

IHSS Public Authority Advisory Board Meeting
August 16, 2022
MINUTES

ZOOM VIRTUAL MEETING

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

Meeting ID: 974 4876 1420

Passcode: 293979

Phone Only:

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

Members Present via Virtual/Conf. Call: Mathew Lubinsky; Darcy McCann; David Forderer;
Janie Whiteford; Beverly Lozoff; Terri Possley (Ex-Officio); Emilio Carrillo

Members Absent: N/A

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

Guests Present via Virtual/Conf. Call: Steve Kline, Board Aide for Board of Supervisor Ellenberg,
District 4; Adrian Olea, SEIU 2015 Union Steward; Joyce Felix, HCBS Program
Manager, LTSS @ SCFHP, Narendra Pathak, IHSS Consumer & Guest

Announcements & Public Comment:

- Janie Whiteford asked about the status of Joyce Felix's AB membership application. It is with Supervisor Chavez and under review. Joyce Felix confirmed that she received a phone call and had an interview with one of Supervisor Chavez's board aide.
- Narendra Pathak stated that District 3-Otto Lee had sent a message with regards to IHSS and the PA Advisory Board; they are doing a good job and to keep up the good work. Also Narendra would like to share and invite all to an upcoming community event:

76th Independence Day of India Celebrations
INDO AMERICAN GROUP AT PONDEROSA PARK SUNNYVALE
With Great Pomp's Pageant Flag Hoisting, Patriotic Fervor
Date: Saturday, 20th August 2022 Time: 10:30 am to 1:30 pm.
Place: Ponderosa Park 811 Henderson Ave, Sunnyvale, CA 94086

- Mathew Lubinsky mentioned that he would like to thank Beverly Lozoff for reviewing and editing the final recommendations for the Annual Report; it was a great help.

Approval of Minutes:

- Motion by Beverly Lozoff to approve the July 19, 2022 meeting minutes; seconded by Janie Whiteford, vote was unanimous.

California IHSS Consumer Alliance Report (CICA):

- Janie announced that the monthly CICA meeting is tomorrow, 8/17 and that Leticia sent an email to all. Janie encourages all to attend. Important meeting with this agenda:
Please register for this informative meeting and hear from CICA partners, SILC AND Justice In Aging
 1. Welcome
 2. Presentation on State Independent Living Council (SILC) - Ligia Andrade Zuniga, MPA
 3. Update on IHSS Provider Orientation change and trailer bill language - Hagar Dickman, Justice in Aging
 4. Thoughts on moving forward - Janie Whiteford, CICA President

SEIU Local 2015 Report:

- Emilio Carrillo stated that he does not have a lot to report but deferred to Adrian Olea.
- Adrian stated that SEIU 2015 is still looking for a new building and this is a work in progress.
- IPs are encouraged to call and setup appointments for assistance; they can drop in as well.
- New campaigns/ call to Vote are gearing up for the month of September in preparation for the November elections.
- Janie asked Adrian if they are working with the Hand in Hand Organization; Adrian said No.

Social Services Agency Report:

- Terri Possley reported that there are quite a few changes coming soon.
- First is a Draft ALL COUNTY Informational Notice on Senate Bill 187. This specifically talks about in person provider orientation but somehow there is bill language that refers to the face-to-face annual home visits that will begin on October 1, 2022. These two different topics should not be in the same trailer bill language, however Terri has notified her staff and there are preparing for annual visits to begin again on October 1st.
 - Janie asked if the in-person provider orientations have started and Edith answered Yes, they began back in June of 2022. Edith also mentioned that there were 636 providers that attended the GOMs (Group Orientation Meeting) in June.
- There are improvements coming from the IHSS finance and government committees with regards to re-implementing voicemail. IHSS would like to “turn this back on” and have the ability to leave a voicemail. This feature was turned off due to COVID-19 and now that all call agents have returned they feel they are ready and able to handle voicemails again.
- Second change is implementation of an IHSS email address. Now that Terri has the staff to handle this capability they would like to implement it.
- Third is the implementation of the IHSS application on the website. This online tool is long overdue. It will be initiated from the State through CMIPS II to all 58 counties.
 - Narendra asked about the home visits and the State allowing IHSS to go out every 2-3 years. The Bill did not pass at the legislative level, Terri stated.

PROGRAMS REPORT

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

Benefits Administration:

There are **12,704** IPs enrolled in the Valley Health Plan with **3,255** of those in the Classic Plan and **9,449** in the Preferred Plan. **13,337** IPs are enrolled in the Dental/Vision plans. There were **67** Smart Pass VTA Cards issued.

Enrollment:

Number of IPs enrolled: **528**

Fingerprints that are delayed (awaiting DOJ results): **2**

Group Orientation attendees: **636**

Scheduling an appointment is ~18 business days (3.5 weeks) from the time an IP completes the viewing of the orientation videos.

Registry Services:

There are **518** active IPs on the registry and **2,296** active consumers.

The Registry:

- Completed **58** new consumer intakes
- Generated **414** referral lists
- Attained **60** matches
- Provided **611** new interventions with over **253 hours** spent on the interventions

Care Coaching: The Registry received **17** referrals for Care Coaching

- **15** care coaching consultations were conducted
- Total active consumers **26**
- Total inactive consumers **215**

Urgent Care Registry: There were **0** hours of urgent care services this month.

Emergency Backup Registry: There were no (0) requests for an emergency backup provider this month. There are a total of **13** providers on the emergency backup registry.

Registry Introductory Training (RIT): **Eight** remote RITs were held; two each of English and Spanish and four of Vietnamese (which were 1:1 sessions).

- **23** interviews were conducted
- **53** reference check calls made, with **53** completed reference checks
- **23** providers were invited to the eRITs; 15 ENG / 3 SP / 5 VIET
- **23** providers were added to the registry; 15 ENG / 3 SP / 5 VIET

EPG (formerly PPE): A total of **28** kits were picked up with **19** sets going to IPs and **9** to Consumers for a total of **280** masks and **560** pairs of gloves. PPE is distributed in the PA office once a month, now that there is no more funding to mail the PPE. Only 51% of those who requested PPE came to pick it up.

Public Authority Phone Calls: The PA received **4,847** phone calls. Breakdown of the calls:

- **Registry** **1,641**
- **Enrollment** **1,442**
- **Benefits** **1,560**
- **Training/PPE** **204**

IP Trainings: 90 classes have been scheduled for the Fall Semester with registration starting on September 6. Alzheimer's Basics and Falls Prevention have been added back to the schedule. Both classes have not been available since the pandemic started.

Direct Deposit: 83.8% of paid providers are using direct deposit.

Sick Leave Update: It is the start of a new fiscal year, and now 24 hours of sick leave are available to eligible providers. 28,712 active IPs have accrued 24 hours of sick leave. 1,231 have claimed some hours and 674 have claimed all 24 hours.

CAPA REPORT

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

CAPA was dark in July and did not meet.

However, there was CAPA activity and discussion in July with respect to the following:

- Finalizing of the ACL for the Backup Provider System (BUPS)
- Submission to CDSS for FY22-23 for PA Admin Allocation, BUPS allocation
- Funding methodology from CDSS for Career Pathways for PAs/Counties
- Trailer Bill Language stakeholder meetings regarding clarification/codification of consumers as the sole employer of record for IHSS (much opposition to this TBL)

**Janie forgot to mention this earlier:

RE: Career Pathways, the State Federal Funding for providers. The first contract went out to Home Bridge and it lists CICA as one of their contractors. Janie is very excited about this.

Janie asked Edith what PA did with regards to this. The PA proposal was accepted, but they are waiting on certain things and it is still in progress. Edith says that PA is ready to "start the game, but there is no game book" so this is up in the air for now.

Special Notes:

- AB members agreed to push out the September meeting one week. New date is September 27th, please make note.
- Edith will setup a different ZOOM date/link for this new date of 9/27 and email everyone.
- Edith also mentioned the thought of trying a hybrid meeting for next month but with the continued rising numbers of C-19, some members are not ready to meet in-person. Agreed to meet via ZOOM until it is required to meet in-person.
- Narendra wanted to thank Leticia for making sure notices and emails with regards to the AB meetings and minutes are sent in a timely manner. Leticia and Edith try their best to make sure all members and guests are ready and prepared for these monthly meetings so they can run seamlessly and efficiently.

Next Meeting:

- Next Advisory Board meeting:
****Tuesday, September 27, 2022, from 12 noon to 1:30 pm** via ZOOM Virtual/Conference call.