

IHSS Public Authority Advisory Board Meeting
May 16, 2023
MINUTES

ZOOM VIRTUAL MEETING for Guests:

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

Meeting ID: 974 4876 1420

Passcode: 293979

Phone Only:

+1 669 900 9128 US (San Jose)

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

Members Present : Mathew Lubinsky; Emilio Carrillo; Joyce Felix; Janie Whiteford; Beverly Lozoff; Terri Possley (Ex-Officio)

Members Absent: David Forderer; Darcy McCann

PA Staff Present: Edith Gong, Leticia Sabadin

Guests Present (Virtual & In-Person): Steve Kline, Board Aide for Board of Supervisor Ellenberg, District 4; Narendra Pathak, IHSS Consumer & Guest; Joanna Kent, IHSS Consumer Parent & Guest

Announcements & Public Comment:

- Joanna Kent asked in general but specifically to Steve Kline, Board Aide, are there ways that current members can still stay active even though they may not be able to attend our monthly meetings in person? She thought that the Board of Supervisors (BOS) has given or can give permission to allow members to attend remotely. Steve stated that the Brown Act does not allow hybrid attendance for active advisory board members. There was an attempt to change that law but State legislation has not passed any amendments. The County Council advised the BOS of the change in State laws and the primary opposition was the Media outlets. Bottom line, the BOS does not have the authority to waive that law.

Janie was scheduled to attend the committee hearing but it was pulled at the last moment. Janie states that CICA is looking at this very closely and trying to get this law passed.

Approval of Minutes:

- Beverly Lozoff noted a correction to be made under the members present and absent with the April 18, 2023 meeting minutes. Edit made. Motion by Janie Whiteford to approve the April 18, 2023 meeting minutes as corrected; seconded by Beverly Lozoff, vote was unanimous.

Update on Financial Advisor/Speaker/Presentation:

- Edith Gong was able to setup this presentation with Kim Selfon from Bet Tzedek. Kim has agreed to do a one-hour presentation for the AB and any others that would like to join. The two dates we are looking at are June 20 and June 27.

- After further discussion the AB decided to combine this presentation with our regular monthly AB meeting, which is June 20th. The plan is to have Kim present first from 12pm – 1pm and then conduct the AB meeting right after. There will be a separate (different) ZOOM link for this presentation.
- Edith also suggested that the AB make a donation to Bet Tzedek, also a non-profit, since the AB has funds to do this and as a thank you for presenting.
 - Motion by Janie Whiteford to donate \$500 to Bet Tzedek, seconded by Joyce Felix, vote was unanimous.
- The topic for Kim’s presentation is Medi-Cal and Asset Recovery. Janie will put the word out with CICA. This presentation is open for all who would like to attend.
- Another topic to consider in the future is information and knowledge regarding trusts, estate planning, etc.
- Discussions around the invite to all Consumers; need to manage this because we are not equipped to have all the IHSS Consumers on the ZOOM meeting. Also look at the possibility to have live translators.

California IHSS Consumer Alliance Report (CICA):

- Janie mentioned that Leticia forwarded the CICA email for the monthly CICA meeting.
 - Please join us Wednesday, May 17 at 10:00am for our monthly Statewide and Annual meeting. We will spend the first part of our Statewide meeting this month hearing from Mariya Kalina, Executive Director of the California Collaborative of Long-Term Services and Support (CCLTSS).
The second half hour of our meeting will be a presentation on the state of CICA for our Annual meeting.
- Janie says they were not happy with what transpired with the Brown Act legislation and not being able to testify. Also concerned about AB 1672 bill, the Statewide Union collective bargaining moving forward. No support unless amended. Janie reiterated that they will be very involved in the Brown Act issue.
 - As far as the May Revise, luckily, few changes were made to long term services or health services.
- Janie reported that CICA is doing an EVV presentation either the 1st or 3rd Wednesday in June. More information will be forwarded to all members.

Social Services Agency Report:

- Terri Possley does not have too much to report this month other than working on annual assessments and getting the Social Workers out there for the intake assessments.
- Terri’s major focus for the last couple of months has been working on negotiations with SEIU 521 and contract bargaining. Not only do they bargain for wages, benefits, holidays and retirement, but they also discuss case load standards and workload conditions. The contract expires sometime in June 2023.
- Electronic Visit Verification (EVV) that will be implemented on July 1, 2023. Providers who are non-living providers are required to track the beginning of their shift, the end of their shift and their location they are checking in. The State has been working really hard to train all the providers but it is off to a slow start. The main thing is that they are training and they are also working on getting translators as well. Hoping that everything goes off without a hitch, but counties are somewhat concerned for the slow start.

- Janie asked Terri if there is any change in hiring more, new Social Workers. Terri stated that her request for more Social Work staff, which is highly needed, was not approved.
 - Terri mentioned that there are currently 115 Social Workers who have approximately 330-350 caseloads each. Even though all Consumers are assigned a Social Worker, it may be that not all Consumers are being seen for their 12-month assessment due to the heavy case load for each SW.
- The State wants all Consumer assessments to be done face to face. In some cases, the clients are doing assessments over the phone with their SW but then are seen for about 10 minutes by the SW to sign off on paperwork. Terri stated this is the current process since they are so far behind.
- Narendra asked Terri if some temporary workers hired. Extra help, sub-provisional help, is only temporary and very limited to a certain unit. Hiring temps in a social worker capacity does not make sense since we would want them to be long term.
- Janie asked Terri if they are out of compliance and Terri confirmed they are for the last couple of years, since 2021. Bottom line, they don't have enough staff and the Union contract limits the number of home visits social workers can do in a month.
 - Quality Improvement Action Plan is what happens when they are out of compliance.
 - Mainly because of our budget climate, there are just no funds for more SWs.
 - Deferred to Steve Kline as to what the BOS knows the dire situation with IHSS not being in compliance. Steve would like to meet with Terri one on one.
 - Janie suggested that the AB meet with the BOS, the board aides to advocate for more staff for IHSS.
 - Janie Whiteford made a motion to get all members to make office visits to the BOS regarding this topic; seconded by Beverly Lozoff, vote was unanimous. Janie will commit to making appointments to visit the BOS and she will let other members know dates and times and hope that they all can attend.
- Leticia asked Terri about the new, public email for IHSS. Terri stated that it has been slow go with that email. She is unsure why there is not much activity with the email; it may a lack of knowing of the new IHSS email. The email is : IHSS.SCC@ssa.sccgov.org.
- Edith would like to meet with Terri with regards to a disconnect with IHSS clerk staff and PA and the roles they play as far as giving out information and trying to better serve the providers.

SEIU Local 2015 Report:

- Emilio reported that there was a Union Rally Action Day on May 11th at the State capital. There was a large crowd of about 1000 people. Leadership and Matt Haney for AB 1672 bill was represented. Emilio will keep us posted on this.
- As far as the EVV training at the union, they are working on a schedule to be distributed. Union will be training IPs to do the actual EVV training. In person, large group trainings are in the works; the scheduling is in process. SEIU still recommends that IPs make appointments to be better served versus walking in.

PROGRAMS REPORT

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

A new Registry Specialist will start on May 1 and an offer has been made for the Registry Support Specialist.

Another Registry staff positioned filled on May 15.
Unfortunately, we had one staff termination.

Benefits Administration:

There are **12,801** IPs enrolled in the Valley Health Plan with **3,020** of those in the Classic Plan and **9,781** in the Preferred Plan. **13,436** IPs are enrolled in the Dental/Vision plans. There were **107** Smart Pass VTA Cards issued.

Enrollment:

Number of IPs enrolled: **525**

Fingerprints that are delayed (awaiting DOJ results): **0**

Group Orientation attendees: **690** (April 7 only had one group meeting)

Scheduling an individual appointment is ~21 business days (4 weeks) from the time an IP completes the viewing of the orientation videos. We have seen three months in a row of enrollment more than 500 IPs, so it appears to be an upward trend and not a temporary increase. More headcount is required to reduce the time to schedule an individual appointment.

Registry Services:

There are **632** active IPs on the registry and **2,946** active consumers.

The Registry:

- Completed **62** new consumer intakes
- Generated **381** referral lists
- Attained **53** matches
- Provided **711** new interventions with over **283 hours** spent on the interventions

Care Coaching: The Registry received **18** referrals for Care Coaching

- **6** care coaching consultations were conducted
- Total active consumers **18**
- Total inactive consumers **210**

On-Call Registry (OCR): There were **32** requests to the On-Call Registry number, with **two** consumers being eligible and providers were assigned for both consumers. There are a total of **57** providers on the On-Call Registry.

Registry Introductory Training (RIT): **10** remote RITs were held; two in English, two in Spanish and six in Vietnamese (1:1).

- **30** interviews were conducted
- **134** reference check calls made, with **74** completed reference checks
- **47** providers were invited to the eRITs
- **30** providers were added to the registry

EPG (formerly PPE): A total of **27** kits were picked up with **18** sets going to IPs and **9** to Consumers for a total of **270** masks and **540** pairs of gloves. **96%** of those who requested PPE came to pick it up.

Public Authority Phone Calls: The PA received a total of **5,980** phone calls. Breakdown of the calls:

- **General** **314**
- **Registry** **2,121**
- **Enrollment** **1,353**
- **Benefits** **1,916**
- **Training** **276**

IP Trainings: **16** training classes were held, with five classes cancelled (all Vietnamese). **146** individual IPs were trained and received credit/incentive payments totaling **\$7,180**. We had 26% no shows this month.

Language	#
English	11
Mandarin	2
Spanish	2
Vietnamese	1

Location	#
Central – San Jose/Santa Clara	2
North - Milpitas	1
South – Morgan Hill	2
West – Sunnyvale/Cupertino	4
Online	7

Consumer Connection: The Spring consumer newsletter was sent to **30,517** individuals and featured articles on preventing slips, trips and falls, provider interview tips, new care management benefits from Sourcewise, positive self-talk for challenging times, better sleep strategies and more. The newsletter can be found on the website at <https://www.pascc.org/resources/newsletter.html>

Direct Deposit: **84%** of paid providers are using direct deposit.

Sick Leave Update: **30,267** active IPs have accrued 24 hours of sick leave. **7,189** have claimed some hours and **4,994** have claimed all 24 hours.

CAPA REPORT

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

The CAPA Board met on April 27, however the PA Director was out of town, so the summary is derived from the general meeting minutes.

CDSS Update

- **Career Pathways**
 - Enrollment continues to be high with attendance at approximately 50%. They are working with vendors and co-partners to increase attendance.
 - Approximately 4,000 providers have submitted claims with 30,000 claims received as of 3/31/23.
 - A survey was sent to providers with 50 expressing interest in focus group participation. CDSSS will use the focus groups for feedback and reporting. The survey will be shared with PAs; CDSS is considering a quarter report to PAs on Career Pathways.
- **Bill Analysis – AB 1672, AB 1387**

- CDSS was asked about their pending analysis of the two bills since they would require funding for IHSS and PAs. CDSS is still analyzing the bills and will provide CAPA with their formal response to the legislation.
- PA and AB Administrative Funds
 - The unspent PA admin funds report from last fiscal year is out and CAPA will coordinate with CDSS Fiscal team on distribution of the unspent PA funds.
 - There was also discussion on a reallocation of advisory committee funds. CAPA has come up with new methodology on Advisory committee funding to ensure that counties that can use more advisory committee funds are allocated more than those who do not have active advisory committees. Allocation letters will be issued in August.

Legislative Update

The following bills were discussed in the Legislative Committee Report:

AB 1005 – IHSS Terminal Illness Diagnosis, AB 1006 – Aging and Disability Resource Connection Program: No Wrong Door System; AB 1122 – Medi-Cal provider application; AB 1157 - Rehabilitative and habilitative services: durable medical equipment and services; AB 1379 – Open Meetings: local agencies: teleconferences (Brown Act); AB 817 Open meetings: teleconferencing: subsidiary body (CAPA elevated position and joined as a co-sponsor. Bill was scheduled for hearing, but was held in committee. Janie Whiteford was invited as a lead witness for testimony); AB 1387 – IHSS provider shortage: grant-based outreach program; AB 1457 – Public Social Services: merit or civil service employee; AB 1672 – IHSS Employer-Employee Relations Act.

The full list of bills CAPA is tracking:

<https://ctweb.capitoltrack.com/public/publish.aspx?session=23&id=a6e4cdd6-bb65-4ccb-9bdd-575a0103d068&showimage=1>

****Not in report.** Edith mentioned that she and Terri met with Homebridge out of San Francisco and part of Career Pathways and they have agreed to do in-person trainings here for Santa Clara County IPs. More information will be shared.

***Janie also shared that CICA is partnering with Homebridge as well to setup trainings for Consumers.

Next Meetings:

- Next Advisory Board meeting:
Tuesday, June 20, 2023, from 12 noon to 1:30 pm via In-person/Hybrid.
 Location: Social Services Building Auditorium/Conf Room , 1st Floor @ 333 West Julian Street

Next agenda items:

- Next Chair Nomination
- Annual Report Recommendations
- Setup agenda items (IHSS needs more staff in order be in compliance), what to ask BOS, board aides during the in-person office visits that Janie will be setting up