

**IHSS Public Authority Advisory Board Meeting
November 15, 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;
Terri Possley (Ex-Officio); Joyce Felix; Janie Whiteford

Members Absent: Emilio Carrillo, Beverly Lozoff

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; Narendra Pathak, IHSS Consumer & Guest;
Joanna Kent, IHSS Care Provider & Guest; Adrian Olea, SEIU
2015 Union Steward

Announcements & Public Comment:

- Edith Gong announced that at the last month's meeting for the Board of Supervisors, the Proclamation was signed. This proclamation will be presented to the IHSS Care Providers at our upcoming IP Event on Thursday, November 17th.
- Narendra Pathak suggested we put a picture/graphic of the proclamation on our website.
- Mathew Lubinsky asked Terri Possley if there was any way the IHSS phone system can give the caller a "where in line you are" when being placed on hold. Terri stated that she could ask and that currently the recording gives the caller an idea of how long their wait will be.
- Leticia Sabadin wanted to remind everyone about the IP Event on Thursday, November 17, 2022 and also let members know that their attendants are welcome to stay at the event.

Approval of Minutes:

- Motion by David Forderer to approve the September 27, 2022 meeting minutes; seconded by Darcy McCann, vote was unanimous.

California IHSS Consumer Alliance Report (CICA):

- Janie reminded everyone that tomorrow, 11/16 is the Statewide CICA Meeting and the highlight will be HICAP. HICAP covers Medicare and Medi-caid information and enrollment; Janie encourages all members to attend the meeting.
- There will be no CICA training or All County/Statewide meetings in December, CICA will go dark.

- Janie stated that CICA is working hard to re-instate the AB budget that was taken away back in 2011AB funds used to be ~ \$56K and now it is at \$6K. Will go through CDSS and the Assembly and Senate budget committees versus through the bill/legislative process.
- Janie and Edith reviewed how the funds can be utilized in this county. Looking at Consumer Education and outreach to Consumers. Also looking at developing a more robust, educated and involved advisory committee.
- David Forderer reminded Janie that he has contacts at the State level, in Sacramento and all Janie has to do is ask David for assistance. Janie asked David to call Ash Kalra's office, in support of this budget ask.
- Working closely with CAPA to change the Finance letter, for Advisory committees to function better.
- Janie, as Chair for CICA, is always pushing for more participation and involvement all around.

SEIU Local 2015 Report:

- Emilio Carrillo was not in attendance today. Adrian Olea, SEIU 2015 Union Steward gave a brief report.
- Not very much to report but the Union has been very busy with the campaigns in the last month.
- There are some interns that have been helping with our Enrollment process and meetings as well as help with e-timesheets.
- Edith asked about information to be shared in our recent newsletter regarding timesheet or ESP in-person help for any provider regardless of Union membership. Currently the Union would prefer that IHSS Care Providers set up an appointment for help, but walk-ins are acceptable, you may just have to wait.

Social Services Agency Report:

- Terri Possley reported that they continue to have Social Workers go out to home visits without the medical certificate on file. There have been some issues with State database and their system and a backlog. Basically, Terri and staff are doing everything right, but it seems as though the system is not designed to function in a way that our county operates with all the Union restraints and limitations.

As they move forward, Terri states that they will have to change their office functions, but this has caused a lot of tension with staff. Terri is being supportive and reassuring to staff that they will continue with this new process and operating this way.

Now, with IHSS not waiting for the medical certificate, they have more than doubled in assigning intakes. They normally do between 300-400 intakes for new recipients, but in October they had over 800 intakes and in November there were 600; more than double the number of intakes in the last two months!

- They are at the beginning stages of the budget process for next FY 2024. Terri is asking for additional social workers and support staff since they are desperately needed. They have justification and proof of why they need additional staff.
- Janie asked Terri how can the PA AB assist with this budget ask. Janie suggested that the AB write a letter and send to the BOS. The number of seniors in our county will continue to grow

and grow, and with the upcoming changes in Medi-Cal this population and interest in IHSS will keep growing. Terri will email to Leticia a list of contacts for the letter of support. Janie asked for a motion to have the AB members write a letter, seconded by David Forderer, vote was unanimous.

- Janie suggested that the IHSS Union should be invited to one our AB meetings.

PROGRAMS REPORT

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

The Public Authority Annual Report was accepted by the Children Seniors and Family Committee at their monthly meeting on October 22, 2022. Supervisor Ellenberg asked for an Off Agenda report regarding the impact of Medi-Cal Expansion and which of the Advisory Board's recommendations could be addressed by the County versus state specific recommendations.

The PA has four open positions for a Training Specialist II, Support Specialist, Registry Specialist and a part-time Enrollment Clerk. Three Career Pathways classes were offered statewide through FUHSD, our adult education partner.

Made job offers to 2 people.

A lot of interviews being conducted.

Benefits Administration:

There are **12,717** IPs enrolled in the Valley Health Plan with **3,177** of those in the Classic Plan and **9,540** in the Preferred Plan. **13,354** IPs are enrolled in the Dental/Vision plans. There were **94** Smart Pass VTA Cards issued.

Enrollment:

Number of IPs enrolled: **462**

Fingerprints that are delayed (awaiting DOJ results): **3**

Group Orientation attendees: **584**

Scheduling an appointment is ~20 business days (4 weeks) from the time an IP completes the viewing of the orientation videos.

Registry Services:

There are **563** active IPs on the registry and **2,563** active consumers.

The Registry:

- Completed **89** new consumer intakes
- Generated **448** referral lists
- Attained **51** matches
- Provided **745** new interventions with over **237 hours** spent on the intervention

Care Coaching: The Registry received **19** referrals for Care Coaching

- **5** care coaching consultations were conducted

- Total active consumers **19**
- Total inactive consumers **209**

Backup Registry (new State Mandated System): The new state mandated backup provider system went into affect on October 1. Santa Clara PA is calling this **On-Call Registry** or **OCR**. There were no (0) requests for a backup provider this month. There are a total of **41** providers on the On-Call Registry.

Registry Introductory Training (RIT): **Five** remote RITs were held; two in English, three in Spanish.

- **24** interviews were conducted
- **72** reference check calls made, with **50** completed reference checks
- **24** providers were invited to the eRITs
- **23** providers were added to the registry; 18 ENG /5 SP

EPG (formerly PPE): A total of **32** kits were picked up with **22** sets going to IPs and **11** to Consumers for a total of **330** masks and **620** pairs of gloves. **59%** of those who requested PPE came to pick it up.

Public Authority Phone Calls: The PA received **5,619** phone calls. Breakdown of the calls:

- **Registry** **1,924**
- **Enrollment** **1,481**
- **Benefits** **1,855**
- **Training** **359**

IP Trainings: **21** classes were held. **125** individual IPs were trained and **121** received credit/incentive payments totaling **\$5,425**. 15 classes had to be cancelled because of insufficient class registration; all classes were in-person (2 Mandarin, 3 Spanish, 10 Vietnamese). We had 23% no shows this month.

Language	#
English	15
Mandarin	1
Spanish	2
Vietnamese	3

Location	#
Central – San Jose/Santa Clara	3
North - Milpitas	3
South – Morgan Hill	2
West – Sunnyvale/Cupertino	4
Online	9

Direct Deposit: **84.7%** of paid providers are using direct deposit.

Sick Leave Update: **29,173** active IPs have accrued 24 hours of sick leave. **3,810** have claimed some hours and **2,217** have claimed all 24 hours.

CAPA REPORT

Below in **yellow/OR *asterisk** were topics that were highlighted and mentioned. CAPA had a board meeting on October 27, 2022.

Legislative Update

There is no change since the September report as the legislative session for 2022 has concluded. The CAPA legislative committee is looking at legislative and budget proposals for the next session that begins in January.

CDSS Updates

IHSS Career Pathways

Career Pathways was officially launched by CDSS with classes available in October; the dedicated web page is:

<https://www.cdss.ca.gov/inforesources/cdss-programs/ihss/ihss-career-pathways-program>

- CDSS shared that of all the PAs that submitted proposals (28), only eight (8) are offering classes.
- There was a great deal of discussion among counties that started offering classes state-wide. Some of the challenges included:
 - Classes registration and waitlists filled up within hours of the website launch; many of the classes registrations were made by the same set of IPs.
 - Many providers are calling the PAs to complain that classes are not available.
 - When providers call CDSS helpdesk, they are referred back to the PAs for more information. Confusion as to what the helpdesk or Coaches can answer versus what information needs to come from PAs.
- Coaches from Cell-Ed only help with three areas within Career Pathways:
 - Navigating website and course catalog
 - Explore educational information and resources
 - Support the IPs' IHSS Career Pathways goals
 - PAs are expected to answer class availability questions

Backup Provider System (BUPS)

- There was discussion regarding backup provider system eligibility, CMIPS reports about assignments, who can approve additional hours above the 80 per consumer per fiscal year.
 - CDSS explained that PAs have the flexibility to evaluate case-by-case for health and safety issues which is to be balanced with anyone abusing the system.
 - The guidelines were specifically written so consumers could be assessed individually, rather than a one-size-fits-all set of criteria.
 - If there is functionality and reporting not available in CMIPS regarding BUPS, please send the request to CDSS.

Side notes:

- **Joanna Kent suggested that perhaps some of the class trainings be offered and geared towards “parent” providers and for the youth population.
- Janie paid kudos and a big thanks to Mathew for his recommendation letter.
- Annual reports were mailed out to AB members, as well as sent out via email.
- We may start up with in-person AB meetings in March 2023. The Governor’s announcement of the end of the emergency/pandemic closure will lift most likely on February 28, 2023. We shall see what happens, in the meantime we will continue with ZOOM.
- Adrian Olea mentioned that Emilio Carrillo may have to resign from this board. He will keep us updated on the status of this.

Next Meeting:

- Next Advisory Board meeting:

Tuesday, January 17, 2023, from 12 noon to 1:30 pm via ZOOM Virtual/Conference call.

- ***NOTE: Go dark in December, no regular meeting. We will have a special training session. Confirmed date is December 13th and topic will be HCBS Waiver Programs hosted by Kim Selfon. Leticia will send an email to the AB with separate ZOOM link and information.***