

**IHSS Public Authority Advisory Board Meeting  
November 21, 2023  
MINUTES**

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**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:** Joyce Felix; Janie Whiteford; Darcy McCann; David Forderer; Narendra Pathak

**Members Absent:** Emilio Carrillo; Mathew Lubinsky; Joanna Kent; Terri Possley

**PA Staff Present:** Edith Gong, Leticia Sabadin

**Guests Present (Virtual & In-Person):** Steve Kline, Board Aide for Board of Supervisor Ellenberg, District 4; Wayne Glusker, Assistant to David Forderer; Amy Tsai, SEIU 2015 Union Organizer; Kim Rothchild, Executive Director, California Association of Public Authorities (CAPA)

**Announcements & Public Comment:**

- Janie to chair today's meeting since Mathew is not in attendance.
- Janie also asked that going forward we have Joyce Felix give an update/report for Santa Clara Family Health Plan and be on the agenda.
- Narendra mentioned that he attended the India Valley Celebration; he also wanted to express his thoughts on the conflicts going on and say condolences and pray for all. Also keep up the good work, IHSS and all the services they provide, thank you.
- Janie announced that Beverly Lozoff resigned effective 10-18-23 and also that Joanna Kent's appointment to the board is effective 11-07-23. Congratulations Joanna!
- Narendra wanted to thank Beverly for all her assistance and contributions to this board. He suggested we all sign and give her a Thank You card.
- Narendra said thank you Leticia and Edith for wonderful minutes. It is teamwork!
- Edith mentioned the successful IP Event PA hosted on November 17<sup>th</sup>.
  - Great event, not as many IPs in attendance as we would like to see but overall well attended
  - Everyone was festive, very happy and they seemed to enjoy themselves
  - Vendors were there and brought giveaways; a total 32 raffle prizes
  - Supervisor Cindy Chavez was in attendance and presented the proclamation to the IPs
  - We also had a video recording from Supervisor Susan Ellenberg acknowledging the IPs
  - There will be pictures posted on social media
- Janie and Steve Kline were in attendance; the band and food was great.
- Janie thanked the PA staff for such an amazing job; PA staff is fabulous.

**Update from Santa Clara Family Health Plan:**

- Joyce reported recent results from the scorecard for LTSS services which include IHSS. Overall rated at #11. Some areas were rated very well like Safety & Quality. Some areas were rated low and in need of improvements:
  - Cost and affordability
  - Housing
  - Caregiver support
  - Caregiver protection
  - Community integration
- Joyce also noted that they qualified for only 3 out of 20 Paramedical services and that they are working on establishing caregiver tax credits, expand to California.

Janie will be forwarding emails from CICA to Leticia for distribution to the AB. There is a lot of information and meetings that the AB should be aware of.

**Approval of Minutes:**

- Motion by Narendra Pathak to approve the October 17, 2023 meeting minutes; seconded by David Forderer, vote was unanimous.

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

- Leticia will work with Steve Kline to setup a conference room at the BOS office on Hedding Street. Leticia has two dates that may work out, looks like the afternoon is better for most. We will attempt to schedule and focus in January 2024.
- Secure the conference room, and then invite the Supervisor and/or Board Aides.
- Steve Kline, Board Aide 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.
- Suggestion: Create a one page leave behind (fact sheet) 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. Also include a copy of our most current Annual Report.
- Thank you Terri, for your commentary with regards to holding meetings with BOS. It was recommended that the AB continue with these meetings and move forward with this. The BOS needs to know what is going on and what the concerns are. Push for changes to the Brown Act!

**Update on Special Training/ZOOM Meeting for December:**

- David gave feedback and suggested that we not have a special training in December. There is not enough time and all are busy with other commitments. Most did concur. No regular AB Meeting in December and no special training.

**Discuss and pre-plan the In-Person/ Hybrid Conference for Consumers for Spring 2024:**

- Need to agendize this for January 2024. Need to setup a sub-committee and all hands-on deck for this project to succeed.
- Ask adjacent PA's to join in this effort. (Alameda, San Mateo ?)
- In-Person/Hybrid Conference schedule for April/May 2024. Will need assistance with technical aspect for live stream, etc. Hire a company to help with this.
- Need good speakers, resources for speakers; will try to have food, find a venue and schedule for ½ day. Use Eventbrite as a registration platform.
- PA Budget is approximately \$8K for the event.

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

- Janie reports that they did not get the training grant that was written with Homebridge but CICA will still work with Homebridge on other projects.
- AB 817 - Local Government with regards to the Brown Act and conducting meetings via hybrid. CICA doing a lot of outreach for this effort. Important to get this bill passed.
- Southern Region Conference was very good. It was a ½ day virtual conference. They discussed such things as their successes, issues/problems, Consumer advocacy, getting providers.
- Statewide Bargaining; setting up a committee to take up issues with State. Santa Clara County is sitting pretty with good wages, good benefits. Not all counties have a high wage rate.
- CICA is still having monthly meetings; Leticia sends out email with this information.

Edith states that union bargaining will begin in January 2024.

### **Report from Social Services Agency-IHSS:**

#### **Terri emailed in her report, dated 11-17-23. Summary is below:**

Great celebration yesterday! Your guests were having a good time winning their raffle prizes, connecting with others, and they especially came to life when Cindy Chavez walked into the room. Congratulations on a job well done.

Here are my items for the AB Meeting:

- Happy National Caregivers Month!
- Thank you for your willingness to schedule meetings with Board Aides on hiring new staff at IHSS. We appreciate your support! However, I would recommend that these meetings be cancelled because of this new information I received.
  - FY 24 budget will be looking at possible vacant code deletions across all of Social Services. However, extra state funding may avoid any deletions in IHSS because the reimbursement rate will be 100% as opposed to 50%. Currently, we have about 10 vacancies at IHSS and there is a good chance that all of them could be saved because of the added funding at the State level. There are no guarantees, but we are hopeful.
  - FY 25 budget is looking very grim. No one in Social Services should be putting in budget requests for any new positions. Therefore, IHSS will not be requesting any new positions.
  - Asking Board Aides for new IHSS positions, particularly social workers, will be a moot point.
- We have been averaging about 650-750 new intake home visits every month. We realize this is directly correlated to how many providers the Public Authority needs to onboard each month. Thank you Public Authority! We expect to maintain this very high level of intakes each month and even see it continue to grow because of Medi-Cal expansion and the increase of the aging population.
- Effective 12/1/23, IHSS's outgoing greeting on the mainline will be updated so that callers push fewer buttons to speak to a call agent. This should decrease wait times although wait times are only 3-5 minutes. The phone greeting is in English, Spanish, and Vietnamese. The greeting routes to call agents quicker, but also encourages callers to use the email address [IHSS.SCC@SSA.SCCGOV.ORG](mailto:IHSS.SCC@SSA.SCCGOV.ORG) and website instead.
- The IHSS Annual Report at the Children's Seniors and Families Committee initially scheduled on 10/23/23 was rescheduled to 11/20/23. The 11/20/23 meeting was cancelled and is now set for 12/19/23 at 10:00am. Congratulations to the Public Authority's Annual Report going on the Consent Calendar on 10/23/23!
- As always, our office will remain open the week of Thanksgiving and the last 2 weeks of December, but will be closed on the county holidays, 11/23/23, 11/24/23, 12/25/23, and 1/1/24. As before, during holiday weeks, we will have reduced staffing which may result in longer wait times on the phones and in the lobby.

Happy Thanksgiving!

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

- Amy Tsai presented for Emilio Carrillo who was not in attendance.
- Amy reported that they have been doing a lot of endorsements for candidates running for BOS District 2-Chavez and District 5-Simitian, both who are terming out.
- They are also endorsing candidates for the Assembly in various districts.
- The Union has been going out to rally and participating in Worker Partnership.

### **PROGRAMS REPORT**

See highlights in yellow.

Record enrollment – almost 800 provider enrollments completed this month! CSFC accepted the PA Annual Report on Consent Agenda at the October 23 meeting. Exceeded 10,000 IPs on the VHP Preferred Plan.

### **Benefits Administration:**

There are **12,836** IPs enrolled in the Valley Health Plan **2,833** of those in the Classic Plan and **10,003** in the Preferred Plan. **13,502** IPs are enrolled in the Dental/Vision plans. There were **108** Smart Pass VTA Cards issued.

### **Enrollment:**

Number of IPs enrolled: **782**

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

Group Orientation attendees: **694**

Scheduling an individual appointment is 23 business days (~3 weeks) from the time an IP completes the viewing of the orientation videos.

### **Registry Services:**

There are **691** active IPs on the registry and **2,939** active consumers.

The Registry:

- Completed **73** new consumer intakes
- Generated **408** referral lists
- Attained **47** matches
- Provided **1037** new interventions with nearly **366 hours** spent on the interventions

**Care Coaching:** The Registry received **24** referrals for Care Coaching

- **18** care coaching consultations were conducted
- Total active consumers **53**
- Total inactive consumers **207**

**On-Call Registry (OCR):** There were **0** requests to the On-Call Registry number. There are a total of **66** providers on the On-Call Registry.

**Registry Introductory Training (RIT):** **Seven** remote RITs were held; three in English; four in Vietnamese (1:1).

- 68 interviews were conducted
- 68 reference check calls made, with 61 completed reference checks
- 29 providers were invited to the eRITs
- 28 providers were added to the registry

**EPG (formerly PPE):** A total of 38 kits were picked up with 25 sets going to IPs and 13 to Consumers for a total of 380 masks and 760 pairs of gloves. 59% of those who requested PPE came to pick it up.

**Public Authority Phone Calls:** The PA received a total of 6,310 phone calls. Breakdown of the calls:

- Registry 2,178
- Enrollment 1,576
- Benefits 2,163
- Training 393

**IP Trainings:** 32 training classes were held; one class was cancelled. 215 individual IPs received an incentive with 487 seats filled. Incentive payments this month totaled \$17,045. 18% no shows this month.

**\*\*only 1 class had to be canceled**

Language	#
English	15
Mandarin	6
Spanish	4
Vietnamese	7

Location	#
Central – San Jose/Santa Clara	2
North - Milpitas	6
South – Morgan Hill	1
West – Sunnyvale/Cupertino	5
Online	18

**Consumer Connection Newsletter:** The fall newsletter was sent to 31,574 consumers. Articles included tips to avoid the flu season, Medicare 2024 changes, spending time with nature to improve well-being, launch of new PA Website, Inclusion Support WarmLine, lowering risks for Type 2 diabetes, and safe disposal of unused medications. Online version can be found at: <https://www.pascc.org/resources/#Newsletter>

**Career Pathways:** 28 classes were held in October, with one by the PA. 992 registered and 671 attended classes (68% attendance.) **To end in September 2024.**

**Direct Deposit:** 83.2% of paid providers are using direct deposit.

**Sick Leave Update:** 31,211 active IPs have accrued 24 hours of sick leave. 4,667 have claimed some hours and 2,928 have claimed all 24 hours.

## **CAPA REPORT**

See highlights in yellow.

Edith Gong is the New CAPA President effective January 1, 2024.

CAPA had a board meeting on October 26, 2023.

CAPA received such positive feedback from the September in-person Collective Bargaining Workshop that many Directors who were unable to attend requested that two of the sessions be repeated virtually. The workshops are scheduled for November and will cover IHSS Funding Model and Collective Bargaining Overview/Trends at the Table.

Legislative Update

Several bills were chaptered (signed by the Governor) including:

Bill Number (Author)	Topic/Notes
AB 557 (Hart)	Open meetings: local agencies: teleconferences.
SB 411 (Portantino)	Open meetings: teleconferences: neighborhood councils. Bill impacts Los Angeles only; however, sets a positive precedence for future Brown Act bills.
AB 1457 (Ortega)	Public social services: merit or civil service employee.
SB 544 (Laird)	Bagley-Keene Open Meeting Act: teleconferencing. Impacts statewide meetings only; not local.
SB 616 (Gonzalez)	Sick days: paid sick days accrual and use. Bill is chaptered. Impacts sick pay. An all-county notice will come out with direction.

AB 817 (Pacheco): Open meetings: teleconferencing: subsidiary body. This is now a two-year bill and the one that CAPA, CICA, Justice in Aging, Disability Rights California and other coalition members support. With the passage of SB 544, it helps set a precedent for allowing remote participation without the Brown Act restrictions of publishing board member addresses/locations in the agenda and allowing the public to go to a board member’s home as a meeting site.

For a full list of bills being tracked by CAPA, go here: Link to the Bill Tracker on CAPA’s Website: <https://ctweb.capitoltrack.com/public/publish.aspx?session=23&id=a6e4cdd6-bb65-4ccb-9bdd-575a0103d068&showimage=1>

General CDSS Issues/Updates

- CDSS confirmed that Career Pathways classes must end by 9/30/24, not 12/31/24 as initially discussed. A draft ACL is in progress. The Career Pathways Initial Report has been finalized but awaiting final approval before distribution; report was supposed to be released in July 2023.
- The E-hire functionality in EPS has been re-instated; this allows consumers to select their provider in the Electronic Services Portal immediately and not wait for the paper 426A to be processed. There is additional security that requires multi-factor authentication by the consumer in order to process the electronic request.
- There was a question regarding replacement warrants taking a long time to be processed and providers calling the County/PAs to complain. CDSS confirmed that they are 4-5 weeks behind in processing replacement warrants and handling requests from August.

- CDSS is reviewing the provider orientation video and considering self-paced modules with post-knowledge checking. No timeframe was shared, but not likely to be before middle of next year or later.
- The Statewide Collective Bargaining Workgroup is scheduled to start meeting in January; they are working on selecting a facilitator. Two contacts from CAPA will participate in the work group.

**Next Meetings:**

Location: Social Services Building Auditorium/Conf Room , 1<sup>st</sup> Floor @ 333 West Julian Street

- Next Advisory Board Meetings:
  - **Tuesday, January 16, 2024, from 12 noon to 1:30 pm** via In-person/Hybrid.
  - **Tuesday, February 20, 2024, from 12 noon to 1:30pm** via In-person/Hybrid.