



**COMMUNITY SERVICES AGENCY**

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## **STANISLAUS COUNTY IHSS ADVISORY COMMITTEE MEETING MINUTES**

**05/09/03**

Committee Members Present:

Jeffrey Lambaren  
Ora Scruggs  
Dwight Bateman

Kenny Brown  
Christine Munoz  
Madelyn Amaral

Connie Muller  
Linda White  
Rose Martin

Committee Members Absent:

Jose Acosta

George Sharp

IHSS Staff Present:

Jan Holden

Shannon Jantz

### **OPENING REMARKS by CHAIRMAN JEFFREY LAMBAREN**

- Meeting called to order at 1:04 PM
- Announcement made for public comment.

### **PUBLIC COMMENT**

- No public comments were presented.

### **ACCEPTANCE OF MINUTES**

- April 25, 2003 minutes: Motion M/S/A to accept minutes with no corrections.

### **BUDGET UPDATE**

- Jan reported that the state budget is still the same.
- She stated some counties may be looking at their APS Programs for realignment.
- Jan reported that CSA is experiencing some budgetary problems regarding temporary and extra-help staff.
- The Committees' clerical support person is also temporary. Jan said this issue is still being discussed.
- Dwight asked if staff needed anything from the Committee to support their temporary staff person. Jan suggested waiting on the Committees' help until further discussions have taken place.

### **CUSTOMER SURVEY**

- Passed out copies of Santa Clara Counties' Public Authority Customer Satisfaction Survey. Committee reviewed and discussed the survey.
- Dwight asked if the Committee could ask existing PA's in business for one year or more for copies of any surveys they may have conducted. The answer was 'yes'.



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COUNCIL ON ACCREDITATION  
OF SERVICES FOR FAMILIES  
AND CHILDREN, INC.

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- Jeff suggested a general planning meeting possibly before or after one of the Committees' regular meetings. Discussion followed.
- A general planning meeting was scheduled for May 23, 2003 @ 3:00 PM with sub-committee members Kenny Brown, Dwight Bateman, Ora Scruggs, George Sharp, and Jeff Lambaren.

## **MEETINGS IN THE COMMUNITY**

- Tabled due to lack of information. Committee will discuss at the next meeting.
- Linda suggested the Salvation Army building in Turlock.

## **PROCESS/UNION ORGANIZATION**

- Jan reported that we cannot give out any information on the provider list, but we are able to provide statistics regarding the list.
- The PERB hearing is scheduled for July 1<sup>st</sup> – 3<sup>rd</sup>.
- Jeff asked Kristy Rosenquist if people have been receptive to the union organizers. Kristy's answer was 'yes'.
- Kristy reported that the union has been working 10-12 hours per day 7 days per week.
- Kenny stated a union representative told him that 2,500 providers are signed up in Stanislaus County.
- The Committee discussed the amount of union dues: \$10 initially but will increase.
- Christine stated that it needs to be made very clear that union dues are based on a percentage of income.
- Dwight stated that the percentage needs to be consistent per pay period.
- Kenny asked if the Committee could recommend to raise provider wages prior to union recognition; Dwight discussed need to wait because of current budget.

## **OLMSTEAD UPDATE**

- Dwight reported that although the State is out of Federal compliance, there will be no action until after the budget is resolved.
- Dwight defined 'suspense file' for the Committee as a file where spending bills are kept until a budget has been passed.
- Dwight stated that the Federal Bill SB 971 (Mi Casa) was not yet available on the Legislation page. A House Revision (HR 2032) is available.
- Motion M/S/A for Committee to write a letter to Representatives in support of this bill.
- A second motion M/S/A for Committee to draft a letter to Senators to co-sponsor SB 971

## **HOMEMAKER MODE UPDATE by Jan Holden**

- CSA has started the recruitment for a Social Worker Supervisor for IHSS Homemakers in Adult Services.
- A Homemaker job flyer has been sent to the CEO's office for final approval, and a recruitment will soon follow.
- Health screens and an FBI background check were required.
- Interviews are expected to take place mid-June and staff may be onboard in July.
- There are no details on the training program.

## **AB 784**

- Tabled due to lack of information.
- Committee will discuss at the next meeting.

## **PUBLIC AUTHORITY UPDATE**

- Kenny Brown reported on the IHSS Advisory Committee Workshop he attended in Santa Clara County.
- A written report on the workshop will be given to Larry for distribution and two copies of the workshop binder will be made for the Committee to review.
- Workshop discussed unique position of IHSSAC, having the Board of Supervisor's ear.
- Discussed use of subcommittees: request to review Committees' bylaws for information on subcommittees and term limits.
- Stakeholder meetings
- Need to let other agencies know about Committee meetings.
- Dwight requested a presentation by AAA on services they provide.
- Dwight asked if it would be appropriate for a Committee member to be involved in the negotiation process. Jan will check on that question. Is it legal? Can Committee members observe or be present to represent the consumer?
- Brochures from Sacramento County PA were reviewed. Discussed cost of brochures and decided to look at the issue in the future.

## **DISCUSSION OF ADVISORY COMMITTEE'S 1<sup>ST</sup> ANNUAL REPORT**

- Kenny and Jennifer will bring a camera to the next few meetings and take pictures of Committee members.
- Kenny is working on a design for the cover.
- Statistical charts were passed out; Committee reviewed and discussed these charts.
- Committee requested additional charts regarding growth of referrals and caseloads over the last 10 years. CSA staff will check on the number of years we have statistics on referrals.

## **AGENDA ITEMS FOR NEXT MEETING**

- By-laws
- Budget Update
- Meetings in the Community
- Homemaker Mode Update
- AB 784
- Support Letter
- Annual Report
- Olmstead Update
- Ad Hoc Meeting immediately following meeting

Meeting adjourned @ 3:00 PM  
Shannon Jantz, Recorder

***IHSS Advisory Committee Workshop***  
***Santa Clara, April 29, 2003***

First of all, I would like to thank the members of the IHSS Advisory Committee for electing to send me to this conference. Though much of the information presented was geared toward the day-to-day operations of a Public Authority, there were several useful suggestions for Stanislaus County.

The keynote address, "How did consumer participation in Public Authorities come about?" was presented by Catherine Camp, a retired State Senate budget consultant. She made a few key points.

*The State Legislation supports IHSS:* The California State Legislation has repeatedly resisted bills that would remove relatives as IHSS providers. For many IHSS clients, relatives are the best or only option available to them.

*IHSSAC<sup>1</sup> Members are in a unique position:* Being appointed by local government gives IHSS Advisory Committee members a better voice. The members of the Board of Supervisors are more likely to listen to and respect the opinions of persons that have been appointed by them. This gives the IHSSAC a particular ability to advocate for the issues of the disabled and elderly population. This position also gives the IHSSAC the opportunity to educate the members of local government on the needs of IHSS clients and the best ways to respond to those needs.

*Cuts are expected in nearly every State and Federally funded program:* IHSSACs can ensure that the cuts are made in the way that least damages the IHSS program, thus allowing the IHSS program to be improved at a later time when finances are available.

*IHSSAC scope is not limited to the wages & benefits of providers:* Getting the best wages and benefits for the IHSS providers is only part of the responsibility of the IHSSAC. We should also be making certain that everyone in the County has access to the services that they require. This may include interpretation into other languages of all applicable materials (Brochures, Surveys, Forms, etc...) into other languages (not forgetting Braille). It is also important that we ensure that the IHSS program is not standing alone. When someone needs services from more than one program, it is crucial that we have the ability to refer them to the other resources that they need. Above all else, we must ensure that IHSS services are of the highest quality possible.

*Things an IHSSAC needs:* Every IHSSAC should have a mechanism to receive input from Consumers & Providers regarding IHSS and an established way to report to the county Board of Supervisors.

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<sup>1</sup> IHSSAC; In Home Supportive Services Advisory Committee

Advisory Committees are in the position to understand the IHSS program best: Who is better to advise the County on the IHSS program than the persons directly affected by IHSS every day?

The next session was entitled “The Nuts and Bolts of an IHSSAC”. It outlined the responsibilities of an IHSSAC.

The primary goal of any IHSSAC is to improve the conditions for the Providers and Clients. Workers need to have higher wages and benefits, while Clients need to have access to an accurate, current registry of Providers.

Many IHSSACs have divided into subcommittees to accomplish these and other goals.

*Registry Subcommittee:* Oversee the establishment of a registry of providers. Many counties have opted to use database software, similar to what we witnessed in San Francisco to assist with matching Clients and Providers.

*Training/Education Subcommittee:* Knowledge is power. Many IHSS clients are not aware of their rights and responsibilities; and many IHSS providers are unsure of exactly what their duties are, and the most effective way to perform those duties in what can be a difficult or dangerous environment. This subcommittee is positioned to identify these issues and provide training for clients and/or providers where appropriate.

*Finance Subcommittee:* As a public agency, IHSSACs must utilize their financial resources intelligently. This includes accurate, open record keeping and responsible spending. This subcommittee is charged with establishing a budget and ensuring that money is spent wisely. Since budget money does not roll over from year to year, it is also important to use all of the money each year.

*Nomination Subcommittee:* Because Advisory Committee members are appointed to limited terms, it is important that there be a smooth transition when members are replaced. There is a considerable amount of education involved in becoming an effective member of an IHSSAC. If prospective members have already been attending meetings as public observers, they will be better positioned to take their places as full fledged members. This subcommittee needs to establish membership requirements, and recruit prospective members who meet these requirements. They may need to work with the county Board of Supervisors to accomplish this.

*What are the challenges for the future?* As the population of Seniors and Disabled persons grows, the IHSS program will face many challenges. These include Multicultural Outreach, Housing and Transportation. It is also important to establish and strengthen the connection between Medical and Social Services programs.

The purpose of the IHSSAC is to accommodate the needs of the Elderly and Disabled community. We need to find out what services are being offered by other programs, and where we can cooperate with other agencies to better meet the needs of

our community. This may include the local Independent Living center, Regional Center, Office of Emergency Services and American Red Cross. Anywhere Elderly and Disable people are being served or cared for; the IHSSAC has the opportunity to assist to improve those services or IHSS services.

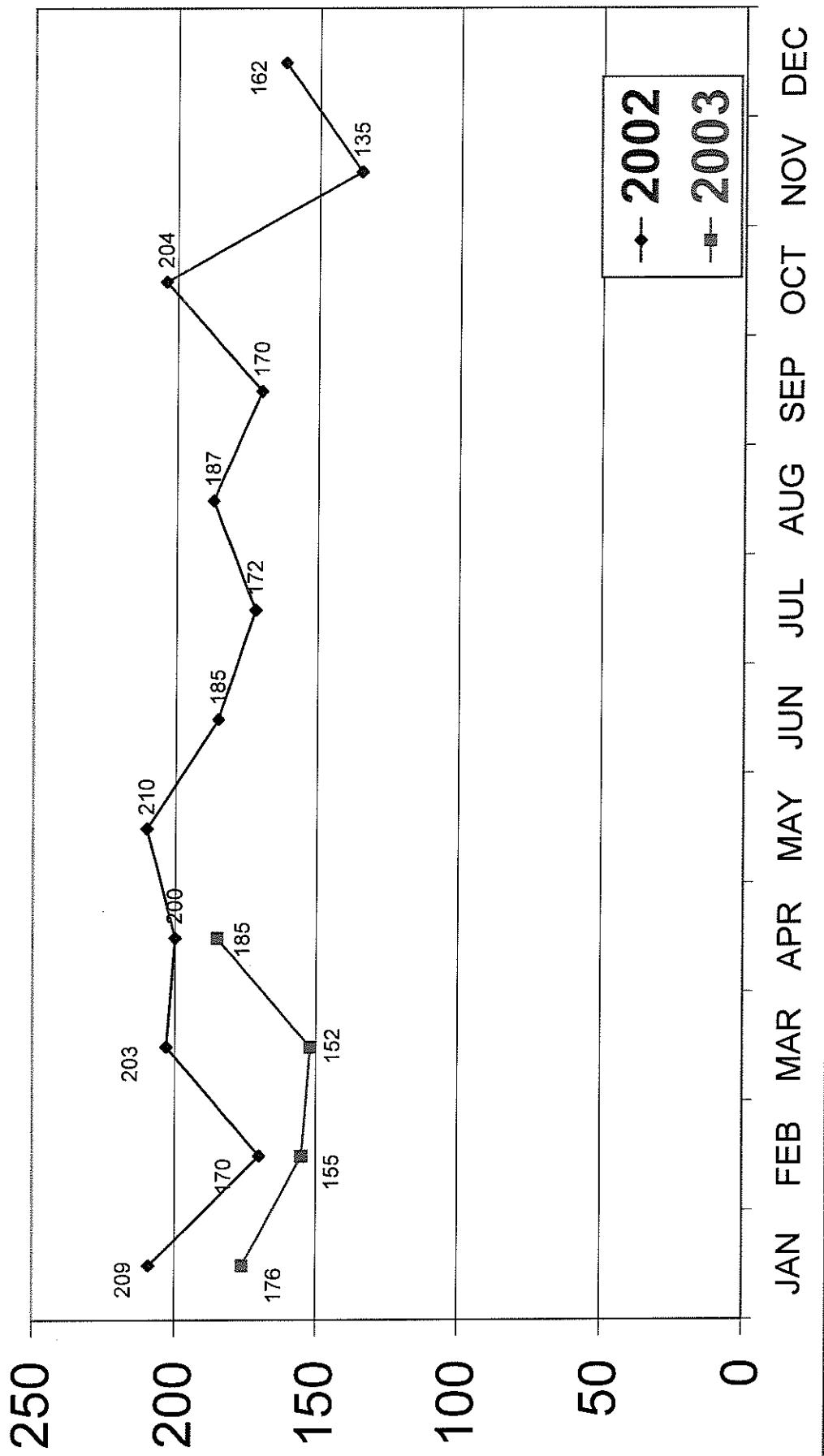
Jim Ramoni, IHSS Program Manager, Santa Clara County advocated for regular "Stakeholders Meetings"; meetings between all of the parties involved with or affected by IHSS. This should include representatives for IHSS Clients and Providers, Union, Board of Supervisors, and County Staff. The purpose of such a meeting would be education for all involved parties, laying the foundation for effective communication. Everyone will leave knowing exactly what IHSS is and what it can do. When specific needs arise, they will be able to determine which body is best placed to act on that issue.

In conclusion, the IHSSAC has a responsibility to the Board of Supervisors and the disabled/elderly community to ensure that everyone gets the service that they require in a timely and cost-effective manner, taking advantage of programs that are already in place and establishing and upgrading new and existing programs, including a Public Authority if that is deemed appropriate. Public Authorities have many advantages, but are not, in my opinion appropriate for every county. No matter what else we do, we are charged with establishing the program that will best serve those who need it.

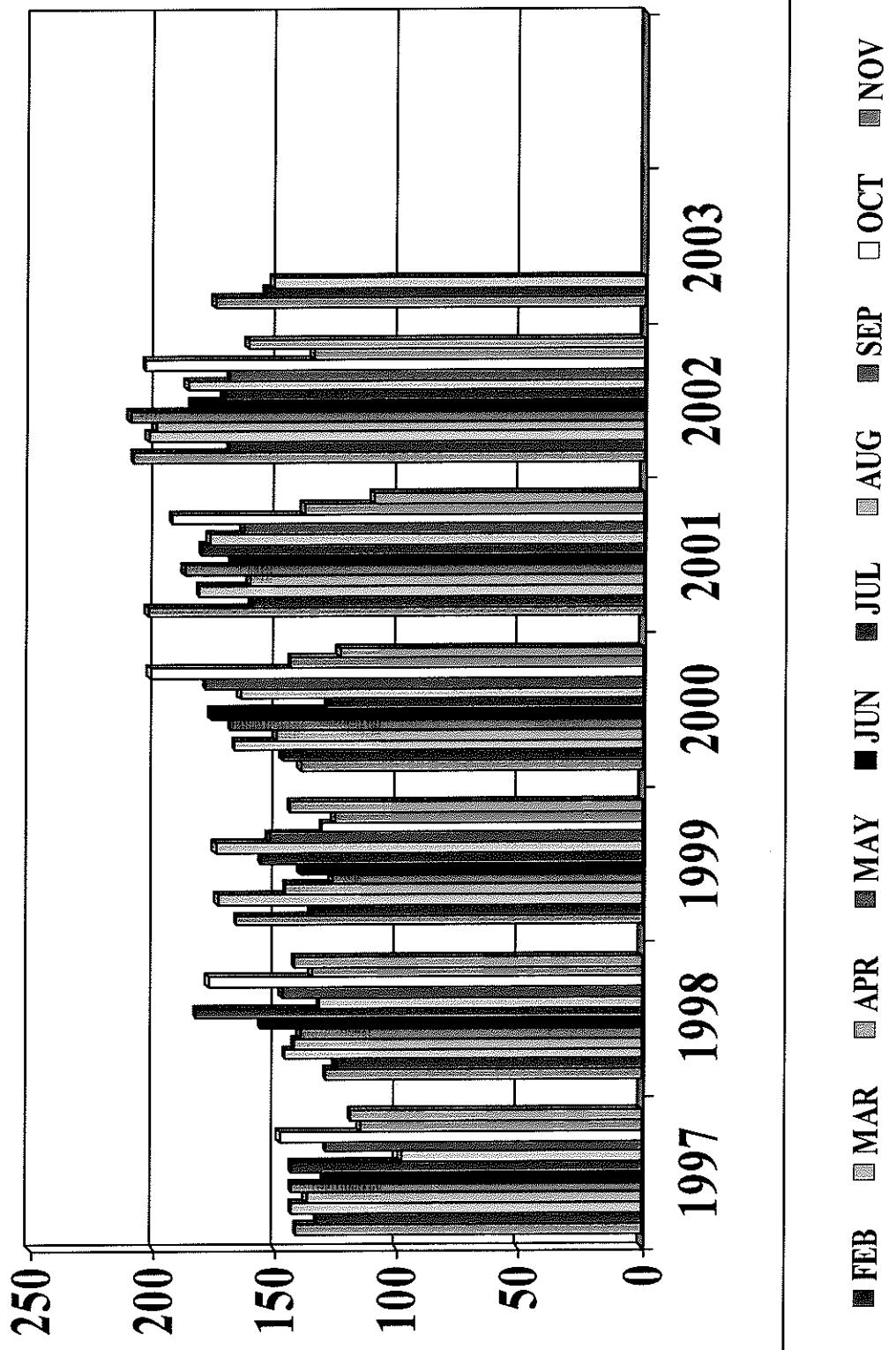
Respectfully submitted;

*Kenny R. Brown*  
*Stanislaus County IHSSAC Vice-Chair*  
*May 9, 2003*

# IHSS REFERRALS 02-03 by MONTH



# IHSS REFERRALS '97 - '02 By Year/Month



## CUSTOMER SATISFACTION SURVEY

We want to know your opinion regarding the services you receive from MSSP. We ask you to take a few minutes to answer several questions. Please be honest. Responding to the survey is voluntary, however, your answers will help us in making changes and improving the program to better serve you and others. Do not sign this survey unless you want to be identified.

1. HOW LONG HAVE YOU BEEN IN THE MSSP PROGRAM?

0 to 6 months;  6 to 12 months;  1 to 2 years;  more than 2 years

2. HOW HELPFUL IS MSSP IN ASSISTING YOU IN GETTING THE MEDICAL CARE YOU NEED?

very helpful;  usually helpful;  helpful;  not usually helpful;  not helpful at all.

3. HOW SATISFIED ARE YOU WITH THE WAY YOU ARE TREATED BY THE PERSON FROM MSSP HELPING YOU?

very satisfied;  usually satisfied;  somewhat satisfied;  not usually satisfied.

4. HOW SATISFIED ARE YOU WITH THE SERVICES PROVIDED BY MSSP?

very satisfied;  usually satisfied;  somewhat satisfied;  not usually satisfied.

5. HOW HELPFUL IS MSSP IN HELPING YOU TO LIVE WHERE YOU WANT TO LIVE?

very helpful;  usually helpful;  helpful;  not usually helpful;  not helpful at all.

6. BECAUSE OF THE SERVICES YOU HAVE RECEIVED FROM MSSP:

A) I FEEL SAFER AT HOME:

strong agree;  agree;  disagree;  strongly disagree;  not sure.

B) I FEEL BETTER ABOUT MYSELF:

strongly agree;  agree;  disagree;  strongly disagree;  not sure.

C) IT IS HELPING ME TO BE INDEPENDENT:

strongly agree;  agree;  disagree;  strongly disagree;  not sure.

D) MY LIFE IS BETTER NOW THAN BEFORE I WAS IN THE PROGRAM:

strongly agree;  agree;  disagree;  strongly disagree;  not sure.

COMMENTS: (Additional services the program should provide.)

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## **PROVIDER SATISFACTION SURVEY**

The Community Services Agency (formerly known as Department of Social Services) wants to know if you are satisfied with MSSP staff and services. To find out, we ask that you please take some time to **answer all of the following questions**. Completing this survey is voluntary. Your answers will be anonymous. Please return this survey by \_\_\_\_\_.

Please circle the number indicating your response:

1. How long have you been working with MSSP?

\_\_\_\_\_ 1 year      \_\_\_\_\_ 2 to 4 years      \_\_\_\_\_ 5 or more years

2. When social workers return your phone call, you would normally expect a phone call within:

1 8 hours    2 24 hours    3 48 hours    4 Other

3. How satisfied are you with how quickly workers return your phone calls?

1 very satisfied    2 satisfied    3 somewhat satisfied    4 dissatisfied    5 very dissatisfied

4. How satisfied are you with the way agency staff treats you?

1 very satisfied    2 satisfied    3 somewhat satisfied    4 dissatisfied    5 very dissatisfied

5. How important is this to you?

1 very important    2 somehow important    3 not important

6. How satisfied are you with agency hours?

1 very satisfied    2 satisfied    3 somewhat satisfied    4 dissatisfied    5 very dissatisfied

7. Does staff treat you in a professional manner?

1 always    2 usually    3 sometimes    4 usually not    5 never

8. Does staff provide you with sufficient information when requesting services?

1 always    2 usually    3 sometimes    4 usually not    5 never

9. Do invoices get paid on a timely manner?

1 always    2 usually    3 sometimes    4 usually not    5 never

10. How would you rate the overall quality of the services you have received?

1 excellent    2 good    3 fair    4 somewhat poor    5 poor

11. What do you need from us to make your job easier? (Please be specific)

\_\_\_\_\_  
\_\_\_\_\_

12. Which two above are the most important for you?

\_\_\_\_\_  
\_\_\_\_\_