

IHSS Public Authority Advisory Board Meeting
June 15, 2021
MINUTES

ZOOM VIRTUAL MEETING

<https://zoom.us/j/97448761420?pwd=bmR1b3NIMEVUWHR1UGFkNUo4V1Z0UT09>

Meeting ID: 974 4876 1420

Passcode: 293979

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*****This meeting is being recorded for purposes of capturing the meeting minutes.***

Members Present via Virtual/Conf. Call: Janie Whiteford; Beverly Lozoff; Mathew Lubinsky;
Lori Andersen; Bob Stroughter

Members Absent: Terri Possley (Ex-Officio); David Forderer; Dennis Schneider

PA Staff Present via Virtual/Conf. Call: Edith Gong, Leticia Sabadin

Guests Present via Virtual/Conf. Call: Veronica Marquez-Hotham, QA Program Manager at IHSS;
Emilio Carrillo, SEIU 2015 Union Member, IHSS IP & Potential AB Member;
Damaris Ellington, SEIU 2015 Steward; Narendra Pathak, IHSS Client & Potential
AB Member; Darcy McCann, IHSS Client & Potential AB Member; Gianna Spina,
ILS/PAS Coordinator at Silicon Valley Independent Living Center; Uriel Adrian
Olea, SEIU 2015 Steward; Hong Ngo Nguyen, Injury Prevention Coordinator at
Santa Clara Valley Med Center

Announcements & Public Comment:

- Beverly Lozoff stated a change in the agenda; the IHSS report would be given after the approval of minutes, so #4 on the agenda. Also, Terri Possley will not be in attendance today and in her place is IHSS QA Program Manager-Veronica Marquez-Hotham.
- Lori Andersen mentioned the Federal Grant monies of \$3 billion and put it on this board's radar for further discussion. It will be an agenda item for next month.
- Janie Whiteford mentioned that this would be Beverly's last meeting as AB Chair and Janie wanted to thank Beverly for a great job this last year as Chair for this board ensuring the meetings ran smoothly. Thank you Beverly!
- Beverly announced that next month Janie will take over as AB Chair and that we need to nominate a Vice Chair.
- Janie mentioned Ellen Rollins, longtime past AB member, that her daughter Teri passed away and we wanted to give our thoughts and prayers to Ellen and her family. Edith Gong also mentioned a Go-Fund Me campaign to pay for funeral expenses; the link was shared with participants in the Zoom chat.
- Beverly wanted to remind all guests about participation in these meetings. There are certain guidelines for guests when speaking. Comments and suggestions are made during

announcements and public comment section in the agenda. Guests are observers; they are not official voting members, and we appreciate that guests follow these guidelines so our meetings can be more effective and avoid any or too many interruptions.

- Narendra Pathak wanted to thank this board. This IHSS AB is doing a wonderful service to Santa Clara County. Narendra suggested that we take a moment of silence and say prayers to the families and all affected by the recent tragedy with the VTA shooting. VTA is a very strong and reliable community program for many of our IHSS clients and providers, who use VTA transportation all the time. Beverly stated that we would give a moment of silence towards the end of the meeting.
- Edith Gong announced that a new collective bargaining agreement was reached with SEIU 2015. Edith will share more details once the terms and contract have been voted in and approved.
 - Damaris Ellington also wanted to share that it was a wonderful vote. The union reps, staff and providers were very happy with the outcome of the vote for Collective Bargaining.
 - Request that Collective Bargaining details be on next month's agenda.
- Hong Nguyen, new and first-time guest, shared contact information and title. Hong is an Injury Prevention Coordinator and would like to partner with PA and our training program. Edith will put Hong in contact with PA Training Manager, Shannin Prather.

Approval of Minutes:

- Motion by Janie Whiteford to approve the May 18, 2021 meeting minutes as written, seconded by Mathew Lubinsky, vote was unanimous.

Social Services Agency Report:

- Veronica Marquez-Hotham, IHSS QA Program Manager gave IHSS report in Terri's absence.
- Veronica attended one of the first of many meetings titled "Return to On-Site Work"
 - The planning of staff to return to the office, there will be more meetings scheduled
 - Some programs will telework, some will be full time in the office, and some will have a hybrid schedule
- With the current yellow tier, the Intake assessments are still in person. Re-assessments are still via phone.
- As of now, out of 192 IHSS staff there are 170 completely vaccinated.
- Disaster Service Workers: 32 were originally deployed and 10 staff have returned to their respective IHSS departments.
- IHSS hired two new Social Work Supervisors. Each will be able to hire nine social workers for their units, for a total of 19 new social workers.
 - This will substantially lower caseloads and stress level
 - IHSS is also training the new social workers

Advisory Board Budget Spending FY 21/22:

- Beverly and Janie need to set up a budget sub-committee to setup the budget for next FY 21-22.
 - Sub-committee will consist of Beverly, Janie, David and Edith.
 - Goal is to have FY 21/22 proposed budget adopted by next month's meeting.
 - Request that this item be on the agenda next month.

Report Back - Provider Recruitment & Outreach:

- Lori Andersen would like to set up a task force/sub-committee for this.
 - Lori suggested to brainstorm ideas on how to improve recruitment, retain providers, etc.
 - This sub-committee will consist of: Lori, plus two SCFHP staff, Janie, Edith, Angelina (PA Registry Manager), Mathew, Damaris, Emilio, Gianna.
 - **Lori will send some potential dates to Edith. Edith will setup meeting.
 - Request that this item be on the agenda next month.

Annual Report Recommendations & Letter:

- AB recommendations are required for the annual report, along with the Board Chair letter.
- The deadline is mid-July. Janie and Beverly to discuss along with Edith.
- The two recommendations brought up today were:
 - Janie: better and more representation from the Board of Supervisors' office and/or the board aides
 - Mathew: Finding IPs with bladder and bowel care training and having them be compensated better. Unclear whether this is recommendation that can be made since the state does not differential pay for authorized tasks.
**There was much discussion regarding the IP interest and high turnover/interest in continuing as a caregiver.
- Request that this item be on the agenda next month.

California IHSS Consumer Alliance Report (CICA):

- Janie Whiteford reported that CICA continues to hold monthly meetings via Zoom. She reminded all about the conference call scheduled for tomorrow, 6/16 at 10am and encouraged everyone to attend.
- Karen Keeslar will be on the call and will talk about the most recent budget that passed in the legislature and is on Governor Newsom's desk and how it affects IHSS.
- Charlie Bean, Executive Director, retired and they re-hired Amy Olsen, the new Administrator for CICA.
- CICA is working on several things: new website, new logo, new social media look.

PROGRAMS REPORT

*Below in yellow/ OR *asterisk were topics that were highlighted and mentioned.*

Details and final IRS guidance were provided for the COBRA subsidy in the ARPA. It was somewhat of a surprise that dental and vision only plans were also included so the PA had to provide an updated list of eligible IPs to the United Administrative Services, our COBRA administrator. All COBRA notices were sent by UAS the last week of May to just under 2,900 providers.

Staffing: The Public Authority is fully staffed at this time.

Benefits Administration:

There are **12,432** IPs enrolled in the Valley Health Plan with **3,739** of those in the Classic Plan and **8,693** in the Preferred Plan. **13,070** IPs are enrolled in the Dental/Vision plans. There were **75** Smart Pass VTA Cards issued.

Enrollment:

Number of IPs enrolled: **465**

Number of IPs partially done: **867 (cumulative)**

Fingerprints needing to be redone to date: **11**

Scheduling an email/phone appointment is 12 days out (8 business days) from the time an IP completes the viewing of the orientation videos.

Group sessions with the union are still suspended due to the shelter in place order. LiveScan locations continue to be opened so IPs are getting background checks completed without issue.

Registry Services:

Referral lists continue to be given over the phone, emailed and mailed remotely. There are **394** active IPs on the registry and **2,139** active consumers.

The Registry:

- Completed **47** new consumer intakes and reactivated **33** consumers
- Attained **58** matches
- Provided **531** new interventions with over **232 hours** spent on the interventions

Care Coaching: The Registry received **21** referrals for Care Coaching

- **12** remote care coaching consultations were conducted
- Total active consumers **55**
- Total inactive consumers **254**

Urgent Care Registry: There were **15** hours of urgent care services authorized to **3** consumers.

Emergency Backup Registry: There were no (0) requests for an emergency backup provider this month. There are a total of **19** providers on the emergency backup registry.

Registry Introductory Training (RIT): **Two** remote RIT were held, in Spanish and English

- **16** interviews were conducted
- **35** reference check calls made, with **34** completed reference checks
- **24 (11 Eng/13 Sp)** providers attended the eRIT
- **24 providers were added to the registry; the largest number added in one month**

EPG (formerly PPE): A total of **287** kits were mailed with **189** sets going to IPs and **98** sets to Consumers for a total of **2,850** masks and **5,740** pairs of gloves.

Public Authority Phone Calls: Calls continue to go to voicemail, are retrieved by staff and called back remotely. Therefore, only total inbound calls are reflected below and will continue until all staff return to the office. The PA received **4,295** voicemails/phone calls. Breakdown of the calls:

- **Registry 1408**
- **Enrollment 1,079**
- **General 104**

- **Benefits 1,268**
- **Training/PPE 436**

IP Trainings: 15 classes were held this month. 147 IPs were trained with \$3,650 paid to providers as incentive payments. 13 classes were in person and two classes were online.

| Date | Class | Lang | # IPs Trained | IPs Registered | No Show % | Venue |
|------|------------------------|------|---------------|----------------|-----------|-----------|
| 5/3 | CPR | Span | 7 | 9 | 22% | Cupertino |
| 5/4 | Nutrition | Eng | 8 | 12 | 33% | Milpitas |
| 5/5 | First Aid | Mand | 12 | 14 | 14% | Cupertino |
| 5/6 | Nutrition | Viet | 11 | 12 | 8% | Milpitas |
| 5/7 | First Aid | Viet | 9 | 13 | 31% | Cupertino |
| 5/8 | Understanding Diabetes | Viet | 15 | 18 | 17% | Online |
| 5/10 | CPR | Eng | 7 | 12 | 42% | Cupertino |
| 5/12 | First Aid | Eng | 8 | 12 | 33% | Cupertino |
| 5/13 | Understanding Diabetes | Viet | 13 | 15 | 13% | Milpitas |
| 5/14 | CPR | Viet | 9 | 13 | 31% | Cupertino |
| 5/15 | Nutrition | Viet | 12 | 17 | 29% | Online |
| 5/17 | CPR | Eng | 8 | 12 | 33% | Cupertino |
| 5/18 | Mental Health | Eng | 11 | 15 | 27% | Milpitas |
| 5/19 | First Aid | Eng | 7 | 12 | 42% | Cupertino |
| 5/20 | Mental Health | Viet | 10 | 11 | 9% | Milpitas |

Electronic Time Sheets: The combined adoption rate continues to be steady state at **99.9%** with the state average is at 99.1%. Providers reached **99.9%** and Consumers reached **99.9%**.

Direct Deposit: **65.9%** of IPs are using direct deposit.

Sick Leave Update: **26,755** active IPs have accrued 16 hours of sick leave. **4,990** have claimed some hours and **3,809** have claimed all 16 hours so far.

SEIU Collective Bargaining: One collective bargaining meeting was held in May; both parties executed an extension to the existing agreement to end of June.

CAPA REPORT

Below in **yellow/ OR *asterisk** were topics that were highlighted and mentioned.

The CAPA Board met on May 27.

State Budget Overview: The May revise was released on May 14 with marathon hearing sessions starting May 17 continuing until late into the evening and on weekends. Key takeaways include:

- The May revision had lower caseload projections that those presented in the January budget estimate, so the PA and IHSS admin funding and allocations are down by \$223K and \$2.739M

respectively. Overall, there's a small PA budget increase from FY21 since the budget was flat from FY20.

- Permanent repeal of the 7% cut to IHSS service hours. This is a huge win for consumers!
- The state/county sharing ratio is permanently extended (65%/35% respectively), along with the 10% option for counties to receive state funding over the cap. The administration's trailer bill language limits the number of times that the 10% county option can be used to two times over the lifetime. The Administration clarified that the 10 over 3 option will reset on January 2022 and then there's a six-year period where the option can be used. This is very helpful for counties that have a high wage and where they are consistently over the wage cap.
- The administration is proposing to automate the termination of IHSS when annual Medi-Cal redeterminations are incomplete. A coalition opposes the proposal and is asking the legislature to reject the trailer bill language and clarify that IHSS consumers can be temporarily transitioned onto IHSS-Residual when suspended from Medi-Cal.
- Trailer bill language has been added to repeal the prohibition on the use of geo-tracking or GPS tracking for EVV for IHSS. The state is continuing to push the Biden administration to make changes to the previous administration's decision regarding EVV/geo-tracking for home care workers.

New to the budget are the following items:

- Funding to establish a permanent backup provider system (EBR) with \$12M in services. The proposal assumes that the \$2 wage differential for IPs would continue and 2/3 of the funding would be used for contract mode and 1/3 would be used for IPs. General idea that IPs who were deployed for COVID EBR would be recruited and deployed similarly for consumers who have an immediate need for service when their health and safety are in jeopardy. This is much broader definition than COVID EBR. There is much detail that is missing primarily in the guidance and criteria of who qualifies for this emergency backup service and who the employer of record would be if a care provider is deployed without any choice from the consumer. CAPA and CWDA are pushing for contingency Trailer Bill Language that requires statute to be in place before a system can be implemented on a statewide level and that additional funds be available for PA and county admin.
- Long-Term Career Pathways – Last minute \$200M one-time general fund to provide incentives, support and career pathways for IHSS providers to build skills and experiences so they can move into other higher paying home health or healthcare jobs. There was not a lot of detail on how this would be administered or implemented by the state and CAPA, CWDA and CSAC requested that PAs and counties be included in stakeholder discussions before any statewide contract or agreement be signed.
- CWDA/CAPA Proposal for Electronic Forms – Request for \$5M in general funds for CDSS to build capabilities in EPS and TTS to allow certain forms to be electronically signed and submitted by consumers and providers.

Legislation:

The only legislation that was discussed were Brown Act bills, in particular AB339. Most of the other bills are unlikely to move forward in this year's legislative agenda.

AB 339 (Lee) Brown Act: Renamed and amended "Local government: open and public meetings". This bill was completely rewritten and now applies only to city council and county board of supervisors containing at least 250K people (large urban areas) where the public will be allowed to participate in a

remote way. There are still concerns over technical issues or service interruptions (Zoom or Internet issues) and whether or not meetings need to be adjourned and strong support from journalists and newspaper organization.

Position: Oppose

AB 361 (Rivas) Brown Act/COVID

Position: Support

AB 703 (Rubio) Brown Act/Teleconferences

Position: Support

CDSS Update

- There was much discussion over “off-ramping” of COVID flexibilities and re-opening of the state on June 15. CDSS is awaiting more details from the Governor, CPHD, Cal/OSHA. Once there is more clarity and stakeholder input, CDSS will issue an ACL.
- PPE Admin Funding is budgeted through December but there is enough funding in the budget to last through the end of FY22. CDSS will continue to procure and ship PPE to counties that request the supplies.
- COVID paid sick leave is scheduled to end on 9/30/21.
- While local EVV stakeholder meetings are on hold, CDSS is continuing to work on the check-in/check-out application as they await information from the Biden administration and CMS on EVV geo-location.
- EPS portal enhancements over the next several months include: address updates for consumers and providers (no longer need paper notification, although CMIPS needs to be able to validate addresses); duplicate W2s (by next year’s tax season) and employment verification. Any updates could be pushed out if the Biden administration enforces EVV geo-location. Other future updates include: online applications for IHSS services, intakes/referrals to IHSS that mimic the current intake process.

Moment of silence for the recent VTA tragic shooting in San Jose, for all involved, family & friends.

Next Meeting:

- Next Advisory Board meeting:
Tuesday, July 20, 2021, from 12 noon to 1:30 pm via ZOOM Virtual/Conference call.

Next agenda items:

- Nomination & Vote for AB Vice Chair
- Report back -Provider recruitment & outreach
- Report back -Budget spending for FY 21/22
- Report back -Annual Report recommendations
- Federal Grant for Community Based Programs
- Collective Bargaining Details