

IHSS Stakeholder Advisory Committee

October 21, 2015

Sacramento, CA



INTRODUCTIONS

- Name
- Role
- Affiliation/County
- What is one thing you particularly appreciate about the IHSS Program?



MEETING OBJECTIVES

1. Develop a shared understanding of the In-Home Supportive Services (IHSS) Program and scope of responsibility for the IHSS Stakeholder Advisory Committee (SAC).
2. Gain agreement on operational guidelines that will serve as a foundation for the SAC's work.
3. Identify potential agenda items for future meetings.

AGENDA REVIEW

- **Welcome, Agenda Review, and Introductions**
- **Opening Remarks**
- **IHSS Program Overview and Emerging Topics**
- **Public Comment**
- **Lunch**
- **Operational Guidelines/Charter**
- **Agenda Items for Future Meetings**
- **Public Comment**
- **Wrap Up and Adjourn**

IHSS Statewide Advisory Committee Role and Composition

Karol Swartzlander

Administrative Officer

IHSS Public Authority



BACKGROUND

- SB 1036 (Chapter 45, Statute of 2013) created the California In-Home Supportive Services Statewide Authority (IHSS Statewide Authority)
 - To serve as the employer of record of individual providers for collective bargaining purposes only, in Coordinated Care Initiative (CCI) Demonstration Counties: Los Angeles, Orange, Riverside, San Bernardino, San Diego, San Mateo and Santa Clara
 - Appoint a 13 member Stakeholder Advisory Committee

ROLE OF THE STAKEHOLDER COMMITTEE

- To provide ongoing advice and recommendations regarding the IHSS program to the IHSS Statewide Authority and the Departments of Social Services and Health Care Services.



COMPOSITION OF STAKEHOLDER COMMITTEE

- Consumers: at least 50 percent
- Providers: A minimum of 2 members must be either current or former providers of IHSS
- Union Representatives: individuals from each representative organization that are designated representatives of individual providers shall be appointed to the Advisory Committee
- Advocates: individuals that advocate for people with disabilities or seniors may be appointed

Bagley-Keene Open Meeting Act

Mark Sumner

Senior Counsel, Office of Legal Services
California Department of Managed Health Care



IHSS Program Overview & Emerging Topics

Eileen Carroll

Deputy Director

Hafida Habek

Chief, Policy & Quality Assurance Branch

Adult Programs Division

California Department of Social Services

PUBLIC COMMENT

- Please state your name
- Share your role, affiliation, and county
- Kindly limit comments to 1 minute
- Allow everyone to make a first comment before making a second comment



OPERATIONAL GUIDELINES

- **IHSS Stakeholder Advisory Committee Charter**
 - Vision
 - Mission
 - Values
 - Goals
 - Rules of Operation/
Procedures



VISION, MISSION, VALUES

Vision

- Desired end state
- Long-term change resulting from your work

Mission

- Why you exist
- Practical tool to guide priorities

Values

- Principles and behaviors
- Guide what we do and how we do it

VISION STATEMENTS

- *A vision statement* is a source of inspiration and motivation.
- It is a lens through which to focus the SAC's goals and activities.
- **It is intended to point to what will be different as a result of the SAC's effort.**



SAMPLE VISION STATEMENT

- California will have strategies and recommendations for its long-term care system, featuring replicable and sustainable models that empower individuals through enhanced opportunities for choice and independence.
 - California Community Choices Project, 2006

SAMPLE VISION STATEMENT

- All Californians eligible for IHSS services will receive quality care. Services will be delivered in their home at the level of assessed need by well-qualified individuals.

See additional sample vision statements at:

<https://topnonprofits.com/examples/vision-statements/>

VISION STATEMENT CHECKLIST

Needs to...

- ...be clear and simple
- ...avoid elaborate language and buzz words
- ...easily explained by those involved
- ...not confused with mission statement

MISSION STATEMENT

- *A mission statement* is a brief description of the core purpose of the initiative and whom the initiative serves.
 - focuses on current operations

SAMPLE MISSION STATEMENT

- The mission of the IHSS Public Authority Advisory Committee is to serve as the voice of the consumer on issues that impact IHSS programs by providing advice and recommendations to the County Board of Supervisors/Public Authority Governing Body and other entities related to the improvement of the IHSS delivery system.
 - San Diego IHSS Advisory Committee

OPTION: MISSION STATEMENT BASED ON PURPOSE AND ROLE

- The IHSS Stakeholder Advisory Committee supports consumer-directed, home-based, quality care by providing recommendations regarding the IHSS program to the IHSS Statewide Authority and the Departments of Social Services and Health Care Services.

MISSION STATEMENT CHECKLIST

Needs to...

- ...be clear and simple
- ...avoid elaborate language and buzz words
- ...easily explained by those involved
- ...not confused with vision statement
- ...be recognizably yours (see purpose)

VALUES

- Guiding principles and behaviors that will shape the content of our work as well as our working relationships going forward.

It's not hard to make decisions once you know what your values are.

-Roy E. Disney

SAMPLE VALUES STATEMENTS

The principles that guide the Workgroup process are:

- The Workgroup process will incorporate stakeholder input and public comment.
- The Workgroup process is inclusive and transparent. We will evaluate our work at regular intervals.
- The Workgroup process is advisory to the Departments.
- Collaboration leads to a strong partnership, system integration and solid results.
- Due to the technical nature of the charge, Workgroup members attend and contribute regularly, and do not delegate an alternate.
- Members ask for clarity, are respectful of other's points of view and strive for principled change leading to positive outcomes.

-Universal Assessment Stakeholder Workgroup

SAMPLE VALUES STATEMENTS

Proposed Process Agreements

- **Own your words—”I Statements”**
- **Share the stage—no belaboring**
- **Speak your truth respectfully**
- **Regard confidentiality**
- **Help us hear you**
- **Present options for positive change when concerns are presented**
- **Balance results, process & relationships**

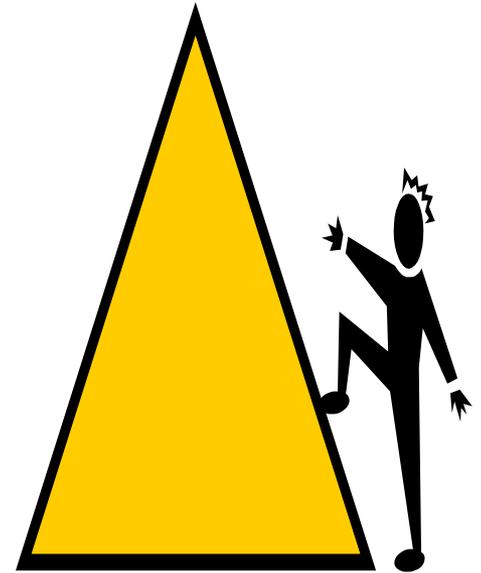


SAMPLE VALUES STATEMENTS

Results, Process, Relationship*

Maintain balance among the three dimensions

- **Results: Achieving the goals**
- **Process: How the work gets done**
- **Relationships: How we feel about our involvement**



*(*This model is used with the permission of Interaction Associates and the Interaction Institute for Social Change)*

GOALS

- **Select Two Goals**
 - Be SMART
 - Specific, Measurable, Achievable, Results-Oriented, Time-bound
 - Align with state and federal policy requirements and priorities
 - Don't duplicate other stakeholder efforts

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FOR MORE INFORMATION

Visit the IHSS Statewide Authority website

<http://www.ihssstatewideauthority.ca.gov/>