

**IHSS Advisory Board
Humboldt County**



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**IN-HOME SUPPORTIVE SERVICES ADVISORY BOARD
HUMBOLDT COUNTY, CALIFORNIA
MARGARET LEWIS, CHAIR**

In Home Supportive Services Advisory Board
Report to Humboldt County Board of Supervisors
Fall/Winter 2023-24

Background

The IHSS Advisory Board (AB) was established by County Resolution No. 2000-50 on June 6, 2000 and amended by Resolution No. 01-05 on Jan. 9, 2001. This was in response to and in compliance with Assembly Bill 1682, effective July 1, 1999.

The main duties and composition of the board are outlined in this resolution and its amendment. The AB is composed of IHSS recipients and their families, care providers, elder and disability advocates, and a Department of Health and Human Services (DHHS) staff member. The Director of the IHSS Public Authority, IHSS Program Manager and other staff also attend meetings. The main function of the AB is to make recommendations to the Board of Supervisors on the preferred mode of service delivery and to advise the Board on matters pertaining to IHSS on an ongoing basis.

Other functions are to gather and distribute information on the IHSS program to the recipient and provider community and bring information from the community to IHSS staff; outreach to inform the public about the program; attend and host training for AB members; and form alliances with other advocate organizations.

Initially, the state provided a budget for Advisory Boards of \$56,000 a year. This provided funding for many projects, trainings and outreach activities. In 2011 that budget was reduced to \$6,000. Naturally, this limited our scope of activities.

There is a State requirement that Advisory Boards report annually to the Board of Supervisors. In the early years of the Humboldt County AB, there were only one or two reports made to the Supervisors. Many years passed with no reports being submitted. As Chairman, I am trying to rectify that and to that end I did report in the Spring of 2022. I intend to continue reports regularly so you may be informed of our concerns and activities.

After nearly two years of meeting virtually, we are now enjoying in-person/hybrid meetings. Our meeting venue has changed from the county professional building on Fifth Street in Eureka to the Silvercrest Residential Facility. This allows more members of the public and, especially, IHSS recipients, to attend. Many residents of Silvercrest are IHSS recipients and this venue gives them a chance to provide input regarding the program and to become more informed about our Board and its functions.

This year we produced a newsletter (attached) to inform providers and recipients about the recent Electronic Visit Verification required by the State.

We have been working closely with the California In Home Supportive Services Consumer Alliance (CICA). This statewide organization provides networking between Advisory Boards in all of California's counties. Their Executive Committee meets semi-monthly and they provide statewide training and informational calls to the public. They report on legislation that effects the IHSS program and partner with organizations such as CAPA (California Association of Public Authorities), California Agency on Aging, Independent Living Centers, and California Association of Retired Americans, among others. They are currently working with Homebridge Inc. to produce instructional videos for consumers on the IHSS program and on becoming effective managers of their care providers.

Two of our Board members serve on the CICA Executive Board. Vivian Deniston is a Regional Vice President and I am Secretary.

This winter, we will work with members from Butte County to provide a virtual Regional Conference for the Northern Counties. This will be patterned on the Southern Conference which occurred in October and included seven counties.

Our primary concerns as the IHSS Advisory Board are:

Care Provider shortage. This is a statewide crisis and there are thousands of IHSS recipients unable to get the care they need.

Advisory Board member recruitment. There is an eleven member limit imposed on Advisory Boards by the state. However, many counties, including Humboldt, are seldom able to fill all of the available seats and to muster a quorum for meetings.

We have developed some strategies for dealing with these concerns, but they have been only moderately successful.

(Last year, we took out ads in the Times Standard electronic version; The Lost Coast Outpost, also electronic; with Bicoastal Media on radio station KFMI and underwriting with KMUD radio.

In addition to these ads, the Public Authority put provider recruitment posters on ETA buses.)

This year, we would like to offer stipends to members for attending meetings, as many other counties do. We feel this would provide an incentive for attendance.

We would like to develop a more active relationship with you, our Board of Supervisors. To that end, we invite any or all of you to attend meetings, ask questions and familiarize yourselves more closely with our work. We meet on line and in person on the fourth Monday of each month at 2 pm at the Silvercrest Residential Facility, 2141 Tydd St., Eureka.

Thank you for your time.

Respectfully submitted by
Margaret Lewis, Advisory Board Chairman

Board Members:

Jack Breazeal	Vivian Deniston	Alissa Norman
Andrew Bushcamp	Sarah Mixon	Tim Such



In Home Supportive Services Advisory Board ***News Bulletin***

Spring Edition

2023

CHANGES TO EVV

Since 2020 the California Department of Social Services (CDSS) has been implementing the Electronic Visit Verification (EVV) system which electronically verifies when in-home service visits occur. This implementation was mandated by the federal government (Centers for Medicare & Medicaid Services, or CMS). It was also mandated that the provider's location be 'captured in real time'. This aspect of the system was delayed as CDSS presented various alternatives to CMS. Ultimately, the alternatives were rejected by CMS and CDSS was informed that the only acceptable ways to capture location were via GPS, landline phone or a device in a recipient's home. This mandate produced more delays while modifications and training occurred. These delays incurred federal penalties, which California has been paying since January 1, 2021. Therefore, beginning July 1, 2023, all non-live-in providers will be required to report via GPS their location at the start and end of each shift.

By the end of April, providers should have received the third outreach letter, and other information regarding training and implementation. If you have not received these informative letters, please contact the IHSS office, 707-476-2100. Over the next two months, more information will be sent including Web Application to the App Store, and the actual changes to the Electronic Services Portal and Telephone Timesheet services. It is important to keep up with these changes and avoid delay in payment for services.

URGENT NEED CARE

Humboldt County now has a Back-Up Provider System (BUPS). This service is for IHSS recipients whose regular care provider(s) cannot work due to illness or family emergency, and the recipient must qualify for urgent care services. The qualifying factors are that the recipient is severely impaired and her/his health and/or safety would be jeopardized without the additional help, requiring emergency services or out-of-home placement. These conditions include such things as being unable to prepare food or eat, getting out of bed, performing personal hygiene tasks, or administering medications. There is an 80-hour limit per year for these services.

To qualify as an urgent need care provider, in accordance with the state's Senate bill 187 and welfare and institutions code sections 12300.5 and 12300.6, the provider must be in good standing on the care provider registry and volunteer to be on call. There is a two-dollar wage differential for urgent need care providers.

For more information or to request a Back-Up Provider, call 707-476-2100 and ask to speak with someone about BUPS.



HOMEBRIDGE

IHSS CAREER PATHWAYS
TRAINING

What is the IHSS Career Pathways Program?

The IHSS Career Pathways Program is an exciting new program that provides training opportunities for IHSS providers to enhance skills and improve the quality of care for their recipients. IHSS providers who have completed provider enrollment are eligible to participate. Participation is voluntary, and the training is available statewide and free.

Additionally, qualified IHSS providers enrolled in Career Pathways will receive hourly pay for attending classes and may receive additional payments up to \$2,000 for completing courses and implementing course learnings.

How do providers register and sign up for training classes with the IHSS Career Pathways Program?

The IHSS Career Pathways Program course catalog, registration information, and payment information is available online at the IHSS Career Pathways Program website: <https://homebridgeca.arlo.co/w/>

What if I need help or have questions?

Send an email to: IHSSCareerPathways@dss.ca.gov

ABOUT US

The purpose of the IHSS Advisory Board is to offer advice and make recommendations to improve the quality of services delivered to recipients of Humboldt County's IHSS program.

We are comprised of eleven members, six of whom are IHSS recipients. The remaining five members can be care providers, community advocates for seniors and disabled adults, other concerned community members, and one county staff person. The meetings are also attended by the IHSS program manager and other staff and the Public Authority. We meet monthly on the fourth Monday of the month at 2:00. We are currently returning to an in-person format, with call-in and zoom options available. We discuss issues concerning IHSS: State mandated changes to the program, legislation affecting IHSS, and local issues.

The meetings are open to the public and we invite community members to attend and share ideas and concerns regarding the IHSS program.

For further information and meeting location, please call 707-388-6302.

Humboldt County IHSS
Public Authority
605 K Street
Eureka, Ca. 95501

