

**IHSS Public Authority Advisory Board Meeting  
January 16, 2024  
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:** Emilio Carrillo; Janie Whiteford; Mathew Lubinsky; David Forderer; Narendra Pathak; Joanna Kent; Terri Possley (Ex-Officio)

**Members Absent:** Joyce Felix; Darcy McCann; (Leticia Sabadin-PA Staff)

**PA Staff Present:** Edith Gong

**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

**Announcements & Public Comment:**

- Narendra mentioned the Human Rights Commission meeting that was held two weeks ago and the topic of Israel/Palestine and the push for Peaceful Cease Fire and advocating the launch for peace.
- Narendra also said that the Silicon Valley Indo-American Community is very upset with all the increased cases of vandalism, robbery and hate crimes occurring in our neighborhoods, in our surrounding cities and having discussions to stop these crimes.
- Mathew wanted to personally Welcome Joanna Kent as a new AB member since he was not in attendance last month.

**Approval of Minutes:**

- Motion by Narendra Pathak to approve the November 21, 2023 meeting minutes; seconded by Janie Whiteford, vote was unanimous.
- Dark in December 2023, no meeting minutes.

**SCFHP Report:**

- Joyce was not in attendance, no report.

**Update for office visits with the Board of Supervisors/Aides:**

- Janie did not have any new news; Leticia was working on a date, possibly January 24<sup>th</sup>, however, conference room was not available on 1/24.
- Steve Kline had more information and updates to this topic since he is working with Leticia to schedule the meetings.

- Steve stated that there is a hold on the “Lower Level” conference room at the Govt. Building for the week of January 29<sup>th</sup> and is asking the members to pinpoint a date. Contact for this is Steve/Michelle Collins.
- Edith asked what date Leticia had presented and who actually is committed to attend this meeting. The AB members that are committed are Janie, David, Joanna, Mathew, possibly Darcy, and Edith.
- Double check with Darcy as she wanted to attend, but her wheelchair is broken.
- After further discussion it was decided that Wednesday, January 31<sup>st</sup>, would be the meeting date from 1:30pm-3:00pm with approximately 30-minute slots for each BOS/Aides. Two BOS/Aides would meet together if necessary as there’s only 90 minutes.
- Janie suggested we setup a ZOOM call to get ready with agenda and topics for this meeting.
  - Edith will setup ZOOM call for next Tuesday, 2/6 at 12:30pm.

### **In-Person/ Hybrid Conference for Consumers for Spring 2024:**

- Edith shared exciting news that the large IHSS Training Conference Room can be split into 5 separate rooms using the accordion panels.
  - Terri’s assistant reserved this room
  - Use the main room for keynote, then separate for breakout sessions
  - Food would be allowed
  - All hands-on deck; use the PA Staff
  - Need to pinpoint a date in late April, mid-May
  - Start with an agenda, come up with topics, then speakers
  - Edith will be speaking with a consultant-Catch a Fire to see how feasible a hybrid conference can be
  - Budget is approximately \$7k, and other money can be used to support
  - Need to organize a committee to stay on track and have full AB support

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

- Janie reported that the State budget was released. No IHSS cuts and they got what they asked for.
- Budget for advisory committees is good, no reductions for advisory boards. Some counties are getting more, some are getting less. CAPA got funding too.
- AB 817 – Brown Act, good news! It came up on the local government committee, there are 7 members and Ash Kalra is on that committee. 3 people testified; Janie was able to present, testify and support this bill. ACLU was against this bill.
- 7 members voted yes; then bill moves to Finance committee, then to full Assembly, where CICA gets fully involved. If passes, then to Senate.
- State bargaining will commence sometime in February. CICA getting consumers - two from each group. CICA will represent all consumers.

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

- Terri reported that their focus right now is with **Home Visit Compliance**. The State wants to see data and compliance in two areas: new applications and home visits.
  - New applications are at 86% compliance
  - Home visits divided into 2 groups: PCSP (Personal Care Services Program) and CFCO (Community First Choice Option)

- **The State requires PCSP cases have 80% compliance**
  - **The State requires CFCO cases have 90% compliance**
- This last year started to see an upward trend. The new SEIU 521 contract helps to meet the compliance goal/requirements.
- With the latest data they got from Oct and Nov, there was a 1% increase and this was very good news for Terri and management. Terri thinks they could possibly be compliant with PCSP by the end of this year.
- The Annual Report Board approval was delayed again. Rescheduled for February 2<sup>nd</sup>.
- Budget news is good with IHSS getting funding; no cuts will not be happening with codes (open positions) that have yet to be filled.
  - Only one code/position being looked at, possibly deleted. Thought more codes would be cut, but thankfully no.
  - Terri will know more next month, mid-February.
  - **IHSS has 191 codes. 106 of them are social workers. There is 1 social worker vacancy.**
- Narendra asked Terri about having home visits done every 2 years versus every year. This is at a standstill, there is no movement on proposal/change.
- Narendra asked about wage increases; Terri says that they are waiting on SEIU 2015 bargaining meetings to start.
- Narendra asked about constant home visits and the information that is asked of from the recipient even though nothing has changed, medical condition is the same. Re-certify again and again, seems like a waste of time. Terri says they take protocol from the State, they have certain requirements they have to meet per the State.
- Janie can ask Leora about this, Edith can check with CAPA.
- Joanna asked Terri about what kind of training with the law on minor recipients. Just got an ACL and have not implemented anything. Terri's staff needs to review and be trained since this was completely new. 15% of IHSS cases are children.
- Janie asked if Terri could explain the difference between PCSP and CFCO. Terri did say that CFCO has Federal funding attached to it and that is why they have to be very compliant. When not in compliance then the State faces sanctions and is basically losing money.
  - There were discussions between the AB and wanting more details; Terri suggested having someone from the state present about the differences in the two programs.
    - It was also mentioned that perhaps this could be a topic(s) for the Consumer Conference

Joanna was talking about HCBS Waivers and possibly having Joyce speak to this at a future board meeting.

\*\*Guest Sketch Salazar, IHSS Recipient, joined the meeting. She was asked to introduce herself. 1<sup>st</sup> meeting showed interest and would like to join the board. IHSS Recipient since 2019.

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

- Emilio reported that the union bargaining has been postponed to October 2024.
  - Edith and Terri had not heard anything from anyone/union as to this postponement. Edith asked Emilio to have Lupe contact her with regards to this news.
  - Edith stated that the agreement ends on January 31, 2024. Everything is status quo until the bargaining begins.

- SEIU 2015 Conference in LA from January 22-25, 2024.
- This is a big year, important, politically. Gearing up for campaigning, etc.
- VTA, clipper card fiasco. Edith reported that in the early part of January the PA found out that there were thousands of clipper cards that were not working. VTA could not seem to figure out the root cause. It was not a PA activation issue, it was all VTA.
  - As of January 2<sup>nd</sup> the PA started getting over 100 phone calls about IPs not being able to use their bus pass, doubling the phone volume for the benefits team
  - PA asked the union the help get the word out, as far as what to do when showing your clipper card to the VTA bus drivers
  - A lot of IPs had to pay to ride the bus when they should have been able to just show their bus pass and ride for free
  - David is going to double check with VTA, he is on their Advisory Board. David will bring this up and try to figure out what happened
    - Emilio asked if there is going to be any kind of reimbursement to IPs who had to pay for the bus rides
    - Edith will send David a copy of the VTA letter, dated January 10th

## **PROGRAMS REPORT**

See highlights in yellow.

Several staff members were hit with flu and respiratory viruses, so the PA was short staffed in some departments, however the level of service stayed high. The last two weeks of December saw a lower number of calls than normal. The enrollment team continues to enroll over 600+ providers per month for seven months in a row; two of the seven months were over 700.

### **# of recipients goes up = # of IPs enrolling goes up**

#### **Benefits Administration:**

There are **12,975** IPs enrolled in the Valley Health Plan **2,785** of those in the Classic Plan and **10,190** in the Preferred Plan. **13,638** IPs are enrolled in the Dental/Vision plans. There were **123** Smart Pass VTA Cards issued.

#### **Enrollment:**

Number of IPs enrolled: **670**

Fingerprints that are delayed (awaiting DOJ results): **1**

Group Orientation attendees: **499** (SEIU cancelled the last Friday in Dec; only three dates)

Scheduling an individual appointment is 11 business days (~2 weeks) from the time an IP completes the viewing of the orientation videos.

#### **Registry Services:**

There are **733** active IPs on the registry and **3,068** active consumers.

The Registry:

- Completed **78** new consumer intakes

- Generated **396** referral lists
- Attained **60** matches
- Provided **1071** new interventions with nearly **355 hours** spent on the interventions

**Trying to hire part-time help with Outreach efforts.**

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

- **9** care coaching consultations were conducted
- Total active consumers **64**
- Total inactive consumers **208**

**On-Call Registry (OCR):** There was 1 request to the On-Call Registry number, however after searching for a backup IP, the consumer ended up working out the issue with the provider so no provider was deployed. **0** hours were utilized. There are a total of **73** providers on the On-Call Registry.

**Registry Introductory Training (RIT):** **Nine** remote RITs were held; 2 in English; 2 in Spanish and 5 in Vietnamese (1:1).

- **32** interviews were conducted
- **72** reference check calls made, with **65** completed reference checks
- **38** providers were invited to the eRITs
- **29** providers were added to the registry

**A lot of APS interventions.**

**EPG (formerly PPE):** A total of **49** kits were picked up with **31** sets going to IPs and **18** to Consumers for a total of **470** masks and **900** pairs of gloves. **77** of those who requested PPE came to pick it up.

**Public Authority Phone Calls:** The PA received a total of **5,226** phone calls. Breakdown of the calls:

- **Registry**        **1,730**
- **Enrollment**    **1,623**
- **Benefits**        **1,705**
- **Training**        **168**

**IP Trainings:** **10** training classes were held; one class was cancelled due to instructor illness (was the rescheduled class from October). **108** individual IPs received an incentive with **169** seats filled. Incentive payments this month totaled **\$5,775**. 15% no shows this month.

Language	#
English	7
Mandarin	0
Spanish	2
Vietnamese	1

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

**Career Pathways:** 22 classes were held in December, with three by the PA. 753 registered and 585 attended classes (78% attendance.)

**Direct Deposit:** 83.3% of paid providers are using direct deposit.

**Sick Leave Update:** 31,809 active IPs have accrued 24 hours of sick leave. 6,553 have claimed some hours and 4,473 have claimed all 24 hours.

David—shortage of IPs. A lot are aging out and retiring and some IPs quitting because they are relocating and moving out of Bay Area due to the cost of living.

## **CAPA REPORT**

See highlights in yellow.

CAPA had its meeting on December 5.

### Officer Elections Jan 1, 2024 – Dec 31, 2025

The Board ratified the election of officers for the next two-year term beginning January 1, 2024.

- Edith Gong, President (Santa Clara)
- Thomas Johnson, President Elect (San Diego)
- John Kozitza, Treasurer (Sacramento)
- Greg Thompson, Secretary (Los Angeles)

### Stipends for Advisory Board Members

There was discussion regarding the amount of stipend offered to AB Members, which is an allowable expense under CFL . Two counties mentioned their stipends are \$60 and \$85 per meeting (in-person or remote attendance).

### CalAIM Presentation from 24-Hour Home Care

Presentation outlined how IHSS consumer can access services that supplements IHSS in the areas of personal care, homemaker and respite services available from 24-Hour Home Care. They are subcontracted with managed Medi-Cal health plans; in Santa Clara that's Anthem Blue Cross, Santa Clara Family Health Plan, and Kaiser.

- Caregiver pay typically aligns with IHSS pay.
- Service is not in place of IHSS; however, it may serve as a supplement and help IHSS beneficiaries when additional care is needed and/or while awaiting IHSS approval.
- Issues:
  - A caregiver workforce shortage, not enough providers, provider turnover
  - Struggle with rural areas
  - Time between application of IHSS and securing a provider
  - Urgent need prior to a holiday weekend

Joanna asked about having someone speak about CalAIM.

### CDSS Update

- Discussion on how counties should handle EDD forms/paperwork. CDSS receives hundreds of EDD forms and does not respond to it; they instructed PAs to not respond either. CDSS has asked EDD to not send mail to them and EDD is aware that CDSS will not respond to these requests.
- CDSS is working to update CMIPS functionality to address when a BUPS provider chooses to stay on as the normal/permanent provider during the idle of pay cycle. Currently they must issue a writ which is time consuming. Looking to resolve by early summer in 2024.
- CDSS does not have a reply to a Career Pathways question: Is an IP who is out on workers comp, but still listed as eligible in CMIPS, able to receive compensation for completing Career Pathway classes? Awaiting response from Legal Dept.
- CDSS confirmed that there is little if any PPE supplies left. Their warehouse is empty, so PAs that are looking for supplies will need to go elsewhere.

#### IHSS Live Scan Fee Waiver Presentation – Eileen Norman

San Francisco IHSS PA was able to secure funding for IHSS live scan fee waiver. With Career Pathways available, the PA was able to use IHSS training money to fund the fee waiver. The fingerprint fee was waived for IHSS providers.

- Eileen shared an overview and analysis of the live scan fee waiver project from March 2023 through August 2023.
- The project improved the fingerprinting process, increased the efficiency of the process, and increased the availability of fingerprinting appointments.
- The PA plans to continue to expand free fingerprinting services and advocate for a permanent budget to offer the fee waiver indefinitely.

#### Legislative Update

- The legislature is generally quiet in December, but we expect items to become more active, especially with bills that are two years.
- The CAPA bill tracker can be found here (currently monitoring 33 bills, including budget): <https://ctweb.capitoltrack.com/public/publish.aspx?session=23&id=a6e4cdd6-bb65-4ccb-9bdd-575a0103d068&showimage=1>

There are now over 33,000 care providers in Santa Clara County.

56 counties

~~40 counties /members in CAPA

Joanna asked about the clipper card/badge. Edith instructed to call the Benefits Department @ 408-350-3290.

#### Reminders:

- Tuesday, Feb 6<sup>th</sup> ZOOM for the planning/agenda for the BOS Meeting—Edith
- Get planning committee going for the Consumer Conference in Spring 2024—Edith

#### Late comment:

Janie added that there is a Northern CA Conference scheduled for late summer. CICA will sponsor.

**Next Meetings:**

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

- Next Advisory Board Meetings:
  - **Tuesday, February 20, 2024, from 12 noon to 1:30 pm** via In-person/Hybrid.
  - **Tuesday, March 19, 2024, from 12 noon to 1:30pm** via In-person/Hybrid.