

Agency Name: Home Care Quality Authority (HCQA)

Contact Person: Mindy Schaffner, 360-725-2635 or <mailto:mschaffner@hcwa.wa.gov>

Agency Responsibilities: The primary activities and responsibilities of the HCQA include the following:

- Improving the quality of long-term in-home care services provided by individual providers* through better regulation, higher standards, increased accountability and the enhanced ability to obtain services;
- Establishing a state-wide referral registry and recruiting workers for consumers of home care services;
- Removing from the referral registry those individual provider workers who have committed misfeasance or malfeasance in the performance of their duties;
- Providing routine, emergency, and respite referrals of individual provider workers to consumers and prospective consumers who are authorized to receive long-term in-home care services through an individual provider;
- Providing training opportunities for consumers of in-home service, prospective consumers, individual provider workers, and prospective individual provider workers;
- Giving preference in recruiting, training, referral, and employment of individual providers and prospective individual providers to recipients of public assistance or other low-income persons;
- Participating in the union negotiations by representing issues and concerns of consumers who are receiving services from the various long term care in-home services programs**;
- Developing, implementing and evaluating the effects of the benefits negotiated by the OFM's Office of Labor Relations and Service Employee's International Union (SEIU);
- Implementing the Joint Committee on Training and Education with SEIU; and
- Implementing a \$1.4 million dollar grant from the Department of Health and Human Services, Centers for Medicare and Medicaid Services designed to improve the direct service community workforce.

Organizational Chart and Budget:

The HCQA is governed by a **nine member Governor appointed board**. The board members include five members who are current and/or former consumers of long-term, in-home care services and representatives from the following organizations:

- Developmental Disabilities Council;
- Governor's Committee on Disability Issues and Employment;
- State Council on Aging; and
- Washington Association of Area Agencies on Aging.

Each board member serves a **term of three years**.

The HCQA has **four staff members**. The staff include:

1. **Executive Director**, Mindy Schaffner provides leadership and manages the over operations of the agency. Mindy has budgetary, project management and Taft-Hartley Trust development responsibilities.
2. **Referral Registry Program Manager**, Sherri Wills-Green serves as project manager for the referral registry development and implementation. Sherri currently manages two project contracts.

*Individual providers are workers who have a contract with DSHS to provide in-home care services to the elderly and to people with disabilities.

**HCQA participates in the negotiations that are conducted by OFM's Office of Labor Relations with the representative union for individual providers (Service Employee's International Union (SEIU)). There are approximately 26,000 individual provider workers represented by SEIU.

3. **Communications and Training Program Manager**, Jane Wood serves as training, media relations, website and public relations coordinator. Jane currently is project manager of the worker's compensation program for the individual provider workforce.
4. **Operations Program Manager**, Jackie Myers provides overall administrative support to agency staff and the board. Jackie is responsible for the IT portfolio, sustainability plan, inventory, public disclosure, etc.

The **03-05 biennial GFS budget for each corresponding programs is as follows: (Note: the agency does obtain matching federal funds in approximately 51/49 % split (state/federal))**

- Agency Administration: \$434,218
- Commission/Board: \$16,520
- Labor Activities: \$75,862
- Registry \$310,000
- Negotiated Contract Implementation: \$1,370,000

Most Pressing Issues or challenges your agency is facing:

- **Issue:** Implementing the agency's statutory requirement from a 2001 public initiative. Presently, the HCQA has received state and federal funding to build a state-wide database that will provide consumers of publicly-funded in-home services a list of available individual provider workers that have undergone certain screening requirements identified in statute. The agency has also recently received a federal grant to fund the development of four local referral registry implementation centers. Presently, the HCQA has a decision package that requests funding for implementation of the registry on a state-wide basis as required by statute. The registry will also serve a very important purpose in the 'return to work' program under our worker's compensation program, as this is the main way the state will provide return to work options and mitigate the costs associated with workers' compensation claims.
- **Issue:** Future development of the referral registry program to include privately-funded consumers who require in-home care services. There has been great interest and pressure from various advocacy groups and senior groups to develop referral registry services for the private-pay population. The feasibility of this service will be more completely reviewed in FY 06.
- **Issue:** Representing consumer's issues in the collective bargaining process with OFM's Office of Labor Relations. This is a very important responsibility for the agency as the agency's board is comprised primarily of consumers of in-home service (both privately funded and publicly funded). It is an important issue for the state in maintaining the consumer as the employer of record.
- **Issue:** Developing, implementing and monitoring the various contracts for services. Presently, the agency has developed and is monitoring the contracts of four service contractors. The agency has just released an additional four Requests For Proposals for the service delivery of the referral registry system. There is great interest, disagreement and competition among the various stakeholders regarding "who" should be awarded the contracts.

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Board Member Listing by Board Position

HOME CARE QUALITY AUTHORITY (HN007)

| | | |
|------------------------|-----------------|------------------------|
| Agency own - | Senate Conf. N | Positions: Maximum 009 |
| Authority | Public Disc. N | Minimum 009 |
| Authoriztn. RCW 74.39A | Term Length 036 | Actual 009 |
| Rem. Auth. GC | Meetings/Yr. | |

| Pos. # | Name and Address | Status | Race | Appointed | Expires |
|--------|--|--------------|--------------------------------------|------------|------------|
| 001 | Stepp, Patricia 11112 Lewis River Road Ariel, WA 98603 | A | C | 08/20/2003 | 07/01/2005 |
| | | Terms Served | 01 | | |
| | | Position | a member | | |
| | | Comments | State Council on Aging Nomination | | |

| Pos. # | Name and Address | Status | Race | Appointed | Expires |
|--------|---|--------------|----------------|------------|------------|
| 002 | Mahar, Dennis 3603 Mud Bay Road Olympia, WA 98502 | A | C | 10/08/2004 | 07/01/2005 |
| | | Terms Served | 01 | | |
| | | Position | a member | | |
| | | Comments | AAA Nomination | | |

| Pos. # | Name and Address | Status | Race | Appointed | Expires |
|--------|--|--------------|---|------------|------------|
| 003 | Smith, Luther (Mr.) 4415 14th Avenue SE #102 Lacey, WA 98503 | A | C | 05/02/2002 | 07/01/2005 |
| | | Terms Served | 01 | | |
| | | Position | a member | | |
| | | Comments | Developmental Disabilitie Issues and Employment representative/Consumer | | |

| Pos. # | Name and Address | Status | Race | Appointed | Expires |
|--------|---|--------------|---|------------|------------|
| 004 | Flood, Lori The ARC of Snohomish County 1513 23rd Street Everett, WA 98201 | A | C | 09/22/2004 | 07/01/2005 |
| | | Terms Served | 01 | | |
| | | Position | a member | | |
| | | Comments | Developmental Disabilitie Council representative | | |

| Pos. # | Name and Address | Status | Race | Appointed | Expires |
|--------|---|--------------|-------|------------|------------|
| 005 | Reed, Charley (Mr.) 3033 85th Avenue SW Olympia, WA 98512 | A | C | 05/02/2002 | 07/01/2005 |
| | | Terms Served | 01 | | |
| | | Position | Chair | | |
| | | Comments | | | |

Board Member Listing by Board Position

HOME CARE QUALITY AUTHORITY (HN007)

| Pos. # | Name and Address | Status | Race | Appointed | Expires |
|--------|---|--------------|---|------------|------------|
| 006 | Landaas, Stephanie J. 6408 Phinney Avenue N #1 Seattle, WA 98103-5537 | A | C | 05/02/2002 | 07/01/2005 |
| | | Terms Served | 01 | | |
| | | Position | a member | | |
| | | Comments | In home consumer of state funding care | | |
| 007 | Gentile, Katrinka 719 NE 198th Street Shoreline, WA 98155 | A | C | 05/02/2002 | 07/01/2005 |
| | | Terms Served | 01 | | |
| | | Position | a member | | |
| | | Comments | In home consumer of state funding care | | |
| 008 | Farrell, Patrick 1416 Sea Cliff Drive NW Gig Harbor, WA 98335 | A | C | 05/02/2002 | 07/01/2005 |
| | | Terms Served | 01 | | |
| | | Position | a member | | |
| | | Comments | In home consumer of state funding care | | |
| 009 | Carlstrom, Brenda J. 422 Monroe St Hoquiam, WA 98550-1909 | A | C | 05/02/2002 | 07/01/2005 |
| | | Terms Served | 01 | | |
| | | Position | a member | | |
| | | Comments | In home consumer of state funding care | | |