

California In-Home Supportive Services (CICA)

Monthly Statewide Call

Wednesday, July 17, 2019 @ 10 a.m.

Call-in: **1-800-309-2350**, Passcode: **10282015#**

Veva - Sacramento PA, Paul Van Doren, Riverside,

This month we will share information on “Advocacy,” a presentation on Emergency Preparedness for “Power Safety Power Shutoff” by PG&E, and an update on Electronic Visit Verification (EVV).

Thank our presenters, Kim Selfon, IHSS & Medi-Cal Policy Specialist, Bet Tzedek, Deirdre Walke, PG&E ADA Program, Laura Wetmore, PG&E, Sr. Manager, Local Customer Experience, and Rebecca Coker or Leora Filosena from California Department of Social Services (CDSS).

Call-in at 10 a.m. please record your name and county or office.

All times are estimated start and finish.

10:05 – Kim Selfon presents self-Advocacy. She share a handbook “[The IHSS Companion – A User-Friendly Guide to In-Home Supportive Services.](#)”

Introduced herself, an advocate with Bet Tzedekrs serving Los Angeles area and provides webinars throughout the State. They do not charge for services and work with people who have problems signing up for Social Security, In-Home Supportive Services, how to reduce share of cost, increase IHSS hours, etc.

How to advocate for oneself: shared the guide above to use as a resource: A User-friendly Guide to In-Home Supportive Services. IHSS is a confusing benefit and often presentations need to address how to read a Notice of Action (NOA). Noted if folks want to know more about this handbook and other services to visit Bet Tzedek website: [Click here](#)

Many different handouts in different languages are available at [Bet Tzedek Resources](#)

She explained a little about reading the NOA, pointing out that many are not aware of the Rank System used by Eligibility workers to determine hours that may be given for a task. She spoke a bit about the “Hourly Task Guidelines.” [Click here](#) to review the document she referred to.

How hours are figured is so confusing and it is not shown on the NOA, so know what your ranking is very important. Knowing the Rank is important, especially in knowing how our hours are calculated.

Also noted that individuals knowing the different levels of their rank is useful, especially in doing self-evaluation to prepare for being evaluated for hours needed. Understanding how to read an NOA can improve our understanding of how hours are figured.

It's important to note that individual tasks of recommended hours that are allowed per task are just that, recommended totals. Though amounts allowed per month are a maximum of 283 hours; this does not confine hours per task to a limited amount.

There are often miscommunications between the Social Worker and the Consumer. Example given a Consumer was told they were given 3.5 hours for bathing each week. This was the maximum allowed, but in truth, more could be issued knowing other circumstances come into play. Knowing your ranking and need is important.

It is suggested that individuals become familiar with their ranking and document the tasks needed to be increased. This way, when you call the Social Worker and state you need more hours, you understand what the task is you need increased.

After 90-days, if a need is identified, individuals can ask for help through the IHSS system. The IHSS system is designed that if you do not receive immediate attention you can ask for the supervisor, or higher up. Remember, using Los Angeles as an example, many Social Workers may have 400+ cases each, so receiving a response may take longer than expected, so being better prepared and having a clearer understanding of the NOA can be very helpful!

Some people submit Doctor Reports and it requires several hours of care, but IHSS does not authorize 24-hours of care per day. It is important to have documentation.

It is important if our hours are being reduced that you file for a hearing immediately before the effective date of the reduction, Aid Paid Pending. Important to listen to recording about this.

Also shared that she and other staff have a power point presentation regarding NOAs and advocacy for one-self. She can do webinars throughout the State about understanding a Notice of Action (NOA).

Note: Hopefully, she will do a couple for CICA inviting people interested in gaining this knowledge and training. More to come one this.

This is a very important part of the presentation, please take the time to listen to the recording of this call!

Questions:

Brad: Why isn't a Consumer's Doctor not contacted more often?

Response: It is often needed to be recognized that IHSS is not a medical benefit, except for Paramedical services. These need to be documented properly for the Consumer's need and often the doctor does not always know what is going on in the home.

Debra: What can you do about not get the NOA until after the effective date – often NOAs are not received until after the information is in affect?

Response: Notices are supposed to be mailed 10-days before effective date. Check the date of mailing and date of NOA. Document dates received and on documents. Document for Aid Paid Pending – this goes to the Appeals specialist on your county

Where do you send copies of your documentation?

Usually to the Appeals Specialist on your county, usually first to your Social Worker for smaller counties.

Note: Receiving NOAs in a timely manner is a common issue heard throughout the State, from large and small counties. Instructions for documentation is something to heed here listening to the recording!

Paula: Regarding ABA Therapy, why is this under Paramedical Therapy?

Response: It is an issue with many needs for paramedical needs.

It is important to note paramedical needs can be filled out before sent to the doctor. If you are performing a paramedical need, it might be best for you to download the form and send it to the doctor to be returned to the Social Worker.

The IHSS Program Covers Paramedical Services ([DRC Bulletin October 2014, Pub. #F044.01](#)) – form [SOC 321](#)

<https://www.disabilityrightsca.org/system/files/file-attachments/F04401.pdf>

Mary Jane – Tulare County: Needs contact information for doing a workshop (323) 648 4726 is Kim’s number

Cindy: If a Consumer falls and goes into the hospital. And in order to go home, they need more hours, the SW can visit them at the hospital, yes?

Response: Yes, the SW should visit the Consumer in the hospital by law if the Consumer requests it. There is an ACL directing this.

It is often difficult because of the time it takes here in LA, because they need to go out twice, while in the hospital and when they are at home!

(The ACL was mailed, and this needs further review!): Here is a link to All County Letter 02-68 instructing IHSS to assess consumers in Nursing Homes, Hospitals and other facilities.
<http://www.cdss.ca.gov/lettersnotices/entres/getinfo/acl02/pdf/02-68.pdf>.

Kim: Asked about getting help with reducing “Share of Cost” and how to go about it.

Response: to give email and number for Kim S. to discuss privately. (323) 648 4726| email: kselfon@bettzedek.org

Below are other documents shared:

- [The IHSS Companion](#) – A User-Friendly Guide to In-Home Supportive Services (15 pages)
- [The IHSS Companion](#) – A User-Friendly Guide to In-Home Supportive Services, Spanish (17 pages)
- [IHSS Hourly Task Guidelines](#) (JIA)
- [In-Home Supportive Services, A Guide for Advocates](#) – JIA/DRC (123 pages)

10:25 – Rebecca Coker or Leora Filosena will provide an update on Electronic Visit Verification (EVV).

Pilot program has started in the Lancaster of the Los Angeles County, July 1, 2019 – this will be the first pay period for about 10,000 individuals already using the Electronic Timesheet Portal moving to the EVV program!

We have added to the Help Desk staff to handle the change and possible questions. Added an additional 40 agents to the help desk anticipating calls that may be received.

Around the 1st of July there were some performance issues with the Electronic Timesheet Portal, but it was not because of the EVV addition. Problems dealt with internal updates and they have been worked out. As of July 16, we processed over 152,000 timesheets for the first half of the pay period. It is working well and are continuing to monitor it.

Outreach notices went out to all those already using the Electronic Timesheet portal in LA County and went out to those in the Chancellor & Burbank Districts notifying them the starting date of September 1, 2019.

For support we have trained 600 County employees and held 10 workshops for Recipients and Providers and assisted individuals to sign-up for either the portals using the computers or telephone. We have provided up-dated videos for anyone to view to sign-up.

Here are the links for learning (More than shared):

With Electronic Visit Verification Electronic Services Portal Website Learning Options

The seven learning webcasts listed below provide information for recipients and providers including an overview of Electronic Visit Verification (EVV), as well as information regarding time entry for recipients and providers, and approving timesheets. The IHSS Service Desk is available to help those recipients and providers that need assistance with the Electronic Services Portal Website and EVV. Please contact the IHSS Service Desk at (866) 376-7066 during normal business hours of 8am- 6pm Monday through Friday, excluding major holidays.

With Electronic Visit Verification Webcasts

- [Overview of ESP/TTS](#)
- [ESP Registration for Recipients and Providers](#)
- [ESP Time Entry for Providers](#)
- [ESP Approving Timesheets](#)
- [TTS Registration for Recipients and Providers](#)
- [TTS Time Entry for Providers](#)
- [TTS Approving Timesheets](#)

Information will be provided in multiple languages and a FAQ Sheet will be provided – this information hopefully will be made available by the end of the month.

Paula: Thank you for being on the call. I am on Advanced Pay, is it going to be later?

Response: If people are currently using Electronic Timesheet System (ETS), they will get letters. It is later individual will be asked to go on-line and use the ETS or Telephone Timesheet System (TTS).

As for Advanced Pay, the process will not change, and you will submit your time as you always have using either the ETS or TTS.

Concern expressed about using the Telephone system and the length of time. Leora provided a short version of using the Telephone Timesheet System. Also, review the above links.

Cindy: Use of Personal Data, use of personal data

Response: Individuals can use WIFI in public sites in order not to use their personal space on a smart phone.

Sandy: When Lancaster came on July 1st, how will I know there will not be a problem when the rest of the State comes on board?

Response: First, Lancaster and the EVV was not the reason the system went down. It was internal issues that have been addressed. When they go to EVV, there are only three items being added, time started, location, and time ended.

They had 200,000 folks on the portal today. No delays have been noticed, but we constantly monitor the system to prevent future delays.

Will be forwarding schedules for the webinars.

10:35 - Deirdre Walke & Laura Wetmore with PG&E. They will have a slide presentation to follow while they speak: [Community Wildfire Safety Program](#) slide presentation (10 slides), [PG&E Community Wildfire Safety Program Factsheet](#) handout (2 pages), and ADA National Network: “[Emergency Power Planning for People Who Use Electricity and Battery Dependent Assistive Technology and Medical Devices](#) (5 pages)”

Reviewed the above presentations. Noted that even though we are PG&E specific our programs are like other Utility Companies throughout the State.

Good to follow slide presentation as she talks: [Community Wildfire Safety Program](#)

There are looking to looking to limited wildfire damage where the provide power.

PG&E is looking into a grant program for Access and Function Needs programs and tools.

Information on generators and safety issues have been provided above, as well as CICA is on their mailing list for updates.

More information is to be shared:

- [Community Wildfire Safety Program](#) Slide presentation
- [PG&E Community Wildfire Safety Program Factsheet](#) handout (2 pages)
- [Emergency Power Planning for People Who Use Electricity and Battery Dependent Assistive Technology and Medical Devices](#) (5 pages)
- [Schedule](#) of future community workshops
- [Electric Generator Safety](#)

Next Statewide Call: August 21, 2019

Thank you to the speakers and those who have joined CICA as members for Fiscal Year 2018-19:

Alameda - Amador – Butte – Calaveras – Contra Costa – Humboldt – Imperial – Kings – Lake – Los Angeles (Personal Care Services Center) – Marin – Mariposa - Mendocino – Monterey - Napa - Nevada/Sierra – Orange – Placer – Riverside – Sacramento – San

**Bernardino (Carolyn) – San Diego – San Francisco – San Joaquin –
San Mateo – Santa Clara – Santa Cruz – Shasta – Solano – Stanislaus
– Tulare – Ventura - Yolo - California Association of Public Authorities
(CAPA) - UDW - Plus 8 individual members from Calaveras**