



Spring 2017

In-Home Supportive Services Public Authority of Solano County

CONNECTIONS TO CARE



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California's Long Term Care Local®

SEIU2015.org

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In Solano County, all IHSS Providers are represented by SEIU 2015.

You may contact your union at: 1-855-810-2015 or visit their webpage at <https://www.seiu2015.org>

Spring into Wellness!

OUTREACH CONFERENCE



Free!

Thursday, May 18, 2017

9:00am to 3:30pm

NorthBay Healthcare

Administration Conference Center
4500 Business Center Drive, Fairfield

LEARN: What's New in IHSS

- Slips, Trips, & Broken Hips - Fall Prevention!
- Eat Well to Be Well

SPACE IS LIMITED! Register by May 5, 2017:
solanoihssconference2017.eventbrite.com

**Continental Breakfast • Hot Lunch
Resource Fair • Raffle Prizes!**

You may call the Public Authority at (707)784-8200 if you need assistance in registering for this event.

Thank you to our sponsor



IHSS Overtime Violations, Practices And Tips To Prevent A Violation

Under the new Fair Labor Standards Act (FLSA), In-Home Supportive Services (IHSS) providers began to receive compensation for overtime and travel time worked effective February 1, 2016. Along with these changes the California Department of Social Services (CDSS) instituted limitations on overtime and travel time that could be claimed through IHSS and consequences for exceeding overtime or travel limitations, also known as violations.

A violation will be incurred anytime an In-Home Supportive Services (IHSS) provider exceeds the workweek or travel time limitations as summarized in the table below.

TYPES OF VIOLATIONS

- A provider works more than 40 hours in a workweek for a recipient without receiving county approval when the recipient's maximum weekly hours are 40 or less.
- A provider works more hours in a workweek for a recipient than the recipient's maximum weekly hours causing the provider to work more overtime hours in a month than he/she normally works without receiving county approval.
- A provider works more than the maximum weekly limit of 66 hours when working for multiple recipients.
- A provider claims more than seven (7) hours of travel time in a workweek.

CONSEQUENCES FOR VIOLATIONS

First Violation - The provider receives a written violation notification. The provider will also be contacted by county staff in an effort to provide education and counseling to help prevent further violations.

Second Violation - The provider receives a written violation notification.

The provider is given a one-time opportunity to review voluntary Self-Certification Instructional Review Materials related to the workweek and travel time limitations.

If the provider completes and signs the IHSS Program Certification Material Review form within 14 calendar days after the date of the violation notice, the provider is given an additional seven (7) calendar days to mail the certification form to the county and the 2nd violation is removed. If not, the violation is upheld.

Third Violation - The provider is temporarily suspended as an IHSS provider and is not paid through the IHSS program for providing authorized services for a period of three (3) months or 90 days. The provider has the option of timely returning the Dispute form (SOC 2272) with in ten (10) calendar days from the violation notice date to dispute the violation. The provider has the option to request a State Administrative Review (SAR) of this violation, only after first submitting a timely Dispute form (SOC 2272)

Fourth Violation - The provider is terminated as an IHSS provider for a period of one (1) year or 365 days. The provider has the option of timely returning the Dispute form (SOC 2272) with in ten (10) calendar days from the violation notice date to dispute the violation. The provider has the option to request a State Administrative Review (SAR) of this violation, only after first submitting a timely Dispute form (SOC 2272)

Overtime Disputes

With each violation that is upheld, the provider is sent the IN-HOME SUPPORTIVE SERVICES PROGRAM NOTICE TO PROVIDER OF RIGHT TO DISPUTE VIOLATION FOR EXCEEDING WORKWEEK AND/OR TRAVEL TIME LIMITS Form (SOC 2272).

The provider has the option of timely returning the Dispute form (SOC 2272) with in ten (10) calendar days from the violation notice date to dispute the violation.

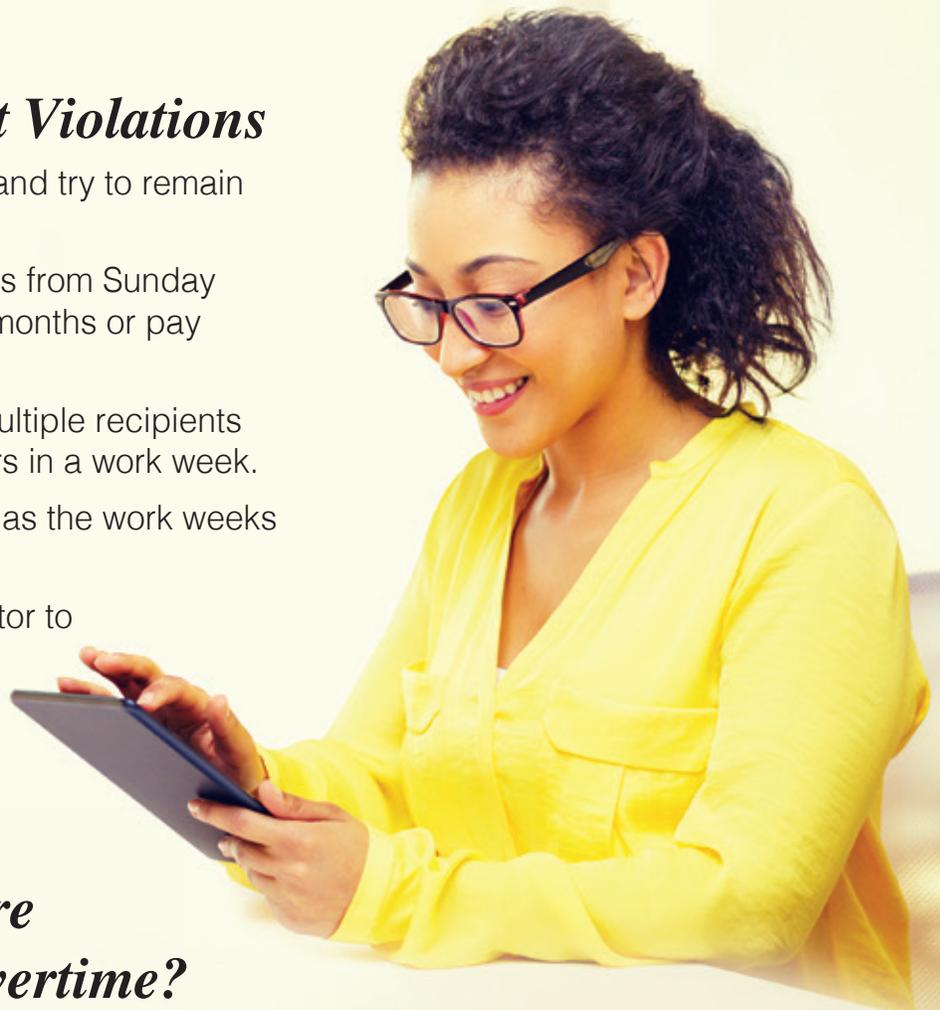
State Administrative Review (SAR)

If the county does not rescind a 3rd and 4th violation after the county Dispute process, the provider can request an administrative written review of the violation through the California Department of Social Services (CDSS) Adult Program Division's Provider Appeals Unit (PAU) within ten (10) calendar days of the date of the county's notice.

During the review process, the provider can continue to provide IHSS services and be paid as a provider until the CDSS makes a determination regarding the provider's violation. The CDSS has fifteen (15) business days to review all SAR requests.

Tips To Prevent Violations

- Know your max weekly hours and try to remain within them if you can .
- Understand that a work week is from Sunday to Saturday even if it crosses months or pay periods.
- Understand that if you have multiple recipients you can never exceed 66 hours in a work week.
- Use a pocket or wall calendar as the work weeks are laid out the same.
- Do not use a standard calculator to add hours and minutes.



What If I Have More Questions About Overtime?

Call the Solano County Violations and Overtime Unit if you have questions at 707-784-8003.



About the Solano County IHSS Public Authority Advisory Committee

The Solano County IHSS Public Authority Advisory Committee was established in 2002 per AB 1682 as the voice of the IHSS consumer. This committee meets regularly to make ongoing recommendations to the Board of Supervisors regarding In-Home Supportive Services.

2017-18 IHSS ADVISORY COMMITTEE MEMBERS

John Metzler, Chair (District 2)
Sandi Hilton, Vice Chair (District 2)
Nieves Fernandez, Secretary (District 1)
Sal Macasieb (District 1)
Samuel White (District 3)
Susan Rotchy (District 4)
Donna Brown, (District 5)
Kathy Mitsopoulos, (District 5)
Marlon "Joey" Osum (District 5)

2017 ADVISORY COMMITTEE MEETINGS

All meetings begin at 2:00pm and are held at 2101 Courage Drive, Fairfield, CA (Multipurpose Room). Meetings are open to the public.

- Monday April 17, 2017
- Monday, July 17, 2017
- Monday, September 18, 2017
- Monday, November 20, 2017

2017-2018 ADVISORY COMMITTEE GOALS

- #1 – Advocacy for Consumers and Providers**
- #2 – Outreach and Training to IHSS Consumers and Providers**
- #3 – Improve the Effectiveness of the Advisory Committee**

VISION: *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.*

MISSION: *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.*



Donna Brown, Chairwoman 2014-2016
Solano County IHSS Public Authority Advisory Committee



We Want Your Survey & Story for our Annual Report!

We are so proud of our accomplishments from 2013 to 2016! This year, we plan to highlight our goals and accomplishment to the Board of Supervisors in a presentation and a report that will be available later this year and we need your help!

As the IHSS Advisory Committee, we often hear about challenges people are faced with in receiving Medi-Cal or IHSS services. You will see two stories on this page that we recently heard about. We need to better understand ALL the challenges IHSS consumers are having so we can ask for changes. As such, we are asking IHSS consumers and IHSS providers to help us by completing an online survey by June 30, 2017.

It's easy – just go to the following website online:

<https://www.surveymonkey.com/r/G8FWX3L>

Thank you so much for your help! If you are having problems taking the survey, please call the Public Authority at (707)784-8200 and someone will assist you. As always, I am happy to represent you as the Chairwoman of the Advisory Committee. Remember to “Always Look Up” & “Keep Moving Forward” because that’s what I do!

We ask that after you read these stories – you tell us yours.

I am disabled and in a wheelchair due to childhood polio. I rely on IHSS to stay safe in my home.

My husband passed away unexpectedly in July 2012 after twenty-six years of marriage. Since he was my sole care provider, I had to apply for IHSS services. My journey through that process has been a very difficult one.

Each year, there is always an issue with my share of cost. I was first told I had a share of cost over \$2000. Then, I was told next that my share of cost would be in the \$700 range. It then changed to \$843.

In December of 2016, I was told I been denied IHSS services altogether! In February 2017 I received a notice stating the denial had been made in error, but my share of cost is once again over \$2000. I am in the process of appeals.

I am disabled and in a wheelchair due to cerebral palsy since childhood. I rely on IHSS to stay safe in my own home.

When I moved back to the county and was too disabled to continue working, I applied for IHSS. Initially, there was a problem getting approved for IHSS which resulted in an incorrect share of cost of \$2,500. That figure had several old income sources listed as still active. I learned it is very important for clients to understand their income start and stop dates and report them accurately.

Once the record was corrected I still had a lower yet significant Share of Cost (\$1200) based on the Medicaid Resources Allowance (\$600). Luckily, Section 8 allowed me to pay the large Share of Cost and other expenses, but it was very difficult and each year I seemed to fight the same battle during Medi-Cal recertification.

When I qualified for the 250% working disabled program due to a small intermittent earned annual income, the Share of Cost went to zero if I pay the premium required. I recommend anyone with a Share of Cost look at getting a part-time job that generates some earned income.

NOW Hiring Caregivers

The Solano County In-Home Supportive Services (IHSS) Public Authority is recruiting caregivers for our IHSS Public Authority Registry. We match the needs of Solano County IHSS consumers with pre-qualified, pre-screened Home Care Providers. Start the process, come to one of our Recruitment Sessions.



To qualify, you must be:

- Able to work in the United States and possess a government-issued photo identification card and Social Security Card with names that match, and pass a criminal background check for the IHSS program (\$47-\$70)
- Able to use your own car to get to work and transport IHSS clients to appointments and/or errands
- Willing to assist clients with bowel and bladder care and other personal care needs
- Professional with excellent communication skills, flexible, team player, and able to multi-task.

2017 RECRUITMENT SESSIONS

DATE	TIME	LOCATION
5/3	1:30PM	JFK Library – Joseph Room 505 Santa Clara St. Vallejo
6/7	1:30PM	Solano County H&SS Multipurpose Room 2101 Courage Dr. Fairfield
8/9	1:30PM	JFK Library – Joseph Room 505 Santa Clara St. Vallejo
10/4	1:30PM	Solano County H&SS Multipurpose Room 2101 Courage Dr. Fairfield

No appointment is necessary. Do not bring non-applicants with you and be on time, as late people will be turned away.

Solano Mobility Call Center

It's FREE! Speak to a live person. Call today!



800-535-6883

Weekdays 7am - 5pm

TRANSIT SCHEDULES • TRANSIT TRIP PLANNING • TRAVEL TRAINING SERVICES

Transportation Options in and around Solano County

- Bicycle
- Bus
- Carpool
- Park and Ride Lots
- Vanpool

Seniors and People with Disabilities

- ADA Eligibility
- Discount Transit Information
- Safe Driving Information
- Taxi Scrip Programs
- Transportation Options
- Travel Training



Providing mobility options in Solano County and beyond!

solanomobility.org



In-Home Supportive Services
Public Authority of Solano County
275 Beck Avenue, MS 5-190
Fairfield, CA 94533

Presort STD
U.S. Postage
PAID
Fairfield, CA
Permit No. 00124

Address Service Requested



Attention IHSS Providers and Recipients:

Need timesheets?
Want to know if your check was mailed?
Need to change your address?

SAVE TIME!

Get all the information you need
by phone or on the internet.
IHSS Providers call: (707) 784-8915
IHSS Recipients call: (707) 784-8914
OR



Visit us on the web at:
www.solanocounty.com/IHSSClient
& www.solanocounty.com/IHSSProvider