

AMENDED IN SENATE APRIL 21, 2015

SENATE BILL

No. 571

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

February 26, 2015

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 amended, 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~~ *Existing law provides* 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 a CalCareNet *Internet Web site* and create ~~an~~ *a CalCareNet* 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 delete the requirement that the agency take these actions with the recommendations from the Long-Term Care Council.* The bill would require the *CalCareNet* 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~~. *provisions, and instead require the agency, in order to develop and launch the CalCareNet Internet Web site in the most cost-effective and efficient manner, to take specified actions, including, among others, to consider the approach and execution of existing state and regional Internet Web sites with similar objectives. The bill would require the agency to develop a system that enables counties and planning service areas to contract with the agency, for a reasonable fee, for Internet Web site development and maintenance services.*

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 *care* services and
- 10 supports 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

1 allow individuals to attain and maintain optimal levels of
2 functioning in their homes or in their communities. The provision
3 of long-term services involves a continuum of health and social
4 services in a variety of home- and community-based settings.

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

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

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

14 (3) Short-term assistance for the consumer or caregiver, provided
15 by persons qualified to work with the consumer to define needs,
16 to refer the consumer to services that are free of charge or that may
17 be purchased by the consumer, and to develop a plan of coordinated
18 care.

19 (4) Recognition of the need for ongoing assistance, with the
20 ability to link consumers to ongoing assistance, care coordination,
21 services coordination, or case management.

22 (c) (1) The term “care navigator” describes an individual who
23 provides care navigation to older persons or persons with
24 disabilities in need of long-term care services, or to caregivers.
25 Care navigators consider an individual’s medical and functional
26 needs, financial resources, and social support, in order to partner
27 with the individual and, together, determine which services offered
28 in the community are most appropriate for the consumer. The
29 intervention with the consumer may be limited, depending on the
30 consumer’s needs.

31 (2) Care navigation may be performed within existing programs
32 and at multiple points of entry, including, but not limited to, area
33 agencies on aging, independent living centers, county welfare
34 departments, hospitals, caregiver resource centers, and senior
35 centers.

36 (d) The term “CalCareNet” describes the Internet Web site
37 developed pursuant to Section 9254.

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

1 9254. (a) ~~The agency, with recommendations from the~~
2 ~~Long-Term Care Council;~~ agency shall update the standards for
3 ~~CalCareNet;~~ *a CalCareNet Internet Web site* and create ~~an a~~
4 *CalCareNet Internet Web site* that links to counties and planning
5 service areas, that provides information on long-term care services
6 that are available to consumers, that provides information to
7 consumers, caregivers, and health and social service providers on
8 how to effectively navigate long-term care services, and that assists
9 consumers, caregivers, and health and social service providers in
10 making informed decisions relating to long-term care services.
11 The agency shall recommend guidelines for local Internet
12 information systems, allowing for flexibility in design and
13 structure. The local entities with existing systems are encouraged
14 to maintain existing systems, assuming CalCareNet guidelines are
15 met.

16 *(b) To develop and launch the CalCareNet Internet Web site as*
17 *required by subdivision (a) in the most cost-effective manner, the*
18 *agency shall do all of the following:*

19 *(1) Consider the Internet Web sites produced and research*
20 *conducted in all prior efforts to develop a statewide aging and*
21 *people with disabilities, long-term care services and supports*
22 *Internet Web site.*

23 *(2) Consider the approach and execution of existing state and*
24 *regional Internet Web sites with similar objectives.*

25 *(3) Explore the benefits of combining the Internet Web site with*
26 *other state services and supports Internet Web sites, including,*
27 *but not limited to, those relating to veterans and mental health.*

28 *(4) Analyze the cost-benefits of the agency developing and*
29 *maintaining the Internet Web site or contracting with an outside*
30 *company to develop and maintain the Internet Web site.*

31 ~~(b)~~

32 *(c) Information shared between, and tracked by, providers*
33 *through the CalCareNet Internet Web site may in no way violate*
34 *Section 15633, pertaining to client confidentiality, or any other*
35 *statute requiring that client information be kept confidential, unless*
36 *otherwise exempted by law.*

37 ~~(e)~~

38 *(d) In crafting its guidelines for the local-level information*
39 *systems, the Long-Term Care Council shall seek input from*

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

1 (D) State, federal, and nongovernmental services and supports
2 for caregivers.

3 (E) Preventative care, wellness, advanced planning, and legal
4 processes and rights.

5 (2) The Internet Web site shall be accessible by persons with
6 disabilities, culturally sensitive, and accessible in multiple
7 languages.

8 (3) The Internet Web site shall include all of the following
9 features:

10 (A) A modular and scalable system that easily permits transition
11 from a pilot project to statewide implementation and integration
12 of future modifications.

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

16 (C) Site standards for information accuracy and quality
17 assurance.

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

20 (e)

21 (f) In connection with developing and expanding the CalCareNet
22 Internet Web site, the agency shall do all of the following:

23 (1) Secure cooperation from information providers, other system
24 administrators, marketing partners, and service providers statewide.

25 (2) Examine alternative funding sources and mechanisms to
26 sustain and expand portal capacity over time.

27 (3) Explore the feasibility of connecting the Internet Web site
28 to the California Health Benefit Exchange.

29 (f)

30 (g) The agency shall link the CalCareNet Internet Web site to
31 local Internet information systems. The agency shall permit
32 counties and planning service areas to design local information
33 systems, contingent upon the availability of funding and resources
34 for these purposes.

35 (h) *The agency shall develop a system that enables counties and*
36 *planning service areas to contract with the agency, for a*
37 *reasonable fee, for Internet Web site development and maintenance*
38 *services.*

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