

IHSS Public Authority Advisory Board Meeting
October 17, 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

Members Absent: Beverly Lozoff, 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; Joanna Kent, IHSS Consumer Parent & Guest;
Ian Glusker, Assistant to David Forderer; Amy Tsai, SEIU 2015
Union Organizer

Announcements & Public Comment:

- Narendra Pathak announced that the Human Rights Commission Meeting last month focused on the discrimination issues and had several discussions on this with 75 community members. They want to advocate and have their voice be heard regarding these issues.
- Janie Whiteford announced that Darcy McCann is going to be honored at the San Andreas Regional Center dinner for “Advocate of the Year”. Along with this, Darcy was also honored at the Abilities Expo and she was honored by the Vice Mayors’ Office at Disability Awareness Day. Big shout out to Darcy and Congratulations!
- Arrival of new guest: Amy Tsai, SEIU 2015 Union Organizer. Amy assists the Union and PA with the weekly, Friday Group Orientations. Welcome Amy!

Approval of Minutes:

- Motion by Narendra Pathak to approve the September 19, 2023 meeting minutes; seconded by Emilio Carrillo, vote was unanimous.

Order of Business Cards and Name Tags:

- Narendra has requested that this board order business cards, name tags and tent cards for in-person meetings.
- Leticia will reach out to all members and see who is interested in ordering.
- These items can be covered in the AB Budget.

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

- Janie and Darcy will work on this together. They will reach out after the annual report is presented on October 23rd during the Childrens’, Seniors & Families Committee meeting.

- Leticia will work with Steve Kline to setup a conference room at the BOS office on Hedding Street. Leticia will get some dates from the AB members first, then work with board aides to attend these meetings if a Supervisor cannot attend.
We will attempt to schedule in January 2024. Focus on at least 3 dates in January, secure the conference room, and then invite the Supervisor and/or Board Aides.
- Steve will work with Michelle Collins in his office.
- Janie suggest the talking points/agenda items at this first meeting will be the annual report recommendations.
- David stated that he could help and make calls for this effort.
- Suggestion: Create a one page leave behind for BOS or board aides so they have IHSS/PA information all in one place; will need to work with PA Director to create this document.

California IHSS Consumer Alliance Report (CICA):

- Janie reminded everyone about the Statewide meeting scheduled for tomorrow, Wednesday, October 18th at 10am. There will be an Executive Committee speaker.
- Two topics scheduled are: Working Disabled Program and the ABLE account.
- CICA wrote a grant for \$197k for Consumer Training. CICA partnered with CAPA and Homebridge for this endeavor. They want to start a statewide program for consumer training.
- Southern Region to have a Regional Meeting with Public Authorities and AB committees. This is something that this board should consider doing.

Side note: David Fordeker asked a question about his benefits and the maximum amount of hours he is allowed in order to keep his benefits. There was a lot of discussion around this; advised him to contact Kim Selfon of Bet Tzedek and refer to her presentation a few months ago to the AB. Also suggested he contact his IHSS Social Worker. Leticia to send info to David via email.
Janie says that CICA just hired a part-time staff to do Consumer Outreach and Development, her name is Kristy Madden.

Amy Tsai commented that she wasn't aware that her own family member could qualify for certain programs like IHSS. This is great knowledge and nice to know what resources and programs are available. Now that Amy knows more information she is able to share with others at SEIU.

Report from Social Services Agency-IHSS:

- Terri was not in attendance today. She wanted to announce that the CSFC (Children, Senior & Families Committee) Meeting is scheduled for October 23rd. The Public Authority and Annual Reports are on the BOS' agenda and will be presented.

SEIU Local 2015- Report:

- Emilio announced that on Saturday, October 14th they had a grand opening of their new building/location.
 - They are still moving in and setting everything up but overall everything is going well.
- The Union celebrated Hispanic Heritage month in San Jose.
- They are conducting interviews for candidates for the upcoming elections.
- Still going strong with advocating for their workers and their benefits.
- Amy Tsai added that they were in full force and supporting the latest Kaiser strikes and that they were out in Oakland in front of Kaiser.

Janie asked a question and/or wanted more information about the bill that was vetoed by Gov. Newsom, that is sponsored by Hand 'N Hand. Something about workers' rights and their expectations and OSHA or Dept of Labor. Emilio did not have any further information to share at this time but would get back to us.

PROGRAMS REPORT

See highlights in yellow.

Edith wanted to announce the soft launch of the new Public Authority website. There were a few glitches but overall everything is looking good. Edith launched the website during the meeting to show the AB members.

- forms are available
- select a different language
- better looking
- user friendly

Benefits Administration:

There are **12,878** IPs enrolled in the Valley Health Plan **2,887** of those in the Classic Plan and **9,991** in the Preferred Plan. **13,551** IPs are enrolled in the Dental/Vision plans. There were **108** Smart Pass VTA Cards issued.

Enrollment:

Number of IPs enrolled: **632**

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

Group Orientation attendees: **834**

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 **641** active IPs on the registry and **2,862** active consumers.

The Registry:

- Completed **67** new consumer intakes
- Generated **523** referral lists
- Attained **47** matches
- Provided **1015** new interventions with over **396 hours** spent on the interventions

Care Coaching: The Registry received **22** referrals for Care Coaching

- **21** care coaching consultations were conducted
- Total active consumers **47**
- Total inactive consumers **207**

On-Call Registry (OCR): There were **3** requests to the On-Call Registry number; all were eligible. **0** hours were utilized; no IP was found for one client and the other two clients were either unreachable after multiple attempts or refused to answer the intake questions. There are a total of **68** providers on the On-Call Registry.

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

- 53 interviews were conducted
- 69 reference check calls made, with 67 completed reference checks
- 32 providers were invited to the eRITs
- 23 providers were added to the registry

EPG (formerly PPE): A total of 45 kits were picked up with 35 sets going to IPs and 10 to Consumers for a total of 450 masks and 860 pairs of gloves. 54% of those who requested PPE came to pick it up.

Public Authority Phone Calls: The PA received a total of 5,860 phone calls. Breakdown of the calls:

- Registry 2,015
- Enrollment 1,507
- Benefits 1,973
- Training 365

IP Trainings: 18 training classes were held, three classes were cancelled due to low registrations (two Vietnamese, one Mandarin). 150 individual IPs received an incentive. The incentive payment was raised to \$35/completed class starting this semester. Incentive payments this month totaled \$8,400. 16% no shows this month.

Language	#
English	11
Mandarin	1
Spanish	3
Vietnamese	3

Location	#
Central – San Jose/Santa Clara	1
North - Milpitas	2
South – Morgan Hill	0
West – Sunnyvale/Cupertino	11
Online	4

Career Pathways: 27 classes were held in September, with two by the PA. 919 registered and 619 attended classes (67% attendance.)

Direct Deposit: 83.4% of paid providers are using direct deposit.

Sick Leave Update: 31,070 active IPs have accrued 24 hours of sick leave. 4,107 have claimed some hours and 2,511 have claimed all 24 hours.

Side notes:

Amy Tsai stated that Vietnamese speaking care providers have a hard time finding a consumer. Edith gave some feedback with regards to the application online, they can change the language to Vietnamese. Also we have outreach at the VASC in East San Jose. And we have a Care Coordinator, Trang Lai, who speaks Vietnamese and is a great resource was well.

Edith also announced the increase in the care provider incentive payout/stipend which was \$25 per class and now has been increased to \$35. Effective September fall classes 2023.

Edith asked Amy to help promote and advertise the Vietnamese classes since there have been classes that have been canceled due to low registration. There seems to be a disconnect because there are interested providers in attending Vietnamese classes, but low registration in Vietnamese classes.

CAPA REPORT

The CAPA Board did not meet in September, instead, a Collective Bargaining Workshop was held in Sacramento. However, the PA Director was unable to attend due to a death in the family.

Revised AB Budget for FY23-24:

- Edith announced the great news that the PA/AB budget has been revised and we received an increased allocation of \$5k plus the Federal match so our new budget is just under \$10k. We need to plan how to spend this money in the next 8 months.
- A hybrid conference for Consumers in the Spring of 2024 is the goal. PA/AB would host this event. There would be speakers and a general session with break outs, a breakfast possibly, a half day type of conference offered in the county.
- We would also look into hiring a company to help setup the hybrid conference.
- **Let's agendaize for next month and also plan a separate committee for the endeavor.**
- Need to find a venue, possibly the SVILC.
- Vetting topics, get speakers, pre-plan.
- Amy Tsai did offer the new location of SEIU 2015 as a possible venue for the conference. We would need to make sure venue is ADA compliant.
- Bottom line is that the AB needs to spend all the money, since the PA Director requested the additional funds.
- Open up to other organizations, PHP, SVILC, etc.

Side notes:

Edith announced that Sourcewise will apply for ADRC. No wrong door through the ADRC. Steve Kline added that we should be fully supportive of this. He stated that the ADRC is a major link that the Governor has within the Master Plan on Aging.

Narendra asked about the By-Laws; timing, frequency of our AB meetings. Our By-Laws state that this committee meets once a month.

Update on Joanna Kent and her AB application. Joanna called Supervisor Arenas' office and they told her that they would be making the appointment soon; there were other applicants ahead of her. More calls to the office are needed. Also Leticia will ask for Beverly Lozoff's resignation and then Joanna can take her place as a qualified applicant that fits in the "Parent, Family Member or Advocate of an IHSS Consumer" board seat.

Confirmed that Tuesday, November 21 works for the November AB Meeting. The Board agreed to go dark in December, but wanted to have a special training in lieu of a meeting.

Some topics suggested were:

- Estate planning is something Mathew and Darcy had suggested in the past. Or perhaps someone from Legal Aid, or Bet Tzedek?

Joanna suggested “Professional Development”

- Goal setting
- What it means to be board member, what it takes, expectations
- How to better communicate with BOS and board aides
- Advocacy as a group

Emilio suggested that we prepare a script/email to advocate for or expediate Joanna Kent’s appointment on this board.

- Leticia will prepare this paragraph and send to all members.
- This was what the members had to do for Emilio as well.

Steve Kline will speak to Supervisor Arenas’ Aide, Ruben Navarro.

Next Meetings:

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.
- NO regular AB Meeting in December.
 - **Special Training/Meeting via ZOOM December 19, 2023**
 - **TOPIC: TBD**
- Next 2024 Advisory Board Meeting:
 - **Tuesday, January 16, 2024, from 12 noon to 1:30 pm** via In-person/Hybrid.