



CWDA
Advancing Human Services
for the Welfare of *All* Californians



May 25, 2018

To: The Honorable Philip Ting
Chair, Budget Conference Committee

Honorable Members
Budget Conference Committee

From: Justin Garrett, Legislative Representative, CSAC
Frank J. Mecca, Executive Director, CWDA

RE: IHSS AUTOMATION BACKLOG - SUPPORT ASSEMBLY VERSION

The County Welfare Directors Association of California (CWDA) and the California State Association of Counties (CSAC) respectfully request your support of the Assembly version of the 2018-19 budget to include \$2.5 million General Fund (one-time) and trailer bill language to address the automation backlog in the In-Home Supportive Services (IHSS) automation system known as CMIPS. We greatly appreciate the time the Assembly and Senate took to consider this issue and for the action the Assembly took to adopt our proposal. The Assembly version will improve CMIPS automation so county social workers can better serve IHSS providers and consumers without burdensome workarounds.

The Case Management, Information, and Payrolling System (CMIPS) is the case management system that county IHSS workers use to maintain information so they can serve recipients and providers. As end-users of the system, county social workers and managers encounter system bugs and other obstacles to be changed in CMIPS. Since the new CMIPS system rolled out in 2013, a series of major programmatic and administrative changes have commanded the CMIPS development capacity and ultimately led to county-requested system changes being deferred for years. To address this backlog and the overall governance process for CMIPS, we are requesting a combination of one-time funding and ongoing trailer bill language, which we describe below.

Funding. The California Department of Social Services (CDSS) and the Office of Systems Integration (OSI) are working to address this backlog, but have acknowledged there are two long-outstanding county priorities that require additional resources:

- (1) **Document scanning and import into CMIPS.** Recipients and providers for IHSS have many documents and forms that are relevant to their eligibility for IHSS, services, and employer/employee documentation. This information is currently stored in paper files, which could be lost or destroyed. Counties are requesting

the ability to scan important documents directly into CMIPS, much like health care providers can scan documents like immunization histories directly into electronic health records. Without document scanning ability, consumer and provider documents may accidentally get lost, misfiled, or destroyed – leading to care delays for consumers and pay delays for providers.

- (2) **County-specific reporting capability.** County IHSS program managers and county social service executives need the ability to create management statistics reports on their local IHSS caseload and providers. Currently, counties are reliant on reports that the state creates and cannot customize them to meet their local needs. Some counties collect their own data elements to track specific county interests. For example, a county may track how many IHSS consumers are experiencing homelessness, but currently is unable to produce a report with such data. Without such capabilities in CMIPS, good data is going to waste. County program managers, executives, and Boards of Supervisors rely on these data to make important programmatic, administrative, and staffing decisions.

The one-time \$2.5 million General Fund (\$5 million total with federal match) with three-year expenditure authority would afford CDSS and OSI the additional resources to expand CMIPS development capacity to build and implement these changes.

Trailer bill language. In addition, the Assembly version included trailer bill language to memorialize our conversations with the administration about ensuring that the state partners with counties at every level of the CMIPS governance and decision-making process. This language reflects the comments made by CDSS Director Will Lightbourne in his testimony to Assembly Budget Subcommittee #1 on March 14, 2018, in which he suggested that counties should be included in the CMIPS change management process. Codifying the state-county partnership for CMIPS governance will allow the end-users of CMIPS and the system designers to ensure automation supports local operations to serve IHSS consumers and providers.

By adopting the Assembly's version of the 2018-19 budget to include \$2.5 million General Fund (one-time) and trailer bill to address the IHSS automation backlog and CMIPS governance process, county social workers will be able to better serve IHSS consumers and providers without burdensome workarounds.

For these reasons, we urge your support to adopt the Assembly version of the 2018-19 budget to address the IHSS automation backlog.

cc: Gail Gronert, Office of the Assembly Speaker
Jason Sisney, Office of the Assembly Speaker
Chris Woods, Office of the Senate President Pro Tempore
Mareva Brown, Office of the Senate President Pro Tempore
Nicole Vazquez, Assembly Budget Subcommittee No. 1
Cyndi Hillery, Assembly Republican Fiscal Office
Alex Khan, Assembly Republican Fiscal Office
Theresa Pena, Senate Budget and Fiscal Review Subcommittee No. 3
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Luan Huynh, Office of Senator Holly Mitchell
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