

California IHSS Consumer Alliance
Statewide Call September 18, 2019
Charlies Notes – listen to the recording

Rebecca Coker speaks about EVV: Los Angeles is doing a fantastic job of implementing the EVV, they are at 61% on board. They are doing this district by district.

Getting good feedback claiming the application is easy to use. There are problems with peak periods of signing on at the end of the pay period. This is being worked on. This is pilot period.

They are noticing individuals

Tips were sent out after the call:

[Tips about entering Electronic Services Portal \(ESP\) English](#)
[Tips about entering Electronic Services Portal \(ESP\) Spanish](#)

The Electronic Timesheet enrollment is going well. It is stressed that counties enrolling individuals into the Electronic Timesheet System will make it easier for when the need to begin EVV, adding three additional entries: Time started, Time Ended, and where was the service provided.

Sandi: I tried to enter my time since Saturday the 14th. This has been going on ever since the pilot has started.

Response: We recognize there are problems. We noticed that many individuals are entering their timesheets at 12:01. This causes an overload on the system and we are working to fix this.

It is recommended to enter your timesheet the last day you work if possible. You will receive a message that states your timesheet will be placed in queue and processed the first business day of the next pay period.

Note was sent out last month about this advice:

[Timesheet Submission Tips regarding early Submission](#)

Another issue was with IT and changes happening during peak times. We are very aware of your concerns and doing our best to address them.

Sandi: Just saying did not have a problem until Los Angeles came on board.

Response: LA has increased the load on the server, and we have fixes that are being worked on and hopefully they will be up and running very soon. LA has been doing very well bringing people on board.

Kristine: Can I send you suggestions I have for visually impaired. I have forwarded these before, but do not feel they got looked at.

Response: Yes, I would gladly accept our suggestions and others as well.

Kristine: Password entry does not remember it from time to time and they need to have this ability on the site. Also, low vision it is difficult to read text in red.

Training is a concern. Living in Riverside I understand there are not enough slots to get individuals trained. I train my people but concerned about older providers and the different looks they may see on different computers, laptops, tablets, and phones. (Charlie to get email to the two of them.)

Response: Thank you for expressing your concerns. LA have some good techniques they have been used to outreach the different groups you mention. There are webinars, community outreach to Senior Center, etc. We also are providing training in different languages. We are reaching out to address your concerns and hopefully counties share, and we communicate what works and does not work. Your pints are good and thank you!

Shirley: Visually blind and not computer knowledgeable what about those like myself having to trust someone else who enters the information. Concerned about those who must trust others to do the work, especially low-versioned and blind, they could be cheated

Response: You have valid points. We have accommodations for the blind and visually impaired. They would call you and read to you what was entered. You would create a passcode to enter and you would control this. This is in place now.

The county should have information about this.

The Timesheet Signatory is also available to you. This is designating someone you know to sign the timesheet twice a month to be sure it is appropriate and complete.

Kristine: The difficulty comes from individuals setting up payment schedules and expecting their checks on a certain date to pay bills. If Riverside has 20% using the system and it slows it down, what will happen when all of Riverside is on the system?

Response: Riverside is doing better than 20%. We need to remember it is not just one county, but statewide going into one system, so the pressure is the whole state. This is what adjustments are being made to fix. We have about ½ million folks accessing the system right now.

Xiomara Watkins-Breschi, Chief, Integrated Systems of Care Division, Waiver Care Services Section to talk about WPCS – Waiver Personal Care Services (WPCS). With Xiomara, are Peggy Borough (sp) & Erin Goth.

Peggy oversees the nurses and Erin oversees the policy and payroll of the program.

Earlier questions sent in:

- 1) I understand there are wait-lists to apply for this program. Are the wait times different in each county and does the wait-time relate to different funding ratios in each county? (# of clients to the amount of allocated resources)?

As of September 10th there are approximately 1800 individual on the waiting list. However, there has been a change in infrastructure to address the waiting list. Before there was only one point of entry here and now there are 10 points of entry throughout the State. 9 waiver agencies in larger counties that will handle those applicants, leaving

smaller rural counties to be handled through the main office here.

You should see a difference in waiting list, because the waiver agencies handling multiple counties will address the waiting list on those counties and as the list is made smaller more will be seen in services to others.

There are people who are priority and these are individuals who have applied and are institutions for more than 90 days.

We can confirm that all groups are being targeted and numbers are being reduced.

2) Where does the funding come from (County, State, Federal)?

In order to receive WPCS you must qualify for Medi-Cal and the funding comes from the State and Federal Gov't. No funding comes from the County.

3) Are there any restrictions regarding disability or age?

No, there are no restrictions on age or disability. It is for individuals who are in nursing homes, acute care, institutions or may be placed in one. The idea to is to keep people out of the institutional setting. Waiver provides care management services to persons at risk for nursing home or institutional placement.

There are a wide range of services, WPCS is not the only one for home care.

This is different from IHSS - Adult Companionship: Adult companionship is for waiver participants who are isolated and/or may be homebound due to his/her medical condition. Adult companions must be at least 18 years of age and able to provide assistance to participants enrolled in the waiver. Waiver participants utilizing Adult Companionship must be at least 18 years old. Adult Companion services include non-medical care, supervision, and socialization provided to a waiver participant. To help maintain a waiver participant's psychological wellbeing, adult companions may assist waiver participants in accessing self-interest activities or accessing activities in the local community for socialization and recreational purposes,

and/or providing or supporting an environment conducive to interpersonal interactions.

Parents or spouses cannot serve as a WPCS Provider

4) Any restrictions on type of services performed?

Cannot perform IHSS services.

5) Are workers paid through an electronic timesheet portal, separate from IHSS?

Yes, they use the same timesheet system, but there are two timesheets they must turn in. It is possible that a provider can work the IHSS and the WPCS programs, but they must complete two separate timesheets

6) Are WPCS providers always IHSS providers? (Do they go through the same background checks and hiring process?)

Believe this was if WPCS need to go through the IHSS hiring process and yes, they do. The hiring is the same process.

7) Where do IHSS consumers get the application for the WPCS program?

Link for getting applications: [Click here](#)

Recommend reading this: [WPCS FAQ](#) This is a good review of the above questions. (Much better than my notes)

[Home & Community-Based Alternatives Waiver](#) more info

Charlie: Is there a way of changing the waiting list?

Response: With the additional funding received in 2017 and more WPCS agencies eventually there will not be a waiting list by the end of the year is the goal. With the additional funding the number of individuals who can be served has increased.

Shirley: Can anyone get on this program, such as an individual with Cerebral Palsy or dementia?

Response: An individual with another disability can not serve as a provider under the Waiver program. But one could be a WPCS provider, as you mentioned about being health and elderly looking for something to do.

The beneficiary will have a waiver nurse or agency do an assessment as the do for IHSS and identify the individual's needs. Companionship, driving them around town, socializing, etc. Anyone can do this after they go through the provider intake.

They could accompany a person to church or other sites. If it is assessed as a need and in some cases a doctor's order.

We are speaking to rules here in California, Texas may be different.

Kristine: clarification of a provider needing to qualify as a provider would need to or IHSS, yes?

Response: That is correct.

Kristine: Eligibility – this needs further clarification under acute care.

Response: The level care is determined by a nurse. They would visit you, maybe with the social worker and ask you what it you need.

The nurses who visit determine what medical needs are needed. They determine what it is they need at home. This was a long explanation, listen to the recording a 50:02 mark.

There are different levels like A is can they walk on their own, need help remembering to eat or take meds; level B do the need assistance to go to the restroom, etc. It is important to identify the level of care the need to keep the home and out of a rest home.

Acute care may someone on a ventilator or IV for feeding.

Kristine: What are the maximum hours they can get?

Response: Cannot authorize more than 24 hours of combined services. Domestic and Personal Care is divided.

Beverly: WPCS Parent cannot be a provider for a child, but what if they were an adult?

Response: If they were an adult, they can be.

Beverly: Would you get a provider the same as they do through IHSS?

Response: You can use the PA registry, or you can find someone you may know. Personal care agency may assist, some waiver agencies subcontract with other agencies.

Beverly: Daughter takes a special medicine and my IHSS worker cannot administer the meds. Would the waiver program cover this?

Response: Doctors are signing-off knowing that individuals administering meds are not licensed, but trained by a nurse, family member, or provider. Without knowing complete details can't answer this.

There may be some misunderstanding of information given between the Provider and parent.

Shirley: Shared advice on developing trust about who should or should not give loved one's meds.

Joey: Concerns expressed about services in San Diego – she was asked to send question to them to get more details.

Shirley: There seems to be a shortage of providers and it seems that they are trying to people into Nursing Homes.

Response: That is not the purpose of the WPCS program, it is to keep people in their homes.