

**Introduced by Senator Liu**  
(Principal coauthor: Assembly Member Brown)

February 26, 2015

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An act to amend Sections 9251 and 9254 of the Welfare and Institutions Code, relating to long-term care.

LEGISLATIVE COUNSEL'S DIGEST

SB 571, as introduced, Liu. Long-term care: CalCareNet.

Existing law requires the California Health and Human Services Agency, by January 1, 2005, and with recommendations from the Long-Term Care Council, to set standards for CalCareNet, which is a statewide Internet-based application, with the goal of creating an Internet Web site that links counties and planning service areas, and provides information on the long-term care services available to the consumer. This bill would provide that state funds shall not be appropriated for this purpose, and that the agency is not required to undertake these tasks unless it receives federal or private funds.

This bill would require the agency to update the standards for CalCareNet and create an Internet Web site that, in addition to the provisions above, provides information to consumers, caregivers, and health and social service providers on how to effectively navigate long-term care services and that assists consumers, caregivers, and health and social service providers in making informed decisions relating to long-term care services. The bill would require the Internet Web site to satisfy specified requirements, including that the Internet Web site be accessible by persons with disabilities, culturally sensitive, and accessible in multiple languages. The bill would require the agency, in connection with developing and expanding the CalCareNet Internet Web site, to, among other things, examine alternative funding sources

and mechanisms to sustain and expand portal capacity over time. The bill would delete the prohibition on appropriating state funds for the purposes of these provisions.

Vote: majority. Appropriation: no. Fiscal committee: yes.  
State-mandated local program: no.

*The people of the State of California do enact as follows:*

1 SECTION 1. It is the intent of the Legislature in enacting this  
2 act that CalCareNet enable and facilitate all of the following:

3 (a) Individuals and families to remain independent through  
4 consumer-directed decisionmaking, planning, and support.

5 (b) Individuals to receive support in the least restrictive  
6 environment.

7 (c) Consumers and caregivers to connect with the appropriate  
8 services necessary to meet individual needs.

9 (d) Coordination and delivery of long-term services and supports  
10 to be improved by leveraging resources already in place.

11 (e) Long-term support services to be delivered in a more  
12 cost-effective manner.

13 SEC. 2. Section 9251 of the Welfare and Institutions Code is  
14 amended to read:

15 9251. For purposes of this chapter, the following definitions  
16 apply:

17 (a) The term “long-term care” refers to a wide range of  
18 supportive and health and social services for older adults and adults  
19 with disabilities. Long-term care differs from other types of care  
20 in that the goal of long-term care is not to cure illnesses, but to  
21 allow individuals to attain and maintain optimal levels of  
22 functioning in their homes or in their communities. The provision  
23 of long-term services involves a continuum of health and social  
24 services in a variety of home- and community-based settings.

25 (b) The term “care navigation” describes any of the following  
26 services, performed in multiple settings, including, but not limited  
27 to, area agencies on aging, hospitals, caregiver resource centers,  
28 independent living centers, and senior centers:

29 (1) Consumer information delivered over the Internet, by  
30 telephone, including a statewide information hotline, or in person.

1 (2) Referral to programs or services delivered over the Internet,  
2 by telephone, including a statewide information telephone hotline,  
3 or in person.

4 (3) Short-term assistance for the consumer or caregiver, provided  
5 by persons qualified to work with the consumer to define needs,  
6 to refer the consumer to services that are free of charge or that may  
7 be purchased by the consumer, and to develop a plan of coordinated  
8 care.

9 (4) Recognition of the need for ongoing assistance, with the  
10 ability to link consumers to ongoing assistance, care coordination,  
11 services coordination, or case management.

12 (c) (1) The term “care navigator” describes an individual who  
13 provides care navigation to older persons or persons with  
14 disabilities in need of long-term care services, or to caregivers.  
15 Care navigators consider an individual’s medical and functional  
16 needs, financial resources, and social support, in order to partner  
17 with the individual and, together, determine which services offered  
18 in the community are most appropriate for the consumer. The  
19 intervention with the consumer may be limited, depending on the  
20 consumer’s needs.

21 (2) Care navigation may be performed within existing programs  
22 and at multiple points of entry, including, but not limited to, area  
23 agencies on aging, independent living centers, county welfare  
24 departments, hospitals, caregiver resource centers, and senior  
25 centers.

26 (d) ~~The term “CalCareNet” describes a self-directed statewide,  
27 Internet-based application using the State of California Internet  
28 portal to link local Internet information systems. The CalCareNet  
29 Web site is designed to help the consumer find state-licensed  
30 providers of health services, social services, mental health services,  
31 alcohol and other drug services, and disability services, and also  
32 to find state-licensed care facilities. The purpose of CalCareNet  
33 is to enable the consumer to better navigate the long-term care  
34 system. the Internet Web site developed pursuant to Section 9254.~~

35 SEC. 3. Section 9254 of the Welfare and Institutions Code is  
36 amended to read:

37 ~~9254. (a) By January 1, 2005, the~~ *The* agency, with  
38 recommendations from the Long-Term Care Council, shall ~~set~~  
39 *update the* standards for CalCareNet, ~~with the goal of creating and~~  
40 *create* an Internet Web site that links to counties and planning

1 service areas, ~~and~~ that provides information on long-term care  
 2 services that are available to ~~the consumer~~. *consumers, that*  
 3 *provides information to consumers, caregivers, and health and*  
 4 *social service providers on how to effectively navigate long-term*  
 5 *care services, and that assists consumers, caregivers, and health*  
 6 *and social service providers in making informed decisions relating*  
 7 *to long-term care services.* The agency shall recommend guidelines  
 8 for local Internet information systems, allowing for flexibility in  
 9 design and structure. The local entities with existing systems are  
 10 encouraged to maintain existing systems, assuming CalCareNet  
 11 guidelines are met.

12 ~~(b) State funds shall not be appropriated for purposes of this~~  
 13 ~~section. The agency is not required to undertake any new task~~  
 14 ~~described in this section unless it receives federal or private funds~~  
 15 ~~for that purpose.~~

16 ~~(e)~~

17 (b) Information shared between, and tracked by, providers  
 18 through CalCareNet may in no way violate Section 15633,  
 19 pertaining to client confidentiality, or any other statute requiring  
 20 that client information be kept confidential, unless otherwise  
 21 exempted by law.

22 ~~(d)~~

23 (c) In crafting its guidelines for the local-level information  
 24 systems, the Long-Term Care Council shall seek input from  
 25 interested stakeholders, including, but not limited to, all of the  
 26 following:

27 (1) Consumers.

28 (2) Consumer advocacy organizations.

29 (3) *California Foundation for Independent Living Centers.*

30 ~~(3)~~

31 (4) Area agencies on aging.

32 (5) *California Association of Area Agencies on Aging.*

33 ~~(4)~~

34 (6) Senior legal services.

35 ~~(5)~~

36 (7) The California Commission on Aging.

37 ~~(6)~~

38 (8) Caregiver resource centers.

39 ~~(7)~~

40 (9) Veterans' services.

- 1     ~~(8)~~  
2     (10) Senior centers.  
3     ~~(9)~~  
4     (11) PACE (Program for All Inclusive Care for the Elderly).  
5     ~~(10)~~  
6     (12) The Senior Care Action Network (SCAN).  
7     ~~(11)~~  
8     (13) The Multipurpose Senior Services Program (MSSP)  
9 services.  
10    ~~(12)~~  
11    (14) Ombudspersons.  
12    ~~(13)~~  
13    (15) County-level programs, including, but not limited to,  
14 In-Home Supportive Services (IHSS), county welfare departments,  
15 *county mental health departments, county social services*  
16 *departments, public health departments, and adult protective*  
17 *services agencies.*  
18    (16) *City-level programs, including, but not limited to, public*  
19 *health, human services, and community development departments.*  
20    ~~(14)~~  
21    (17) Programs for persons with disabilities, including, but not  
22 limited to, independent living centers.  
23    ~~(15)~~  
24    (18) Other social-service services programs, including, but not  
25 limited to, employment development programs.  
26    (d) *The CalCareNet Internet Web site shall satisfy all of the*  
27 *following requirements:*  
28    (1) *The Internet Web site shall provide information to consumers*  
29 *and caregivers about all of the following:*  
30    (A) *State programs for services and supports for aging and*  
31 *disabled adults.*  
32    (B) *Eligibility and enrollment options for accessing federal and*  
33 *state aging and long-term care programs.*  
34    (C) *Nongovernmental programs and resources for services and*  
35 *support of aging and disabled adults.*  
36    (D) *State, federal, and nongovernmental services and supports*  
37 *for caregivers.*  
38    (E) *Preventative care, wellness, advanced planning, and legal*  
39 *processes and rights.*

1 (2) *The Internet Web site shall be accessible by persons with*  
2 *disabilities, culturally sensitive, and accessible in multiple*  
3 *languages.*

4 (3) *The Internet Web site shall include all of the following*  
5 *features:*

6 (A) *A modular and scalable system that easily permits transition*  
7 *from a pilot project to statewide implementation and integration*  
8 *of future modifications.*

9 (B) *Different site pathways and diverse visual and learning aid*  
10 *tools, including, but not limited to, flowcharts, graphics, a site*  
11 *map, and multimedia tutorials, that are based on the visitor type.*

12 (C) *Site standards for information accuracy and quality*  
13 *assurance.*

14 (D) *Rational taxonomy rules, based on best practices, that allow*  
15 *for comprehensive and successful site searches.*

16 (e) *In connection with developing and expanding the CalCareNet*  
17 *Internet Web site, the agency shall do all of the following:*

18 (1) *Secure cooperation from information providers, other system*  
19 *administrators, marketing partners, and service providers*  
20 *statewide.*

21 (2) *Examine alternative funding sources and mechanisms to*  
22 *sustain and expand portal capacity over time.*

23 (3) *Explore the feasibility of connecting the Internet Web site*  
24 *to the California Health Benefit Exchange.*

25 ~~(e) By January 1, 2004, the~~

26 (f) *The agency shall link the CalCareNet Internet Web site to*  
27 *local Internet information systems. The agency shall permit*  
28 *counties and planning service areas to design local information*  
29 *systems, contingent upon the availability of funding and resources*  
30 *for these purposes.*

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33 **CORRECTIONS:**

34 **Text—Pages 2, 4, and 6.**

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