

**IHSS Public Authority Advisory Board Meeting  
January 17, 2023  
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:** Mathew Lubinsky; Darcy McCann; David Forderer;  
Terri Possley (Ex-Officio); Joyce Felix; Janie Whiteford;  
Beverly Lozoff

**Members Absent:** Emilio Carrillo

**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; Linda Souza, SVILC AT/ILS Coordinator;  
Tiffany DellaMaggiore, SVILC ILS/Personal Assistance

**Announcements & Public Comment:**

- Darcy McCann announced that due to some personal health issues she unfortunately cannot take on a leadership role with this board, but she can continue to be a member and plans to.
  - As far as Darcy becoming Chair for this board effective July 1, 2023, we will take on a “wait and see” approach and find out if Darcy can take this on or not.
- Narendra Pathak wanted to share some feedback that he has received while attending some community events. Supervisor Otto Lee from District 3 is very happy and glad that IHSS does tremendous work for our community. Narendra also said that at an event with Senator Dave Cortese, there was comments made about IHSS and this Advisory Board and all the hard work that is done for the disabled, handicapped, and seniors in this community. Thank you for all your help!

**Approval of Minutes:**

- Motion by Beverly Lozoff to approve the November 17, 2022 meeting minutes; seconded by Darcy McCann, vote was unanimous.

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

- Janie reminded everyone that tomorrow, 1/18 is the Statewide CICA Meeting and the highlight will be on IHSS and Financials. There will be discussions on the Governor's Budget & the Governor's budget proposal that came out on January 10th and how that will affect IHSS, if at all. They will also have speakers discussing how to contact your local legislators. Janie encourages all members to attend the meeting.
- CICA is still working hard to re-instate the AB budget that was taken away back in 2011. AB funds used to be ~ \$53K and now it is at \$6K. Will go through CDSS and the Assembly and Senate budget committees versus through the bill/legislative process.
  - The big ask is to have them re-instate to original amount of \$53K.
  - Since this is a Medicaid program, Legislators need to understand that half of this funding is reimbursed to the State from the Feds and that the full amount is not allocated.
  - Asked Ash Kalra, once again, to support this.
  - Huge advocacy part for CICA and a big push.
- Edith Gong asked Janie about the counties that do not have Public Authorities, and/or some PA's do utilize their entire funds.
- There are so many ways that funding can be used: training, marketing, consumer training, admin support, etc.
- David Forderer, once again, told Janie that he would like to help and get some calls made for this effort. David and Janie will work on this together. Action item: Janie will contact David.

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

- Terri Possley reported some news from her "Sacramento" meeting, (also known as the Long Term Care Operations Meeting); this is where all counties meet with the State. First and foremost the end of the State of Emergency will end on April 1, 2023, NOT March 1, 2023. **(After reviewing the California State PHO [Public Health Order], we confirmed that the State of Emergency is ending on February 28, 2023).**
  - This is important to note, since Terri and her staff of social workers will need to conduct all home visits in person. No more home re-assessment visits via phone, which include phone intake home visits as well.
- The county revised the face covering policy for their facilities. Masks are no longer required but strongly recommended. This became effective January 6, 2023. All signage at IHSS will be updated with the revised notice.
- There is an All County Letter in the works to put forth the proposal to have home visits done every 3 years for qualifying recipients and have reassessments done over the phone in between. Terri will keep up updated as this goes forward.
- Effective January 27, 2023 there will be a new feature in the Electronic Services Portal. The portal is where recipients and providers do their timesheets, approve timesheets, enter in the hours, etc. Recipients and providers will be able to get messages from IHSS staff. Messages such as "you have a home visit schedule tomorrow" or "we are missing form XXX". This is really exciting news and one more way to contact recipients and providers in an efficient way. Messages will be sent from the portal and Terri's staff will be trained next week. Terri is not sure how staff will take on this new initiative and training but hopes that all goes well.
- In terms of the budget: 2 out of the 16 positions Terri requested have been approved and moving to the next level. As mentioned before, Terri asked for 16 positions (Social Workers, SW Supervisor and Clerical staff) through the budget process. Terri very discouraged that only 2 positions were approved. In addition, she learned that there is no funds to augment staffing

at this time. Apparently next year will be worse than this year, so this is definitely a bad time, fiscally. This is a maintenance year. The 2 approved positions are for a call agent and an entry level clerical staff.

- Other positive and exciting news - effective February 1, 2023, IHSS will have a new email address. This email address will be accessible to entire public for all types of inquiries related to IHSS. This is a first of its kind in this county.
- There is a new visual tool (printed and electronic) , called '5 Steps to IHSS' that helps recipients apply for IHSS. This document can be given to folks that come into the IHSS lobby. The electronic document has links to the forms for IHSS and important information to make this process seamless.

David Forderer asked if IHSS can still send messages via email and phone calls. Terri stated that the electronic services portal is just another way to reach out to recipients and providers as before. Make sure you let your social worker know which you would like to do, with regards to notifications and reminders.

Janie Whiteford asked if there is a time limit to the message/reminders through the portal. Terri says that this new initiative is just meant to notify recipients and providers, not so much an email thread with required responses, etc. Most messages sent will be pre-formatted, templates that are sent; it's one way communication with no personalization.

Janie Whiteford also asked Terri, with regards to the State Bill, the in-person re-assessments every 3 years if there were any fiscal implications? Terri stated that the State thought there would be some fiscal implications and a need for a staff of 10, but that is not the case.

Edith mentioned that the Governors' proposal stated that IHSS was due an increase and that possibly this would help in the effort to obtain more staff but apparently that is not the case.

Narendra Pathak asked Terri about a recipient and a provider getting paid while travelling internationally. This is not Terri's area of expertise but she is thought that providers can only get paid within the continental US and under certain circumstances. IHSS is a Medi-Cal funded program that pays caregivers for work performed in the US.

Back up providers cannot cover while providers go on vacation. There are specific requirements and on a case-by-case basis.

As far as feedback to the state, criteria needed for the 3 year in person assessments:

- Darcy wanted to know how do they identify a "stable" consumer.  
Terri stated things such as:
  - NO APS, abuse reports
  - 6 months+ in same home
  - Same provider for at least a certain amount of time
- Joanna added that children missing school or therapy due to a home visit lose beneficial time.

If there is no change in hours for the recipient, and no change in tasks, this should be noted in the criteria as well.

- Janie suggested that she setup a meeting with Leora (Filosena from CDSS) to assist in this effort.
- Janie asked Joanna Kent if she could be available for a call between Janie and Leora; Joanna said Yes.
- Edith suggested that we could put these ideas, bullet points together and send to Janie.
- Adrian asked Terri if she could send this board and the participants the new policy and guidelines for the in-person assessments. However, since this is still in progress there is nothing official to send out at this time.

### **SEIU Local 2015 Report:**

- Emilio Carrillo was not in attendance today.
- Adrian Olea, SEIU 2015 Union Steward stated that unfortunately he has not been able to connect with Emilio to determine his on-going participation with this board. We may have to get a new member that can fill this union seat; Adrian will help in this effort.
- New IHSS IP wage rate currently at \$18.12 and then in April it will go up again to \$19.04. Very exciting news!

## **PROGRAMS REPORT**

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

The PA filled the Training Specialist II position in December with a Vietnamese speaking individual! We also interviewed candidates for open positions in Enrollment and the Registry. Offers were made to two individuals who are scheduled to start in January 2023.

Very busy in the month of December with interviews but we have a new Training Specialist that we are very excited to have on board. She is fluent in Vietnamese and doing a great job.

We now have a part-time Enrollment Specialist that is focused on the fingerprints and doing a good job as well.

Still have 2 open positions in the Registry and will continue to recruit.

### **Benefits Administration:**

There are **12,773** IPs enrolled in the Valley Health Plan with **3,128** of those in the Classic Plan and **9,645** in the Preferred Plan. **13,386** IPs are enrolled in the Dental/Vision plans. There were **71** Smart Pass VTA Cards issued.

### **Enrollment:**

Number of IPs enrolled: **485**

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

Group Orientation attendees: **552**

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

### **Registry Services:**

There are **592** active IPs on the registry and **2,686** active consumers.

The Registry:

- Completed **57** new consumer intakes
- Generated **399** referral lists
- Attained **33** matches
- Provided **624** new interventions with over **201 hours** spent on the interventions

**Care Coaching:** The Registry received **15** referrals for Care Coaching

- **2** care coaching consultations were conducted
- Total active consumers **21**
- Total inactive consumers **209**

**On-Call Registry (OCR):** There were no (0) requests for a backup provider this month. There are a total of **48** providers on the On-Call Registry.

**Registry Introductory Training (RIT):** **Five** remote RITs were held; two in English, one in Spanish and two in Vietnamese (1:1).

- **39** interviews were conducted
- **77** reference check calls made, with **55** completed reference checks
- **27** providers were invited to the eRITs
- **25** providers were added to the registry

**EPG (formerly PPE):** A total of **26** kits were picked up with **18** sets going to IPs and **8** to Consumers for a total of **260** masks and **520** pairs of gloves. **63%** of those who requested PPE came to pick it up.

**Public Authority Phone Calls:** The PA received **4,495** phone calls. Breakdown of the calls:

- **Registry**      **1,426**
- **Enrollment**      **1,167**
- **Benefits**      **1,781**
- **Training**      **121**

**IP Trainings:** **6** classes were held. **39** individual IPs were trained and **39** received credit/incentive payments totaling **\$1,025**. One class was cancelled because of insufficient class registration.

Language	#
English	3
Mandarin	1
Spanish	2
Vietnamese	0

Location	#
Central – San Jose/Santa Clara	1
North - Milpitas	0
South – Morgan Hill	1
West – Sunnyvale/Cupertino	3
Online	1

**Direct Deposit:** **84.8%** of paid providers are using direct deposit.

**Sick Leave Update:** 29,575 active IPs have accrued 24 hours of sick leave. 5,196 have claimed some hours and 3,370 have claimed all 24 hours.

Edith is working on the 23/24 FY budget.

## **CAPA REPORT**

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

*CAPA did not have a board meeting in December so there are not updates this month.*

### **AB Budget Spending:**

- Edith Gong wanted to share the year-to-date spent amount: as of December 31, 2022 this board has spent \$1171.00.
- As you know our yearly budget is \$5916.00 so this means we have spent only 19% of our budget.
- Edith reiterated that board members need to make suggestions and give feedback as to what types of things we should spend the remainder of the budget funds.
- Definitely spend money on training but also we need to put money towards outreach and recruitment for new AB members.
  - Send mailers, postcards, to potential new members.
  - Need to network with other support groups, resource groups, to help in recruitment, (Parents Helping Parents).
  - IHSS Social Worker may be able to refer and tell recipients about the AB during their home visit.
  - Word of mouth, SVILC, keep invite open to all.
- Janie suggested a Strategic Planning event for the IHSS AB members.
- There is no social media connected to the IHSS AB. (no Facebook or LinkedIn).
- Referral incentives, increase stipends, increase internet reimbursements, pay members to attend—compensate for their time.
- Supply some food or snacks for AB meetings?
- Edith would like to meet with a smaller group of members to discuss and figure out what we should spend funding on.

### **Next Agenda Items:**

- Joyce would like to present New Community Supports w/ Santa Clara Family Health Plan.

### **Next Meeting:**

- Next Advisory Board meeting:  
**Tuesday, February 21, 2023, from 12 noon to 1:30 pm** via ZOOM Virtual/Conference call.

### **Side notes:**

- Mathew mentioned in the December training and having a speaker or presenter who can speak to Financial Aid or Assistance for recipients (asset protection) and also getting some tax advice.
  - Edith can reach out to her own financial advisor. Also, can search at PHP or Justice of Aging.
  - Janie also suggested Kim Selfon (Bet Tzedek)
  - Darcy is working with a lawyer and can refer them.
  - Edith asked what type of meeting it should be – a shorter AB Meeting, then add on this topic of Financial Advice? Suggestion to make this a separate training versus part of the AB meeting. It would likely be in March 2023.
  - Janie suggested that Edith contact Greg Thompson.
- In person AB meetings may begin in April 2023.
  - May be able to do a remote component with these meetings.