

**IHSS Public Authority Advisory Board Meeting  
November 16, 2021  
MINUTES**

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**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;  
Terri Possley (Ex-Officio); Darcy McCann; David Forderer;  
Dennis Schneider

**Members Absent:** Lori Andersen

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

**Guests Present via Virtual/Conf. Call:** Emilio Carrillo, SEIU 2015 Union Member, IHSS IP & Potential  
AB Member; Narendra Pathak, IHSS Client & Guest; Ligia Andrade Zuniga, Chair,  
San Mateo PA & IHSS Recipient

**Announcements & Public Comment:**

- Mathew Lubinsky wanted to give a special thank you to Terri and Edith for helping him with a situation he had with one of his providers and the Social Worker.
- Edith Gong wanted to report a correction under her monthly report for Programs Benefits Administration. The IPs enrolled in the Dental/Vision plans should read **13,078** NOT 13,0678. The correct info will be included with the minutes.
- Beverly Lozoff mentioned that the big fundraising event NAMI Walks has reached their goal of \$230,000; they are at \$275,000 with still a few days left. Very exciting news!
- Janie Whiteford would like the AB's involvement in regards to the Home & Community Based Services Spending Plan. She would like a set up a sub-group and gather feedback and provide recommendations. David Forderer would like to be on this sub-group. (This topic is actually on our agenda, and we plan to discuss it further.)
- Narendra Pathak announced that he attended an even at the Sunnyvale Community Center (Indian Valley Celebration) as well as the Festival of Light (*the Zoom connection was poor so difficult to understand*). The mayor was in attendance as well as BOS Otto Lee. There were many recipients and providers of IHSS in attendance and they had discussions about the IHSS program and all are happy with the support they were getting from the program.
- Emilio Carrillo's pending IHSS AB application has still not not been approved and he has not heard from the Clerk of the Board. Emilio wanted to thank everyone for making phone calls to

push his application through. Apparently calls have been made by SEIU Union representatives, Lupe and Damaris but no response from Supervisor Ellenberg's office.

#### **Approval of Minutes:**

- Motion by David Forderer to approve the October 19, 2021 meeting minutes; seconded by Beverly Lozoff, vote was unanimous.

*Narendra mentioned that he would like to see both the minutes and agenda posted to the website.*

#### **AB Budget Spending FY 21/22:**

- This Advisory Board has spent \$1000.00 for training. Janie would like to get feedback on what, and how she can incorporate CICA trainings to this board.
- She would like to do trainings for the AB; some of the topics are Finances, History of IHSS & Advisory Boards, Legislative Process, Scams. These specific trainings have been done by CICA already. These trainings can all be set up for the AB.
- It was suggested that Janie incorporate some of the CICA trainings into the regular monthly AB meeting or set up a special date/time for training.
- Janie will setup the first training on December 14; a special date and via ZOOM on The History of IHSS.

#### **Federal Grant for Home and Community Based Programs, follow-up:**

- Per Janie, funding has not gone through with the Feds; no movement yet.
- This will be left on the agenda. We will plan to setup a sub-committee for this topic.
- Rename to HCBS Input Committee--Home & Community Based Services.
- Janie has a huge concern that there is no funding for consumer training.
- There is training for non-IHSS providers, but no one knows what that entails.
- There is emphasis on managed care, but we need to push and continue for consumer control.
- Mathew would like to see training on conflict management between consumers and providers.
- Sub-committee members will be Janie, David, Mathew, Lori, Darcy.

#### **California IHSS Consumer Alliance Report (CICA):**

- Janie Whiteford reminded everyone that their monthly CICA call is scheduled for tomorrow, 11-17-21 at 10am. She invited all to attend.
- Leticia continues to forward CICA emails to all members, including the monthly meeting invite.
- Tomorrow's call will have 3 guest speakers, Debbie Thomson will be one of them.
- Huge push on CICA membership, 25 counties are now CICA members.

#### **Social Services Agency Report:**

- Terri Possley reported that there is nothing new to report and things are status quo.
- IHSS DSW (Disaster Service Workers) are at 22, out of the original 31. They still may ask for more especially with now that children can get vaccinated.
- Out of the 22 DSW's, there are 16 Social Workers in this group. 16 social workers equals 2 units where home visits and reassessments are not getting done. This in turn as lowered their State compliance to 71% when they should be at 80%. IHSS is suffering in this area, but the Directors have given them a pass on this non-compliance for now seeing as they are the ones who requested and recruited the social workers as DSWs.

- For new FY budget, Terri is once again asking for more staff and will hope for the best. She will keep us posted.
- Terri and staff are getting ready for the QA Monitoring Review which is an audit and scheduled for December 17<sup>th</sup>.
- The ACL 21-126 dated 10-19-21 allows IHSS Providers and Consumers to change their address and phone number via the Electronic Services Portal. Providers can do both while Consumers can only change their phone number. This is good news, so please spread the word; this means they do not need to call IHSS to complete the task anymore.

## **PROGRAMS REPORT**

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

The Public Authority Annual report presentation was postponed twice and is now scheduled for November 22 at the Children, Seniors and Family Committee meeting.

**Staffing:** The Public Authority filled the Care Coordinator position with Hunter Nguyen. There are currently three open positions: Outreach and Registry Recruitment Specialist, Benefits Specialist and Training Specialist.

### **Benefits Administration:**

There are **12,450** IPs enrolled in the Valley Health Plan with **3635** of those in the Classic Plan and **8915** in the Preferred Plan. **13,078** IPs are enrolled in the Dental/Vision plans. There were **79** Smart Pass VTA Cards issued.

### **Enrollment:**

Number of IPs enrolled: **457**

Number of IPs partially done: **929 (cumulative)**

Fingerprints needing to be redone to date: **13**

Scheduling an appointment is ~14 days out (10 business days) from the time an IP completes the viewing of the orientation videos. Most appointments are in-person with very limited phone/email appointments.

Group sessions with the union are still suspended.

### **Registry Services:**

There are **431** active IPs on the registry and **2,129** active consumers.

The Registry:

- Completed **58** new consumer intakes and reactivated **30** consumers
- Attained **46** matches
- Provided **457** new interventions with a little over **191 hours** spent on the interventions

**Care Coaching:** The Registry received **11** referrals for Care Coaching

- **2** remote care coaching consultations were conducted
- Total active consumers **33**

- Total inactive consumers **248**

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

**Emergency Backup Registry:** There were no (0) requests for an emergency backup provider this month. There are a total of **10** providers on the emergency backup registry.

**Registry Introductory Training (RIT):** **One** remote RITs were held in English.

- **19** interviews were conducted
- **38** reference check calls made, with **38** completed reference checks
- **13** providers attended the eRIT
- **13** providers were added to the registry

**EPG (formerly PPE):** A total of **152** kits were mailed with **107** sets going to IPs and **45** to Consumers for a total of **1,590** masks and **2,820** pairs of gloves.

**Public Authority Phone Calls:** The PA received **4,947** phone calls. Breakdown of the calls:

- **Registry 1,685**
- **Enrollment 1,354**
- **General 161**
- **Benefits 1,244**
- **Training/PPE 503**

**IP Trainings:** 31 classes were held; 1 class had to be cancelled because of low registration. 195 individual IPs were trained and 189 IPs received credit/incentive payments.

Language	#
English	15
Mandarin	7
Spanish	3
Vietnamese	6

Location	#
Central – San Jose/Santa Clara	4
North - Milpitas	8
South – Morgan Hill	1
West – Sunnyvale/Cupertino	10
Online	8

**Electronic Time Sheets:** The combined adoption rate continues to be over 99% at **99.8%**, with the state average is at 99.3%. Providers reached **99.7%** and Consumers reached **100%**.

**Direct Deposit:** **74.6%** of IPs are using direct deposit.

**Sick Leave Update:** **27,434** active IPs have accrued 16 hours of sick leave. **2,631** have claimed some hours and **1,820** have claimed all 16 hours so far.

## **CAPA REPORT**

Below in **yellow/ OR \*asterisk** were topics that were highlighted and mentioned. CAPA met via Zoom on October 28, 2021.

Karen Keeslar's retirement effective December 2021.

As part of the PA 101 training sessions, Sandra Poole from State Mediation & Conciliation Services, presented on the purpose of joint Labor Management Committees (LMCs) and how IHSS/PAs and the Union can work collaboratively to problem solve.

### **Legislative Updates**

No updates were provided this month since the legislature ended their session at the end of September. CAPA tracking of bills can be found by [clicking on this link](#).

### **IHSS Career Pathways Training**

The pilot for the Career Pathways Training is scheduled to begin in September 2022. CDSS to schedule listening session in Dec and Jan on how to build the foundation for five pathways:

- General Health and Safety (Basic)
- Adult Education (Basic)
- Cognitive Impairments & Behavioral Health (Specialized)
- Complex Physical Care Needs (Specialized)
- Transitioning to Home and Community-Based Living from Out-of-Home Care or Homelessness (Specialized)

CDSS is looking for another door/avenue where PAs and/or Counties (individually or regionally) can more easily participate rather than through the competitive bid process since there are established contracts and relationships with Counties and PAs. PAs are using either Trualta or Care Academy's online training platforms as an option for IP training, however, neither of these organizations can apply for Career Pathways because they must be non-profit entities. Several PAs have training programs already in place, so CAPA will be convening a workgroup (including CDSS) to determine how PAs can be included as solution providers.

### **CDSS Updates**

- COVID EBUS (Emergency Backup System) and PPE Admin Funding. Both programs are scheduled to end on 12/31/21. However, there are on-going conversations as to whether or not some COVID benefits should be extended. If there is an extension PAs will likely not be notified until December.
- Care Economy Payments from the State (Hero Pay). The criteria has reverted back to the initial information that was first provided. The current criteria and details are:
  - IP must have worked at least two months between March 2020 – March 2021. IP must have at least two separate months of payroll activity; no minimum hours.
  - WPCS providers are included
  - TBD: Active/On-Leave status at the time of the running of the query
  - Payment will be taxed at normal rates and going through CMIPS
  - Payment will be made sometime in January

- Counties/PAs will be notified approximately one week prior to the payment being made. Counties that weren't to make payments to the same group of IPs will be given the list.
- Discussion and reminder that IP vaccine compliance and tracking is only done by the consumer. State, Counties and PAs are not responsible for tracking, keeping copies of vaccine verification nor any waivers/exceptions. The mandate is clear that IPs must provide this information to the consumers.

**Side notes:**

- Leticia mailed out copies of the PA Annual Report to all AB members.
- PA Annual Report set for BOS agenda, now for December 17<sup>th</sup>.
- Leticia wanted to point out that the final agenda and minutes are posted on the PA website. (Narendra's comment)
- Tammy, CICA admin might join us for the special training on December 14<sup>th</sup>.
- Edith, make sure there is training for Advocacy, and note that all these trainings are posted on the CICA website.
- Edith asked if the AB wanted to try a hybrid meeting in January – in person and on Zoom – choice by AB members on how they want to attend. Terri confirmed that the meeting room is large; has adjustable table heights to accommodate wheelchairs and has full video and audio-conferencing capabilities. Janie would like to start in person in March 2022 but did agree to hybrid meeting in January.
- Leticia to send Janie an updated IHSS AB roster to show current seats and vacancies.
- Leticia confirmed with Dennis that he did not actually serve his resignation from this board but is ready to resign due to medical and personal issues.

**Next Meeting:**

- AB members agreed to “go dark” for the month of December.
- Next Advisory Board meeting:  
**Tuesday, January 18, 2021, from 12 noon to 1:30 pm** via ZOOM Virtual/Conference call and in person.

**Next agenda items:**

- Janie and the HCBS Input Committee
- Special CICA Training hosted by Janie