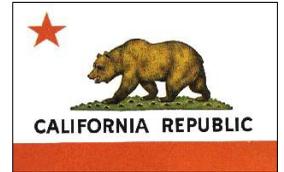




CALIFORNIA VETERANS BOARD
Meeting Minutes #755
July 12, 2016



Charlene Taylor, Chair

Hugh Crooks, Jr., Vice-Chair
Caroline Morales, Member
Todd Trotter, Member

Carla Thornton, Member
Juan Gonzalez, Member
Gena Truitt, Member

The California Veterans Board met at the California Veterans Home in Lancaster, CA at 9:00 AM.

ROLL CALL

Present: Charlene Taylor, Hugh Crooks Jr., Gena Truitt, Caroline Morales, Carla Thornton, Juan Gonzalez. Todd Trotter was present via conference call.

Absent: - None

Chair Taylor presided.

PLEDGE OF ALLEGIANCE

WELCOMING REMARKS/INTRODUCTIONS

Chair Taylor welcomed and thanked everyone for coming. The Board and Executive Officer (EO) introduced themselves.

MINUTES RECOMMENDATION

Approved minutes from May 25, 2016 Board meeting. Vice Chair Crooks moved to approve the minutes and Member Thornton seconded. Motion unanimously approved and carried.

INTRODUCTIONS

Chair Taylor introduced Norman Andrews, Administrator for the California Veterans Home, Lancaster. Mr. Andrews thanked the board for holding their meeting at the home and gave a brief summary of the home's statistics (Attachment 1). The Administrator served in the Air Force, obtained his nursing degree and spent 26 years commissioned in the army. Currently, he is enjoying his service at the home. Mr. Andrews reported that there are still 14 World War II veterans residing at the home. He was happy to relay that residents there feel like the Veterans home at Lancaster is like a Cruise ship that never leaves port. His goal is to establish a facility where Veterans can retire in dignity and be treated with respect.

Chair Taylor asked about plans for when residents have more need since Lancaster provides residential care only. Do they transfer to local facilities?

Mr. Andrews responded that their ambition is to transfer to West LA, Barstow or Ventura. But ultimately, we Transfer where the family would like the Veteran to be transferred.

The administrator concluded that the Lancaster home benefits from a tremendous amount of community support. When the home first opened, an advisory committee gave the home \$150,000 to support activities. Their donation fund is a separate account from the MWR funds.

PRESENTATION - Fabrice Figaro: Member Truitt introduced Mr. Figaro, Disabled Veteran Outreach Program Representative (DVOP) for the State of California Employment Development Department. Mr. Figaro spoke on how to best manage the system of obtaining employment from the standpoint of a Veteran. (Attachment 2).

PUBLIC COMMENTS

Dean Brown, Antelope Valley Veterans Community Action Coalition (AVVCAC), announced the Los Angeles Regional Community Veterans Engagement Board Facebook page can be found following the link below:

<https://www.facebook.com/search/top/?q=los%20angeles%20regional%20community%20veteran%20engagement%20board>

They are looking for comments, suggestions and contacts for outreach to communicate with Veterans and address any needs they might have.

An issue, not unlike the other Veterans Homes, was brought up that the residents have to travel 3 hours to West LA for a simple blood draw. That takes all of several minutes, but then they have to wait for all the others to have theirs done before they can be transported back to the home. Their CBOC is not a VA facility (contract) and this creates a problem in terms of paying for services. There is no mechanism for paying a contractor for those services so they pay more to bus the residents to West LA for now. Chair Taylor asked for a report from Services on the timeliness of the VSO's with claims.

CHAIR'S UPDATE – Chair Taylor reported that the Commission on Care report was just finished on June 30 and contains 18 recommendations as follows:

The VHA Care System

1. The VHA should establish high-performing, integrated community-based health care networks, to be known as the VHA Care System.

Clinical Operations

2. Enhance clinical operations through more effective use of providers and other health care professionals, and improved data collection and management.
3. To provide an Appeals process that is more transparent and timely.
4. Adopt a continuous improvement methodology to support VHA transformation, and consolidate best practices and continuous improvement efforts under the Veterans Engineering Resource Center.

Health Care Equity

5. Eliminate health care disparities among veterans treated in the VHA Care System by committing adequate personnel and monetary resources.

Facility and Capital Assets

6. Develop and implement a robust strategy for meeting and managing VHA's facility and capital-asset needs.

Information Technology

7. Modernize VA's IT systems and infrastructure to improve veterans' health and well-being and provide the foundation needed to transform VHA's clinical and business processes.
8. Transform the management of the supply chain in VHA.

Governance, Leadership, and Workforce

Board of Directors

9. Establish a board of directors to provide overall VHA Care System governance, set long-term strategy, and direct and oversee the transformation process.

Leadership

10. Require leaders at all levels of the organization to champion a focused, clear, benchmarked strategy to transform VHA culture and sustain staff engagement.
11. Rebuild a system for leadership succession based on a benchmarked health care competency model that is consistently applied to recruitment, development, and advancement within the leadership pipeline.
12. Transform organizational structures and management processes to ensure adherence to national VHA standards, while also promoting decision making at the lowest level of the organization, eliminating waste and redundancy, promoting innovation, and fostering the spread of best practices.
13. Streamline and focus organizational performance measurement in VHA using core metrics that are identical to those used in the private sector, and establish a personnel performance management system for health care leaders in VHA that is distinct from performance measurement, is based on the leadership competency model, assesses leadership ability, and measures the achievement of important organizational Strategies.

Diversity and Cultural Competence

14. Foster cultural and military competence among all VHA Care System leadership, providers, and staff to embrace diversity, promote cultural sensitivity, and improve veteran health outcomes.

Workforce

15. Create a simple-to-administer alternative personnel system, in law and regulation, which governs all VHA employees, applies best practices from the private sector to human capital management, and supports pay and benefits that are competitive with the private sector.
16. Require VA and VHA executives to lead the transformation of HR, commit funds, and assign expert resources to achieve an effective human capital management system.

Eligibility

17. Provide a streamlined path to eligibility for health care for those with an other-than-honorable discharge who have substantial honorable service.
18. Establish an expert body to develop recommendations for VA care eligibility and benefit design.

***Question: Member Thornton asked about a timeline for the Secretary to respond and added that she was surprised at the lack of media attention this has received.

Chair Taylor responded "the President and the Secretary will implement any of the recommendations that are deemed reasonable and feasible" but she is not aware of any specific timeline.

***Question: Has the Board looked into the VSO's and how they are not giving the proper information? Chair Taylor responded "From the Board perspective, the Board has not as of yet. From the Commission perspective, the Commission has given recommendations to close gaps in the Appeal process." In addition, Veterans were urged to go to County Veteran Service Officers (CVSO) or Veterans Service Officers (VSO) as opposed to the various other organizations.

DEPARTMENT FORUM: Department Update

Undersecretary Russell Atterberry delivered the Department Update via teleconference. The Undersecretary reported as follows:

- Welcomed Yountville Deputy Secretary, Administrator Ursela Stuter
- Chula Vista's Administrator, Lael Hepworth, has taken another position elsewhere and has terminated his employment with CalVet. There is an advertisement for his replacement, Gin Miller will be acting in interim
- Talus is up and running. The next implementation will be at Yountville and they will keep the program moving forward.
- The IT project, electronic health record, is underway. There are basically four phases to this project. Phase one was completed in record time.
- The Redding home just recently received a 5 star rating which is the only one in California at this time.
- The Legal department has just completed an emergency regulation for the end of life option. The undersecretary noted that CalVet was the only Agency to get their regulation approved on time. In addition, the Department is looking into the need for another emergency regulation for Medical Cannabis.
- CalVet also has a new regulations unit that will streamline the regulations process and make it more efficient.
- Minority Affairs Deputy Secretary, Rick Reyes, has been working with staff in the Capitol on immigration and incarceration/Corrections reform. He is also working on the El Soldado project which is now in the construction phase.
- CalVet is looking into addressing the pay discrepancies and ways to keep staff engaged and happy.
- Women's Veterans Deputy Secretary, Lindsay Sin, has been working hard on the next leadership meeting.

OLD BUSINESS

Town Hall, Member Truitt:

No report at this time.

State Survey of Homes, Member Morales:

Member Morales attended the Little Hoover Commission with Vice Chair Crooks recently. On behalf of the Board Ms. Morales was able to report to the Commission, on the study she and Ms. Simpson (CalVet) have been conducting, comparing Veteran Home statistics among other states. She stated that we need to identify the demand i.e., we need more skilled nursing beds.

Allied Council Meetings:

Member Truitt visited the California Veterans Home, Chula Vista on June 11, 2016 and attended their Allied Council meeting.

NEW BUSINESS

Appeals:

Member Trotter reported that there was one new Notice of Appeal. Mr. Charles Nickerman has requested a Review of Record for denial into the California Veterans Home – Ventura. However, the Board needs more information in order to make the determination whether to accept or reject.

Complaints:

Executive Officer Lassiter reported that there were no new complaints.

COMMITTEE REPORTS/UPDATE ON STRATEGIC PLAN

Strategic Plan and Objectives

Action Items:

1. Hugh Crooks: Communication and Marketing

Vice Chair Crooks attended the Little Hoover commission meeting at the West LA home along with Member Morales. This was not a formal meeting and there was no testimony given. The Commission's concerns focused primarily on the California Veterans Homes. One of the issues identified was that the Homes do not seem to have enough skilled nursing beds. The Commission seems very optimistic.

2. Gena Truitt: Homes

Member Truitt attended an Allied Council meeting in Chula Vista on June 11. She listened to their concerns about admissions and the need to include screening for substance abuse in the admissions process. The Allied Council thought an Alcohol abuse specialist should be included in the screening process. The specialist, trained to identify red flags, would make issues of substance abuse more easily detectable. It was also suggested to change the probation period from 90 days to 6 months.

3. Caroline Morales: Legislation

Member Morales reported the California Legislative Bills that are currently being tracked include SB 543, AB 112, AB 1596 and AB 1303,

4. Carla Thornton: Services

Member Thornton highlighted some of the services that the CalVet Services division provides to Veterans:

- While the County Veteran Service Officers (CVSO's) fall under the authority of the County Board of Supervisors, they are trained by the CalVet. They are paid, in part, by CalVet based on the amount of Vets they see. They have trainings, 2-3 per year and CalVet pays them to go to those trainings.
- The Strike Force Team continues to make a positive impact helping address the huge backlog of United States Department of Veterans Affairs (USDVA) benefit claims. Some Veterans were waiting for two years to receive their benefits. Since then, the Strike Force Team has processed 90,000 claims awarding \$128 million in retroactive payments.
- Also established was an appeals team that began hearing appeals out of the district offices: Los Angeles, San Diego and Oakland. Since that time they have heard over 462 appeals.
- CalVet's Services Division also works closely with the California Public Colleges and Universities to oversee the proper utilization of the Veterans' GI bill. CalVet has been successful in stopping some of the private sector abuse associated with the GI benefits. Also, Veterans are currently awarded 7 educational units for their service. A vision the Services division has is to increase those units and make the whole system more consistent and/or congruent.

- Cemeteries: Northern CA Veterans Cemetery is receiving applications now and should be opening soon. California Central Coast Veterans Cemetery is on schedule to open in September 2016 with 798 people processed so far for future burial.
- CalVet's Incarcerated Veterans Outreach Program is making great strides with its Veterans Courts. Every county has one now reaching out to Incarcerated Vets, letting them know that the Veterans Courts are available for them.
- The Drivers' license designation continues to do well.
- The Library project is going strong, connecting Vets to libraries where they can learn about their benefits and how to apply for them.
- The Division recently published the Resource book.

BOARD COMMENTS:

CLOSED SESSION –

Deliberation: Mr. Brian Matthew Miller, Fee Waiver Appeal.

MEETING ADJOURNED AT 12:30 PM

Attachment 1

Veterans Home of California - Lancaster

For Month Ending June 2016					
	Current Month	Last Month	Prior Year	Ethnicity	Totals
Prior Month	58	57		African-American	5
Admissions	1	4		Hispanic	4
Discharges	1	3		Caucasian	48
Deaths	0	0		Native American	0
Resident Total	58	58		Asian	1
Level of Care	Beds Occupied	Beds Budget	Percentage Occupancy	Filipino	0
	Current Census			Pacific Islander	0
ICF	-	-	-	Totals	58
RCFE	58	60	96.67%		
Domiciliary	-	-	-		
SNF	-	-	-		
Memory Care Center	-	-	-		
Total	58	60	96.67%		
Membership By War Period	Male	Female	Total	USDVA Priority Groups	
World War II	12	2	14	Group 1(100%)	5
Korean War	12	1	13	# of 70% or greater	
Vietnam War	18	0	18	Group 2	3
Gulf War	0	0	0	Group 3	5
Peacetime	9	0	9	Group 4	3
Total Veterans	51	3	54	Group 5	33
Non-Veteran Spouses	0	4	4	Group 6	0
Total Residents (All)	51	7	58	Group 7	2
Pre-Admission Status	Scheduled in July	Waiting List	Waiting Time Estimate	Group 8	2
Intermediate Care		-	-	NVS	4
Licensed Residential	1	2		Unknown	1
Residential	-	-	-	Totals	58
Residential / Couples	-	-	-	Admission Processing	
Skilled Nursing	-	-	-	Applications Sent	24
Total				Received	3
Pathway Home			Percentage Occupancy	In Process	6
Total	0				

"-" indicates not Applicable

"0" indicates zero or none

Distribution:

CDVA Headquarters, Sacramento:
 Secretary
 Under Secretary
 Deputy Secretary, Homes Division
 Asst Deputy Secretary Homes Division
 Budgets
 Assets Management

Veterans Home - Lancaster
 Administrator
 Chief Medical Officer
 Chief, MAS
 Administrative Secretary

Attachment 2

Veteran's Job Preparation

Fabrice Figaro

Disabled Veterans' Outreach Program Specialist (DVOP)

July 12, 2016



America's **JobCenter**
of CaliforniaSM

Labor Market Information

www.labormarketinfo.edd.ca.gov

1. LMI By Customer
2. Job Seeker
3. Job Search Tools
4. Find Local Employers

America's **JobCenter**
of CaliforniaSM

Applicant Tracking System



Understanding the Applicant Tracking System

Important Reminders

- Your resume needs to convey your achievements, skills, and abilities to the employer.

This is your chance to get an interview, so make every word count.

Resumes of the past focus on job duties.

Today's resumes highlight specific achievements.

When creating your resume, keep in mind the following:

- *Most employers only spend 4-8 seconds scanning each resume.*
- *The top half of your resume is the most important and determines if it gets tossed or not.*
- *Resumes need to be focused on what the employer is looking for.*

Resume don'ts

- Do not include the phrase "references available on request"
- Do not put salary history on the resume
- Do not put down your social security number
- Do not use all capital letters
- Do not use capital letters inappropriately

Body Details

- | | |
|---|---|
| <ul style="list-style-type: none">• <u>Job Bank Info</u>• <u>Wordle.net</u>• <u>Show Your Stripes</u> | <ul style="list-style-type: none">• <u>Onet Online</u>• <u>(Kaiser Permanente)</u>• <u>Tagcrowd.com</u>• <u>Jobscan.co</u> |
|---|---|

Summary

1) All Jobs Worked

2) Go to www.Onetonline.org

3) Input in Occupation Quick Search

3a) Go to tasks click on +, select all that applies. (This will be the basis of the body of the resume.)

4) Locate a position to apply for select the job duties/job description

5) Open www.tagcrowd.com or www.wordle.net

- 5a) Paste selected items into tagcrowd.com
- 5b) “Darker highlighted words means more than one time in the targeted resume”
- 6) Open www.jobscan.co place new updated resume with keywords under resume
- 7) Place selected job duties/job description into job description.
- 8) Make appropriate changes



Interview/Preference Points

Veteran State
Preference points

Performance and
Situational questions

Thank You



www.shutterstock.com - 193806773

Fabrice Figaro

Fabrice.Figaro@edd.ca.gov

760-552-6508

EDD Employment
Development
Department

State of California

America's **JobCenter**
of CaliforniaSM