When providers come to work, their body, mouth, hair and hands have to be clean: not bad-smelling and not affected by contagious diseases.

They keep their customers' house clean: kitchen, bathroom, bedroom, carpet... Care providers must know some first aid notions: they know the usages of customers' medicine written on the medicament boxes, tubes..., how to do when their customers get choked, suffocated, fall, stroke... They should be present with their patients at doctor's examination room and remember doctors' recommendations.

Providers should be good cooks. They can prepare some delicious dishes that customers sometimes eagerly wish to enjoy.

Providers can entertain their customers by stories, comics, and reading books, turn TV, CD players on-off...

As I said above, care providers are not pure laborers, their salary should compensate their work and their devotion to care receivers. It may be between \$12.00 and \$15.00 to start. Based on their accomplishment, providers can have a raise of \$1.00/ hour/year.

They cannot work over 8 hours/a day and 6 days/a week because ***their body will not be appropriate during the 9th and the 10th hours*** and they must be taking care of their own family. ***Nobody works 7 days a week and 365 days a year.*** The father or mother has to do their duty as father or mother to show their love to their children, normal or abnormal.

Care providers must be human angels to the persons in need of comfort.

This is my personal thinking as an elderly senior.

***Editor's Note:*** Published the above word for word as Mr. Vũ presented his thoughts. His thoughts are valuable tools to consider when working with current providers and future providers!

## California Association of Public Authorities for IHSS In-Home Supportive Services (IHSS)



### About CAPA

The California Association of Public Authorities for IHSS, or CAPA, was created to provide proactive leadership to improve the In-Home Supportive Services (IHSS) program; promote the general interests of the active members; promote higher professional standards, and through the exchange of information and ideas, stimulate a collegial and cooperative spirit among the membership. More specifically the purposes of CAPA are to:

- Develop and support public policy and legislation to improve IHSS, and to improve personal assistance services, primarily in the independent provider mode;
- Promote the independence of seniors and people with disabilities.
- Prevent inappropriate, premature placement of consumers in institutions (i.e. skilled nursing facilities, community care facilities or hospitals);
- Provide assistance, information, training, and technical advice to its members;
- Promote the welfare and general interest of the members; and
- Facilitate effective communication between and among Public Authorities, and county, state, and federal administrative agencies, including the exchange of knowledge, resources, and best practices.

For more information about CAPA and Public Authorities, visit our website:

<http://www.capaihss.org/>

For more information about IHSS, becoming a recipient or provider, visit our website FAQs page: <http://www.capaihss.org/faqs.htm>

### CICA Monthly Statewide Calls

CICA Monthly calls are held on the third Wednesday of every month. We invite recipients, care providers, and advocates of the California In-Home Supportive Services program. During our CICA Statewide monthly calls CAPA shares information about legislation and other activities pertain to the IHSS program. Our next call will be on Wednesday, January 21, 2015, from 10 a.m. to 11 a.m. To participate dial 1-888-296-6828, passcode: 753825#. If you are not speaking, please mute your phone “\*6” and to speak, unmute using “\*6”.

CICA appreciates the use of this line, provided by CAPA – Thank you!

## CICA's Mission

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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.

Some activities:

- Hold monthly statewide conference calls sharing information about issues surrounding the In-Home Supportive Services program.
- Provide advice and encouragement to Public Authority (PA) Advisory Committees in advising their County Public Authority and Governing Board (BOS)
- Assist in identifying resources a County PA Advisory Committee may need
- Suggest and promote or sponsor training (sponsor as funds are made available)
- Sponsor yearly conferences for Advisory Committees to share information
- Publish Newsletter
- Update website with sharing information submitted by individual county Advisory Committees
- Provide support or non-support to changes to IHSS program
- Participate in yearly DCAD
- Represent IHSS Consumers on Statewide Committees and Workgroups: Olmstead Committee, IHSS Program Integrity and Fraud Prevention Stakeholder groups, California Collaborative, Universal Assessment Workgroup, and others.

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## What is an IHSS Advisory Committee?

**IHSS Advisory Committees are mandated under Assembly Bill 1682, the legislation that founded IHSS Public Authorities.**

**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 county. Check with your local IHSS Advisory Committee for more specific information about what they do.

Activities Advisory Committees can do (just some, not limited to):

- Advise County Public Authority on needs of the community represented
- Conduct surveys to gather information
- Assist Public Authority in addressing needs for further staff or less
- Provide county newsletter or assist by submitting articles on subjects that concern the community
- Participate in community activities sharing information about the IHSS program and need for care providers
- Hold monthly – quarterly – yearly county conference calls involving local recipients and providers
- Attend CICA monthly calls and share information/discuss amongst full Advisor Committee members (sharing information is very important – good information received)
- Support Public Authority in accomplishing its duties the best way possible.

### **What is a Public Authority?**

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**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. A provider registry is a computerized database listing qualified and screened IHSS providers. These services offered by the Public Authority provide consumers with a greater level of confidence when hiring providers.

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; and, 5) Negotiating with representative unions for wages and benefits for providers.

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.

Public Authority activities (not limited to):

- Inform Advisory Committee of new changes to the IHSS program
- Look for advice on new processes within the county
- Listen and ask Advisory Committees for suggestions



### IHSS Provider Training in Santa Clara County

Through a partnership with the Sunnyvale/Cupertino Adult Education Center the Public Authority in Santa Clara County provides a series of nine training sessions in four languages. Pre-registration is required and classes are always completely booked with waiting lists. The curriculum was developed specifically to meet the need of IHSS providers. Because many providers are unable to be away from their consumer(s) for long periods of time classes are kept to three hours and are provided in English, Mandarin, Vietnamese and Spanish. Classes currently provided are:

- CPR/First Aid
- Mental Health
- Personal Care Level 1
- Tips for Transfer
- Paramedical Level 2
- Nutrition
- Last Phase of Life
- Diabetes

more training classes. In order to discover what the providers thought were most important a survey was conducted in late summer to identify additional training topics. The curriculum, locations and schedule of dates/times will be developed over the next few months in order to begin adding classes as soon as possible. A training committee that consisted of Union staff and members, the Public Authority Director and two Advisory Committee members worked on the survey and the process to move it forward.

Sessions to be added in 2015:

- Alzheimer's & Dementia
- Attendant Care Basics
- Body Mechanics
- Caregiver Support
- Emergency Preparedness
- Working With Someone with Diabetes or Heart Disease
- How to Work with Difficult People
- Understanding Mental Health Disorders
- Food Safety & Preparation
- Understanding Neurological Disabilities

As part of the contract negotiations with SEIU Local 521 there was agreement to add an additional ten

## Recap of Janie Whiteford's OC Advisory Committee Presentation

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My name is Shawn Stewart the vice chair of the Orange County IHSS Advisory Committee. During our AC meeting on November 20, 2014 our committee had the pleasure of listening to an in person presentation by Janie Whiteford from the California IHSS Consumer Alliance (CICA). Janie indicated that there are 25 county AC's that are members of CICA and they are always looking to add more counties.

She talked about CICA being a huge educational component for public authorities and advisory committees on issues affecting IHSS such as the Fair Labor Standards Act (FLSA) which goes into effect January 1,

2015. Janie also encouraged us to become more involved in the training that providers are given by our public authority. These were just a couple of the topics Janie covered during her 90 minute presentation.

Janie provided invaluable information to our advisory committee that we probably never would have been aware of if she had not joined our meeting. She was very considerate and answered all of the many questions our members asked her. I would like to encourage other advisory committees to invite Janie to speak at their meetings to take advantage of her vast knowledge of changes affecting the IHSS program.

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## Orange County IHSS AC Thoughts by Dana Shultz & Heidi Aharonian

Occasionally we have departures and new arrivals of Advisory Committee (AC) members in Orange County. In recent times we had a few new members on our team, who may have had little or no exposure to the mission of California In-Home Supportive Services Consumer Alliance (CICA). Upon our invitation, Ms. Janie Whiteford, the first President and the current co-President of CICA, graciously accepted to visit Orange County and make a presentation, which included many interesting items and updates.

She provided historical background as to when and why CICA was established and included an overview of CICA's mission and goals and its role as a liaison between consumers and the Assembly and Senate in Sacramento. She discussed the passage of AB 1682 and the establishment of the ACs in California and their roles on advising and

providing recommendations to the Public Authority and various County governing bodies.

Other topics included areas of education that CICA provides on current issues affecting the County AC's, consumers and providers. This included, but is not limited to: recent legislation regarding tax waivers for parents of consumers, advance pay, Fair Labor Standards Act (FLSA) County Maintenance of Effort (MOE), Capital Action Day, time sheets, training for consumers as well as providers, and other topics. It was mentioned that, while many positive results are emerging from Sacramento affecting consumers, providers, and the Advisory committees, changes were ongoing. It was recommended for the Advisory Committee to be proactive in obtaining updates. The Orange County Advisory Committee highly

recommends other county AC's to invite CICA Personnel to make presentations for current updates out of Sacramento, if they have not done so already.

Not unlike the rest of the counties, the OC/AC activities in recent years have been curtailed because of the budget reduction from \$53,000 to \$6000. We were however able to do certain projects which did not require huge funding. One example is a project that was done in the past where the AC purchased 5000 File of Life packets for consumers to refer to during

emergencies. The AC hopes to not only distribute them to consumers of the Orange County In-Home Supportive Services (IHSS) but to have them included the packages sent out by the Public Authority. Other projects included establishment of client surveys and monthly information teleconferences for consumers and providers. The AC hopes the State is able to re-establish or significantly increase funding for the AC to allow them to plan and carry out much needed projects that are a benefit to both consumers and providers.



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## *Individual Memberships Now Available!*

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**The California In-Home Supportive Services Consumer Alliance (CICA)**, a 15-year old coalition of IHSS Public Authority Advisory Committee and Governing Board members, is inviting interested individuals to join! IHSS stakeholders--providers, family members, disability and senior advocates can now enjoy **CICA's** benefits and its passion for consumers and first-hand experience on IHSS to legislative and policy issues.

Like **CICA's** Advisory Committee and Governing Board members, individual **CICA** members will receive support and communication on IHSS issues and, most importantly, will be a part of a network committed to strengthening IHSS consumer-direction and the voice of the consumer.

**CICA** benefits for individual members include:

- Networking with **CICA** members around the state on improving IHSS in your county;
  - Assistance in working with your Advisory Committee or Governing Board;
  - Keeping you up-to-date on state issues, legislation, regulations, and advocacy;
  - Invitation to **CICA's** monthly member conference call;
  - Help with accessing advocates on IHSS you have with IHSS;
  - Inviting you to **CICA** trainings and conferences;
  - Help with organizing an conference on IHSS in your area;
  - **CICA** website access;
  - Printable [CICA Brochure](#) April, 2014
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**FREQUENTLY USED ACRONYMS**

AB/AC	Advisory Board/Advisory Committee
AB	Assembly Bill
ADA	Americans with Disabilities Act
ADHC	Adult Day Health Care
BOS	Board of Supervisors
CAPA	California Association of Public Authorities
CBAS	Community Based Adult Services
CCI	Coordinated Care Initiative
CDSS	California Department of Social Services
CFCO	Community First Choice Option
CMIPS II	Case Management Information Payroll System II
CMC	Cal-Medical Connect
CMS	Center for Medicare & Medicaid Services
CSAC	California State Association of Counties
CWDA	County Welfare Directors Association of California
DCAD	Disability Capital Action Day
DHCS	California Department of Health Care Services
DOF	California Department of Finance
DOJ	Department of Justice
DMHC	Department of Managed Health Care
DRC	Disability Rights California
DUAL ELIGIBLE	Person Eligible for both Medicare and Medical
D-SNP	Dual Eligible Special Needs Plan
GF	Grant Funds
LAO	Legislative Analyst's Office
LTSS	Long Term Services and Support
MSSP	Multipurpose Senior Services Program
MOU	Memorandum of Understanding
MOE	Memorandum of Effort
NF/AH	Nursing Facility/Acute Hospital
PA	Public Authority
PLANS	Managed Care Health Plans
SB	Senate Bill
SEIU	Service Employees International Union
SSI/SSP	Supplemental Security Income/State Supplemental Payment
SSA	Social Security Administration
SUD	Substance use Disorders
UDW	United Domestic Workers (Homecare Providers Union)
WPCS	Waiver Personal Care Services

**Editor’s Note:** **ACRONYMS** listed is not the complete list. Jan Clark and Charlie Bean tried to put together the most commonly acronyms used. If you know of one used when discussing IHSS not listed please forward it to [info@cicaihss.org](mailto:info@cicaihss.org) Place in the subject: **New Acronym**

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## ***Join CICA today!***

**Invest in your future! Make sure IHSS and consumer-direction stay strong!**

**Individuals: \$10; Family: \$25**

**Contact Charlie Bean at [info@cicaihss.org](mailto:info@cicaihss.org)**

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### **Wrap-up**

The Consumer Voice in the future looks for contributions from those represented by CICA. If County Advisory Board or Advisory Committees, or individuals wish to share information or views about the IHSS program, please submit your articles (250 to 500 words) to: [info@cicaihss.org](mailto:info@cicaihss.org) In the subject place: “Consumer Voice Articled.”

### **Monthly Statewide Conference Call Wednesday, January 21, 2015 – 10 a.m.**

CICA Monthly calls are held on the third Wednesday of every month. We invite recipients, care providers, and advocates of the California In-Home Supportive Services program. During our CICA Statewide monthly calls CAPA shares information about legislation and other activities pertain to the IHSS program. Our next call will be on Wednesday, January 21, 2015, from 10 a.m. to 11 a.m. To participate dial 1-888-296-6828, passcode: 753825#. If you are not speaking, please mute your phone “\*6” and to speak, unmute using “\*6”.

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