

PUBLIC AUTHORITY OFFICE

275 Beck Avenue, MS 5-190
Fairfield, CA 94533
Phone: (707)784-8200
Fax: (707)435-2388



PUBLIC AUTHORITY ADMINISTRATOR

Teri Ruggiero, MPA

ADVISORY COMMITTEE

Donna Brown, Chair
John Metzler, Vice Chair
Kathy Mitsopoulos, Secretary

DATE: January 23, 2017
TO: Solano County IHSS Public Authority Advisory Committee
FROM: Teri Ruggiero, Public Authority Administrator
SUBJECT: Draft Notes from December 12, 2016 Strategic Planning

GENERAL

The Solano County IHSS Advisory Committee met on December 12, 2016 to update their strategic plan. During this meeting, Public Health, Older & Disabled Adults Services, the Public Authority, and the Solano County Senior Coalition provided information on upcoming initiatives and activities for the Committee to consider during their process.

Public Health asked for ideas about prevention initiatives for the elderly such as Falls Prevention; things that can be done to keep seniors and disabled from needing a higher level of care outside the home; and ideas about how we improve case management in IHSS.

Older & Disabled Adults is working on implementing more automation to improve case management and customer service such as scanning case files, and an automated phone system to provide basic information; and implementing "hoteling" to allow staff to work in the field.

The **Public Authority** is working on several initiative to improve check-in for Registry providers, scanning provider files and paperwork, and ways to register for training. Operational initiatives include continued Registry Recruitment; the implementation of training to enhance the skills of providers; the implementation of care coaching for consumers; and the implementation of a backup system for paid sick leave.

The Solano County Senior Coalition strategic priorities include Senior Poverty, Elder Abuse and Neglect, and Affordable/Accessible Housing. To address these priorities, the Senior Coalition will implement training in the community to reduce isolation, increase access to services, and provide advocacy. This Coalition meets the first Friday of each month with all stakeholders.

REVIEW VISION & MISSION

The vision statement was reviewed, and no changes were made. The vision statement is:

The Solano County IHSS Public Authority Advisory Committee is recognized and valued for their advocacy on behalf of seniors, persons with disabilities, and homecare workers to ensure Solano County is a safe and happy place for all persons to live, learn, work and play.

The mission statement was reviewed, and no changes were made. The mission statement is:

The Solano County IHSS Public Authority Advisory Committee advocates, educates, and makes recommendations to the County Board of Supervisors, Health and Social Services programs, and community partners regarding the needs and services for seniors and people with disabilities to enable them to remain safely in their homes.

ACCOMPLISHMENTS

Goal: Keep informed of issues that impact the IHSS program and the Public Authority and advocate as needed.

1. The Advisory Committee continued to meet on a bimonthly basis July 2013 to December 2016. At each meeting, Older & Disabled Adults Services and the Public Authority brought updates regarding the State budget, the implementation of overtime for IHSS caregivers, updates to provider enrollment, the Coordinated Care Initiative, and other issues that impacted IHSS.
2. In 2013, the Advisory Committee supported the move of Provider Enrollment supervision to the Public Authority. As a result of the move, the Public Authority Administrator streamlined Orientation processes and reduced the amount of time a provider was waiting for an appointment to under 2 weeks.

Goal: Keep informed of issues pertinent to older and disabled residents and advocate as needed.

1. The Advisory Committee continued to meet on a bimonthly basis July 2013 to December 2016. At each meeting, information pertinent to the needs of older and disabled adults was brought to the committee for discussion.
2. The Advisory Committee continued its commitment to the California IHSS Consumer's Alliance (CICA) and paid yearly dues, and individual members attended conference calls and advocacy events.
3. In November 2015, 1 member of the Advisory Committee attended the annual C4A conference in Los Angeles, in November 2016, 2 members attended this conference.
4. In September 2016, the Vice Chair of the Advisory Committee met with District 2 County Supervisor to discuss issues associated with the Medi-Cal/IHSS Share of Cost. As a result of this meeting, a special subcommittee is being implemented to research these issues and make recommendations.

Goal: Improve the effectiveness of the Advisory Committee.

The Advisory Committee continued to recruit new members to Advisory Committee. At this time, there are 10 out of 11 seats filled.

Goal: Advocate for IHSS consumers and providers to receive training and information.

1. The Advisory Committee continued to fund a yearly newsletter to all IHSS consumers and providers to provide information regarding IHSS.
2. The Advisory Committee continue to support the Public Authority in ensuring the website provided news and training, along with the creation of a Public Authority Facebook page.

Goal: Continue to provide the “Spring into Wellness” Outreach conference to IHSS consumers and providers.

The Advisory Committee continued to host a yearly Outreach conference each year, with sponsorship from Kaiser and North Bay Healthcare. This outreach conference included a resource fair, with many community based organizations participating. Presentations were provided on wound care, transferring clients; stress management, Alzheimer’s and dementia, medication management, falls prevention, and alternative approaches to wellness.

DISCUSSION OF STRENGTHS, WEAKNESSES, OPPORTUNITIES, THREATS (SWOT)

Tracee Stacy lead the discussion of strengths, weaknesses, opportunities and threats. This discussion helps us in determining goals and initiatives as a committee.

STRENGTHS	WEAKNESSES
<p>The Public Authority Administrator and staff provides great support to this Committee</p> <p>Our members are knowledgeable, passionate and dedicated to the issues presented and willing to challenge the existing order</p>	<p>New members struggle understanding their role and responsibilities in the IHSS Advisory Committee</p> <p>Outreach to consumers continues to be weak, as many consumers don’t have access to the Internet</p> <p>Advocacy is weak due to lack of time and follow through on discussion items</p>
OPPORTUNITIES	THREATS
<p>The move of ODAS and PA under Public Health creates a better partnership for improving services and training for consumers and providers.</p> <p>Improve access to the Spring Outreach Conference to IHSS consumers</p> <p>Provide education to the Board of Supervisors regarding realities for consumers and providers</p> <p>Conduct a consumer survey regarding services</p> <p>Ensure new members have an Orientation regarding their role in the Advisory Committee</p>	<p>Potential elimination of the IHSS Maintenance of Effort (MOE) may threaten the budget of IHSS, the Public Authority, and the Advisory Committee.</p> <p>Should severe cuts in funding occur, the Committee is concerned that the recent shift of the Public Authority under ODAS and Public Health could make the Public Authority and Advisory Committee obsolete.</p> <p>Threats to IHSS consumers include the concern over rising share of cost rations and the impact of the State providing services to noncitizens.</p>

GOALS MOVING FORWARD

A general discussion was started regarding each member's ideas for goals moving forward for the next two years. Overarching goals and strategies were identified as follows:

Goal #1 – Advocacy for Consumers and Providers

1. Implement a subcommittee under current bylaws to address systemic issues pertinent to Medi-Cal and IHSS. This subcommittee would design a survey to be sent out to consumers and providers to capture current issues, and work with the County to improve or enhance services, or to establish consistency in services such as Medi-Cal share of cost and resource limits.
2. Educate the Board of Supervisors about IHSS and implications of moving consumers into higher levels of care as part of the annual report.
3. Support the initiatives of the Senior Coalition by including resources that address senior poverty and elder abuse at the yearly IHSS Spring Outreach Conference

Goal #2 – Outreach and Training to IHSS Consumers and Providers

1. Continue to provide outreach to IHSS consumers and providers through the yearly newsletter and Outreach Conference, ensuring to include information about resources that address the issues pertinent to IHSS consumers and providers.
2. Improve access to training and outreach to consumers by partnering with transportation resources and considering video conferencing for the IHSS Outreach conference.
3. Continue to support the efforts of Public Health, Older & Disabled Adults Services, and the Public Authority to provide training to consumers and providers

Goal #3 – Improve the Effectiveness of the Advisory Committee

1. Reinstate the annual report to the Board of Supervisors – this presentation will be to the full board in the month of April and will include accomplishments, goals, and issues pertinent to the IHSS population, ODAS, or the Public Authority
2. Continue to recruit members to the Advisory Committee who will be engaged in achieving the committee's goals
3. Continue to provide a yearly training on roles and responsibilities of the Advisory Committee in July, and reinstitute meeting with new members prior to their first official meeting

NEXT STEPS

- Review and approve draft strategic plan
- Set up subcommittees to achieve and report out on goals at each meeting