

IHSS Public Authority Advisory Board Meeting
September 19, 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;
Terri Possley (Ex-Officio); David Forderer; Narendra Pathak; Darcy McCann

Members Absent: Beverly Lozoff

PA Staff Present: Edith Gong, Leticia Sabadin

Guests Present (Virtual & In-Person): Steve Kline, Board Aide for Board of Supervisor Ellenberg,
District 4; Joanna Kent, IHSS Consumer Parent & Guest;
Ian Glusker, Assistant to David Forderer

Announcements & Public Comment:

- Mathew Lubinsky wanted to take a moment to thank everyone for attending this meeting in person. He appreciates the extra effort made by all, especially those in wheelchairs, or having to setup special transportation accommodations.
- Narendra Pathak mentioned the event last month in the City of Sunnyvale, the India Independence Day Celebration with over 5,000 people in attendance. A very successful event with 21 dignitaries that attended such as the County Sheriff, the Sunnyvale Police Chief among others. Supervisor Otto Lee also attended and is very happy with all the community support and he mentioned the services of IHSS and all they do. There was a lot of discussion and advocacy efforts for the senior population and letting folks know what IHSS is all about.
- Janie Whiteford wanted to piggyback on some of Narendra's comments and stated that she thinks IHSS is one of the best kept secrets. Many people do not know that IHSS exists or they may have heard of it but do not know anything about the program. With the growing senior population, and the IHSS recipient count of over 700,000 in the state, and how few providers that are available, this seems to be a concern.
- There is a committee forming for the No Wrong Door initiative and Janie has information regarding this; she will share when she can. David would like to be on this committee and Janie will send him the details/info.
- Edith Gong announced the scheduled date for our annual IP Event. Thursday, November 16th from 2-4pm at the Moose Lodge. Hopefully some if not all AB members can attend. Currently working on getting one of the Board of Supervisors to attend , so they can present the proclamation to the care providers.

Approval of Minutes:

- Motion by David Forderer to approve the June 20, 2023 meeting minutes; seconded by Darcy McCann, vote was unanimous.

Present Final Annual Report Recommendations:

- Mathew read out loud the recommendations listed here.

RECOMMENDATIONS TO THE BOARD OF SUPERVISORS 2023

The IHSS Advisory Board respectfully submits the following recommendations for consideration by the Santa Clara County Board of Supervisors:

- Support Changes to the Brown Act: In-person attendance for all Advisory Board members is a huge challenge. We need the County to actively support and reach out to the legislature to ensure that Advisory Boards and other commissions be allowed to fully participate remotely and still reach a quorum. With the current law, there are months when our Advisory Board struggles to reach a quorum.
- Commit to meet with IHSS Advisory Board Members: Develop relationships between all members of the Santa Clara County Board of Supervisors and their appropriate aides to discuss concerns, challenges, and success of the IHSS program. We would like to meet at least once a year with each Board of Supervisor member or their aide.
- Increase Number of IHSS Social Workers and Resource Specialists: To attain state and federal compliance for annual re-assessments, IHSS must be able to hire the social workers and add the unit(s) that were approved in the previous fiscal year. Being out of compliance affects the quality and integrity of the IHSS program and the vulnerable consumers in the program. We also request, once again, a resource specialist to assist social workers in finding and making referrals to social services programs that consumers may benefit from, such as housing, legal services, food insecurity, financial aid, paratransit, adaptive physical services, and social opportunities.
- Implement Consumer Education/Training: We continue to feel strongly that consumer education and training are vital for the on-going success of IHSS. Far too many consumers do not truly understand the intricacies of the IHSS program and their duties and responsibilities as a consumer. Mandated training, similar to the training that individuals must undergo during their enrollment to become IHSS Independent Providers, should be required of all consumers or their authorized representatives.
- Establish Safety-net Payments for Providers: A great many providers live paycheck to paycheck and suffer financially when their consumers become hospitalized, given the difficulty of finding temporary, short-term assignments with new consumers. Once again, we propose offering up to two weeks' pay for providers when their consumers are "on leave."

--Narendra had comments and questions about the recommendations and whether these recommendations have been approved. Edith clarified that these recommendations are reviewed by the BOS once presented but the PA nor AB have any control over whether or not they will follow through on the recommendations.

--Janie stated that the AB's function is to give recommendations and the AB's responsibility is to follow up and make sure the BOS are aware and advocate for these recommendations. The AB has no power and they cannot demand that the recommendations be adopted.

--Narendra asked about the hybrid meetings. Again, Edith clarified that our first recommendation is for the BOS to actively support and reach out to the legislature to ensure that Advisory Boards and other commissions be allowed to fully participate remotely and still reach a quorum.

--Janie stated that they are asking for a carve out of the Brown Act. It is a big push and a challenge.

--Steve Kline said the Senator Laird had a bill that was squelched at the last minute by the media.

--Mathew suggested that members respond and/or write up thoughts on any newspaper articles that may give an impact on such things.

--Emilio wanted to know why the recommendations for the safety net did not include the situations of when the consumer passes away, and he thought that we had included this. Apparently it was not included but can be added on next year as a recommendation under safety net.

Agenda, topics for office visits with the Board of Supervisors/Aides:

- As discussed previously, Janie to setup dates with board aides and visits to their offices. David would like to join in on these visits.
- Janie asked if someone else can help get this going. Darcy volunteered to work together with Janie on the topic.
- Last month, Steve Kline suggested that he work with Leticia in setting up a conference room at the BOS office first, then try to get some dates scheduled on the AB calendar for these visits. We can try to get the board aides to attend these meetings if we cannot get an actual Supervisor. They will attempt to schedule in November, if not, then in January. Focus on getting a room booked, then get Board Aides/Members to commit to date/time, etc.

California IHSS Consumer Alliance Report (CICA):

- Janie reminded everyone about the monthly CICA call scheduled for tomorrow, Wednesday, September 20th at 10am.
- Next month on the agenda is IHSS assessments and appropriate use of funding.
- CICA hired new staff: Cristy Madden is a consumer and her main focus is consumer development and outreach. She will be visiting PA's and reaching out to them in the future. Her project will be to develop a much broader consumer base. She is part time working 20 hours a week. CICA is very excited to have her.
- CICA is also in the process of writing a grant with the local Aging and Disability Action Planning Grant Program. This is in partnership with CAPA and Homebridge and it will be for consumer education and training. The ask is for \$150-200K.
- The union and statewide bargaining and what that may look like in the future. CICA is determined to get consumers voice and representation in collective bargaining. They are watching this very closely and concerned.
- Narendra mentioned that he could not open the link to register for the meeting Janie sent out. It could have been a technical issue or user error. We should make sure the links work before sending out. And Narendra added a big thank you to Janie for keeping all the organizations going and praised her CICA leadership.

Report from Social Services Agency-IHSS:

- IHSS is working on a lot of projects. One project is the IHSS telephone tree (main line) and minimizing the buttons that need to be pressed to get to a certain department. They are almost done; currently working on recordings and greetings in English, Spanish and Vietnamese.

- Union contract was ratified for SEIU 521, most of IHSS staff—clerical, social workers, in late August. They have a new union contract which affects the number of home visits for each social worker. This may be a sore subject for social workers since this means that it will be more home visits for them in the future. This is great for consumers, the community and the IHSS program as a whole. IHSS might be in compliance once again. Training next week and rollout on October 1st.
- Simultaneously Terri is working on her annual report to present on October 23rd at 2pm. Usually, Terri and Edith report together. Terri will find out if IHSS and PA are presenting together and will let Edith know. Also an AB member should be in attendance.
- Another topic is the electronic forms. Statewide, for implementation in the Spring of 2024. Social workers will send forms electronically to the portal and notify consumers that they need to log in and sign. May not be well embraced, but overall, it will be a more seamless process. Notices will be sent out at the end of this year or beginning of 2024.

--Narendra asked about in person assessments. For home visits, consumers are seen every 3 years. Re-assessments are yearly by phone, will that change. He asked about Medi-Cal re-certification and properly reviewing cases in order to have timely home visits.

--Narendra also asked about extra staff for IHSS. Terri is trying to get more staff but has not been successful with this.

--David had comments about the electronic forms and how some consumers may have a hard time getting the forms signed through the portal. Terri states that they will implement these new electronic forms as easily as possible. At first the forms signing will be voluntary then later next year they will be mandatory.

--Janie asked Terri what the county fraud cases look like and the number of consumers who have hours but do not utilize them. Terri does not have specific percentages and data on this right now but has units/staff that track these statistics. The fraud unit is actively work on fraud cases and is very busy.

--Janie asked Terri if IHSS tracks consumers who have different providers all the time. Terri said that they know of some but do not actually keep track of this.

SEIU Local 2015- Report:

- The biggest news for the union is its new location/office, which is now on Brokaw Road, near Hwy 101. They share the 2nd floor with other tenants and it has a public transportation stop nearby on Bering. It is a nice facility and they plan to have a grand opening on October 14th.
- With the new location and still moving items between offices, SEIU encourages IPs to call first and/or make an appointment.
- Emilio states that there are a lot of questions and issues with completing the electronic timesheets. Edith suggested that folks call the EVV Help Desk.

PROGRAMS REPORT

This month saw a record number of IP enrolled, over 700, a first in the PA's 20-year history. In addition, we have received nearly double the number of care coaching referrals and the team conducted 15 home visits and one at a hospital/SNF.

Benefits Administration:

There are **12,874** IPs enrolled in the Valley Health Plan **2,920** of those in the Classic Plan and **9,954** in the Preferred Plan. **13,532** IPs are enrolled in the Dental/Vision plans. There were **105** Smart Pass VTA Cards issued.

Enrollment:

Number of IPs enrolled: **704**

Fingerprints that are delayed (awaiting DOJ results): **4**

Group Orientation attendees: **703**

Scheduling an individual appointment is 21 business days (4 weeks) from the time an IP completes the viewing of the orientation videos.

Registry Services:

There are **646** active IPs on the registry and **2,814** active consumers.

The Registry:

- Completed **91** new consumer intakes
- Generated **523** referral lists
- Attained **67** matches
- Provided **1452** new interventions with over **485 hours** spent on the interventions

Care Coaching: The Registry received **29** referrals for Care Coaching

- **16** care coaching consultations were conducted
- Total active consumers **43**
- Total inactive consumers **208**

On-Call Registry (OCR): There were **21** requests to the On-Call Registry number, with two eligible consumers. **0** hours were utilized; no IP was found for one client and the other client was unable to be reached after multiple attempts. There are a total of **72** providers on the On-Call Registry.

Registry Introductory Training (RIT): **6** remote RITs were held; two in English, one in Spanish and 3 in Vietnamese (1:1).

- **53** interviews were conducted
- **113** reference check calls made, with **72** completed reference checks
- **53** providers were invited to the eRITs
- **29** providers were added to the registry

EPG (formerly PPE): A total of **36** kits were picked up with **26** sets going to IPs and **16** to Consumers for a total of **340** masks and **700** pairs of gloves. **53%** of those who requested PPE came to pick it up.

Public Authority Phone Calls: The PA received a total of **6,891** phone calls. Breakdown of the calls:

- Registry **2,281**
- Enrollment **1,646**

- **Benefits** **2,393**
- **Training** **571**

IP Trainings: The fall class catalog was sent to **32,325** IPs. Fall classes begin September 11. Reminder and wait list letters were sent to IPs. In addition, a flyer was created for SEIU that contained classes with low registrations to encourage participation.

Career Pathways: **20** classes were held in August, with two by the PA. **697** registered and **489** attended classes (**70%** attendance.)

Direct Deposit: **83%** of paid providers are using direct deposit.

Sick Leave Update: **30,880** active IPs have accrued 24 hours of sick leave. **3,139** have claimed some hours and **1,871** have claimed all 24 hours.

CAPA REPORT

The CAPA Board met on August 24.

Legislative Update

- Two bills are in the suspense file as they were flagged at a cost above \$150K
 - AB 1005 (Alvarez) IHSS: Terminal illness diagnosis
 - AB 1006 (McKinnor) Aging & Disability Resource Connection Program: No wrong door system
- CAPA has a watch position on these brown act bills. Any Brown Act bills impacted in a positive way so that restrictions are reduced will set a precedence that would help push through other Brown Act modification bills.
 - SB 411 (Portantino) Open meetings: teleconferences: neighborhood councils. Impacts Los Angeles County only.
 - SB 537 (Becker) Open meetings: local agencies: teleconferences. For multijurisdictional cross-county agencies. Does not pertain to IHSS advisory committees.
- AB 1672 (Haney) – IHSS Employer-Employee Relations Act is no longer moving forward. The state added \$1.5M to the budget (one-time funding) to create a committee to analyze the cost and benefits of statewide or regional approach to IHSS Collective Bargaining. CAPA is named in the trailer bill as part of the committee. There is also a strong push to include consumer group representation on the committee.

CDSS Update

- E-hire functionality (426A via ESP) has not been working for several months. It is slated to be available again in October, however, it will require multi-factor authentication to verify a person's identity. CDSS will provide training and fact sheets.
- There were questions regarding the extension of Career Pathways through end of December 2024. CDSS has not finalized the end date because of deadlines around expenses for federal funding. CDSS will provide information once there is clarity on the extension.
- PAs inquired regarding changes/updates to the state-mandated Provider Orientation Videos (EVV, etc). CDSS may create a work group for input and discussion of changes.
- CDSS is still reviewing the CFLs for PA Admin, BUPs and Advisory Committee funding for FY23.

- Concern regarding more IT support for providers on EVV check-in were expressed to CDSS. Webinars are not that helpful to providers who have issues with changing settings on the SmartPhones (allowing location changes); many IPs want in-person assistance. CDSS reiterated that the IHSS Help Desk should be able to help providers. They increased help desk staff by 30 individuals. CDSS recommended that IPs avoid calling on *peak days*: 1st, 2nd, 3rd and 15th, 16th, 17th of each month (around pay periods).

Miscellaneous

- CWDA Long Term Care Ops: EVV continues to generate a high volume of calls to the IHSS help desk and to counties/PAs. Complaints that hold time can be up to three hours, especially for non-English, non-statewide threshold languages (Spanish, Chinese, Armenian). E-forms for re-assessment are slated for rollout in Spring 2024.
- Homebridge provided an update on their Career Pathways classes. 18 counties have hosted or are scheduled to host in-person classes by end of 2023. Santa Clara County is hosting two separate sessions of classes (~two weeks each). They have 64 instructor-led courses with over 700 online sessions in September and 44 self-paced classes are available including 13 new courses. 90% of instructor led classes are taught in Spanish, Mandarin, Cantonese and Armenian. They also introduced six new behavioral health videos. Challenges are similar to all other Career Pathways counties with no-show rates continuing to be high.
- There is a new pending federal regulation changes regarding short-term, limited duration insurance that some PA/Counties offer to IHSS Providers. PAs that offer this type of insurance could face increased taxation if the regulations were enacted. CAPA is working with these counties to provide input to CMS/HHS regarding the regulations and the consequences to the IHSS provider population.

And Narendra again, thanking us for all our hard work, all of us, Chair and Vice Chair.

Next Meetings:

- Next Advisory Board meeting:
Tuesday, October 17, 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 Advisory Board meeting:
Tuesday, November 21, 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