

California IHSS Consumer Alliance
Statewide Call Notes
July 20, 2016

10 a.m. to 11:05 a.m.

On call: (21) Collen Reeves - Calaveras, Linda Roberts - Shasta, Heidi Aharonian - Riverside, Todd Metcalf - Lake, Joe Samora - Sacramento, Perry Vermilyea - SF, Mel Beatle - SF, Rick Simonson - Sacramento, Cindy Calderon, Humboldt, Michael Condon, San Diego, Joey Riley - San Diego, Randi Bardeaux - Los Angeles, N. Fernandez - Solano, Sandy Hilton - Solano, Mark Beckham - Alameda, Janet Clark - Calaveras, Janie Whiteford - Santa Clara, Kristine Loomis - Riverside, I. Yolanda - San Diego, Ann Howitt - Vickie Molzen - San Diego, Nadine Branch - San Diego, & Charlie Bean - Humboldt....There are a few names missed did not announce or did not show in que!

Timesheet/Payroll Audit: Discussion on the timeliness of the processing of timesheets and payrolls was held. There is an audit being done and it is expected to be completed in late March or early April, 2017. This was information given to Charlie by Assemblymember Gonzalez's office. It was explained that when CMIPS first began they had three days to process the timesheets. In April, another notice was sent out and it was understood they had 5 days to enter the timesheets and get them to the State Controller for payment ([something we need to verify](#)).

It was noted that the CIMPS was down for updating or something, July 1st. With the 4th of July falling on the following Monday, more of a delay happened. It was noted the over 300 providers needed to go into the San Diego Office to receive copies of their timesheets because they had not been received in the mail for the period of July 1 through the 15. It was also shared some received their checks on the 12 of July, but no timesheets; noted also because of late checks there were providers who needed to take out short loans or had paid late fees.

It was shared this was not only happening in San Diego, but throughout the state reading comments on Facebook. This seems to be a reoccurring problem every two weeks with people not getting paid in a timely manner or receiving their timesheets to be completed for the next pay period.

It was stated at the Statewide Stakeholders IHSS Advisory Committee Meeting by Eileen Carroll that the State was looking into different options, such as electronic timesheets or Electronic Verification Time System. Both systems are in the future and it was understood after the first of the year they were going to call for volunteers to serve on a stakeholders committee to look into the Electronic Verification Time system in more detail.

It is recommended, if individuals are having continued problems with payroll they should contact their local Assembly or Senate Representative.

Perry Vermilyea: Mel Beatle is also on the call. The SF mentorship program is located the Salvation Army building on the 9th floor. They have a staff of three, with 15 active mentors. When Perry first started there were more mentors, but this number was cut down now to where it is presently taking it in a new direction, looking to create a more professional appearance and looking for those with the time to participate.

It required knowing the mission, history, and the people involved in the IHSS program. It required more training and documenting what was done with the IHSS people worked with.

Janie: How did you original get the mentors? Were they involved in the IHSS program?

Perry: A small handful were already mentors and part of the IHSS program. We advertised through flyers throughout the city. Look for individuals who are involved in the program and those who are not eligible but know a lot about the IHSS program. Applicants trickled in over the past few years to where we are now.

Kristine: How long did it take to train and would you be willing to share this with others?

Perry: Yes, willing to share with others. Most of the training materials are in power point format and can easily be used. It has taken 1 to 1 and a half months to train individuals coming into the program as mentors. It took about 6 meetings to train about two hour sessions each.

Also partnered up with HomeBridge to present training on how to deal with difficult situations. Also tried to add a wider range of training to know what it is to be low-income and have a disability so included low-income housing training as one course. It is important to have mentors understand what those they are working with may be experiencing so training for them gave them a better understanding of this.

While working with the mentors there were a few stumbling blocks, like not everyone was into typing or using a computer. To get around this a template was created and mentors hand wrote the reports and it was then using a copy/scan machine it was put into PDF so it could be electronically filed in the Homecare file.

There are 4 areas of projects: One of them is the Community Transition Project with the Laguna Honda Hospital. We sit with them on a committee and work with new individuals who may or may not be eligible for IHSS when they go home. It can be 4 to 5 days individuals are worked with in making plans to handle being back at home. Initially it was intended to great individuals to assist them with understanding how the IHSS program works be it IP or contracted. Checking out of this hospital individuals are not on IHSS yet, but the mentors work with those who will need IHSS and assist in being sure things do not drop through the cracks. This keeps the potential of having to return to the hospital less.

Randi: How large is the geographic area you cover?

Perry: SF 49 square miles, 22K in the program, with 20K under the IP mode and about 2K under the contract mode through HomeBridge.

The other project is the “1 on 1 direct contact project.”

The **contract mode:** Like the one in SF is where an agency such as HomeBridge provides providers for individuals who basically do not have the ability to hire and manage a care provider. These individuals may have more than one provider and could see a different one each day of the week. Recipients are provided providers and they are scheduled for them. Under this mode of providing the provider receives more training enabling them to perform more tasks. Training is provided by HomeBridge!

Michael: Are there severely impaired under the contract mode?

Perry: Yes, there are especially those who need paramedical care.

Joey: Are there limits to the number of hours they can work? Rate of pay?

Perry: Is there a limit, yes. There is a limit and it is usually limited to 2 and a half hours of overtime per week.

The 1on1 direct mentoring project relies on individuals who need assistance in hiring a provider. When this information is received by us, the recipient is called and their needs are reviewed. Then a mentor is matched up with the and prior to sending them out there is an in-house meeting then a meeting is set-up between the mentor and the recipient to meet at a place of their choice; could be at their home or other place of choice convenient for them.

The mentor then gets together and talks about the need and go over a plan on how to screen the potential provider. The mentor encourages the recipient to go over material and coach them in how to interview and hire or not hire a provider. Verifies things are working out through phone calls and other follow-up methods.

Kristine: How do you get your funding to do this?

Perry: I know the some money comes through the IHSS program.

Mel: For the mentors we get the money from the County to help the disabled population.

Joey: You pay \$13 an hour. What is success? When I hear matching someone for only a few months is considered a success, what is the turn-over rate for non-family providers?

Perry: Retention can only be rom my experience with the mentor program. It is limited and at this time the 10 to 15, I have worked with have done well. A survey has been created to determine how this program is working and only time will tell how this works.

Janie: Do you pay you pay your mentors? And does it come from the Board of Supervisors?

Perry: The mentors are paid \$13 an hour, the ae as care providers. The money comes from both the State and County Board of Supervisors.

Heidi: Are the mentors part- or full-time?

Perry: They are independent contractors and they do not work full-time. They work anywhere from 2 hours to 10 hours per week.

Heidi: You mentioned providing training who pays the Trainer?

Perry: SF is rich with resources. Many are already being paid to provide training through other funding sources. Also having worked in the non-profit field for over 25 years there are a lot of contacts to work with.

Heidi: Are there any duplications between the IHSS program and what you are doing?

Perry: I do not see any duplication in the mentorship. Being in the program only a short-period, the mentorship is for the consumer and this separate from the support given to providers.

The third project is to create a “one-stop resource center” in our building. This is being worked on now and hope to have a place to provide training and other supportive materials in this center. We also serve as a FLSA Central for questions about the new changes and how to manage time.

The last project is to allow for connecting with groups of people at different locations throughout the county, such as SROs.

Janie: Is your plan to become an ADRC?

Perry: No, I know of no plans. We do not want to duplicate other services, but increase access to services to be more conveniently provided in another part of the city where travel may not be possible for some.

Janie: Where did the request come from to create this program started?

Mel: It was made by the governing board to do this and a resolution was done and it was created.

For questions about this you can contact Perry Vermilyea:
pvermilyea@sfihsspa.org

Statewide Notes (brief)

It was announced earlier, it was hoped to have a roll-out of Electronic Visit Verification in two-years – It was expected to create a Stakeholder committee to discuss this after the first of the year.

It was shared that the Exemptions were being processed having most of those eligible for Exemption I done, but only 50 done for Exemption II. This has led to much frustration in getting timesheets processed with the Recipient and provider understanding they have applied for the Exemptions and they have not been processed yet, thus causing errors and individuals not being paid.

It was also shared that the State paid \$28,300 to get a ruling from the IRS for live-in providers to be exempt from paying Federal taxes. A letter is to come out on this in September, 2016. This can be used for Documentation when this is claimed on individual taxes; refers to IRS bulletin 2400-7.