

**IHSS Public Authority Advisory Board Meeting**  
**February 20, 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:** Joyce Felix Builes; Janie Whiteford; Mathew Lubinsky; David Forderer; Narendra Pathak; Joanna Kent

**Members Absent:** Emilio Carrillo; Darcy McCann; Terri Possley (Ex-Officio)

**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; Natascha Walker, SEIU 2015 Union Steward; Mary Pizzo, Guest & Mother/IP of IHSS Recipient; Sketch Salazar, Guest & IHSS Recipient

***Side note: recording was problematic and very difficult to hear all participants, so there may be detail that couldn't be deciphered and not included in the minutes.***

**Announcements & Public Comment:**

- Mathew reported that Darcy will be out on a medical leave for 3 months, unable to participate on this board in person but possibly via Zoom. We wish her well and hope that she is OK.
- Narendra reported that at his last meeting with Supervisor Otto Lee. He is very happy with IHSS and all it the work they do.
- Joanna asked Steve Kline to clarify the participation on Zoom with public comment and County meetings and Steve said there was no change.
- Narendra asked Steve Kline about the Brown Act and participation via Zoom versus in person. All are advocating for the AB 817 Brown Act to allow participation to be hybrid versus all in person. This bill is sitting in the State Senate. Our board conducts hybrid and the actual board members have to attend in person. There are special exceptions - if someone is ill or out last minute, they can still attend via Zoom and be counted as part of the quorum.

**Approval of Minutes:**

- Motion by Janie Whiteford to approve the corrected version with edits of the January 16, 2024 meeting minutes; seconded by David Forderer, vote was unanimous.
  - Terri had some edits in her report which Edith read aloud. Leticia will edit minutes and include changes and re-distribute and re-send revised version of the January 16<sup>th</sup> minutes.

### **SCFHP Report:**

- IHSS Referrals from SCFHP for January 2024:
  - New IHSS Referrals = 14
  - IHSS early reassessment requests = 18
    - Will plan to report data for personal care services in the future.
- Santa Clara Family Health Plan (SCFHP) Blanca Alvarado Community Resource Center (CRC) will ring in the Year of the Dragon on Feb. 24, from 10 am – 2pm. Located at 408 N. Capital Avenue in San Jose, Ca. 95133. No registration required. This is a free event and open to the public. A trilingual event with interpretation and translation services available in English, Spanish and Vietnamese.
- Narendra asked a question about IPs and filing complaints; not getting responses from those who calls and complain. Joyce suggested that IPs file a grievance with them so they have information and issues on file. Always contact SCFHP with any issues, even multiple times and they will do whatever they can to assist and mediate and get the issues resolved.
- Janie asked about the total number of managed care plans under Medi-Cal. There are three (SCHFP, Anthem and Kaiser) in the County. Each one offers different programs under CalAIM; some consumers have lost some services because of changes in sub-contracts.

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

- Mathew thanked everyone who attended this meeting.
- Janie thought it was a great meeting; surprising how little they know. The board aides seemed very interested and engaged in the meetings. They said it was very educational and agreed on more visits.
- David/Wayne stated that there was not enough time. They need 45 minutes with each board aide. There is also a lot of staff changes and turn around, so going every 6 months would be best as to keep them all informed. David has been doing this for over 30 years and he is a professional at advocating and making these visits happen.
- Edith's first time. Some were engaged more than others. They asked "what can we do"...also they stated that some of the recommendations are at State level and out of their (Supervisors) hands. Asked if they could advocate on the behalf of the AB 817. No one from Supervisor Arenas' office confirmed; especially disappointing because she is currently the Vice Chair for the Childrens, Seniors, & Family Committee.
- Steve Kline highly recommended that the AB go around March/April 2025 because there will be 2 new Supervisors: Simitian and Chavez will be terming out. Steve suggested a more targeted audience, perhaps one aide at a time?
- Joanna suggested that these visits happen before the annual report presentation, on the BOS agenda.
- Steve suggested that AB present themselves at the BOS meeting in person, or at least via Zoom and provide public comment, even if the PA Report is on the consent agenda.
- David states that any kind of advocacy, in person, or via Zoom or phone is helpful. David will support and advocate at all costs.
- Conference room worked out fine and there was enough table and chairs, however, the tables couldn't be raised to support wheelchairs. The cafeteria on-site was not open, so having to go across the street took more time than expected.
- A big Thank you to Steve Kline and Michelle Collins for helping us out and reserving the conference room.

### **Conference for Consumers – Planning:**

- We have settled on a new date of Thursday, June 27, 2024. Hours will be 11am – 3pm. Sign-in/ registration will be at 10:30am.
- Topics for the conference have been identified.
- Need to identify and select the speakers, consultants.
- Need to work on the budget.
- Not doing hybrid conference; too difficult regarding logistics.
- When doing registration, have them indicate whether they need ADA.
- Record meeting sessions and have them available at a later date.
- Use EventBrite possibly to send out invites.
- Leticia send out next Zoom meeting invite for this topic set for Tuesday, March 5<sup>th</sup> at 12:30pm.

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

- Janie reported that the CICA call is on the 3<sup>rd</sup> Wednesday of the month, which is February 22 from 10-11am.
  - Edith will be a speaker in the meeting, as President of CAPA.
- AT&T trying to do away with landline in some areas and specifically in rural areas.
- March 14<sup>th</sup> webinar from 10:30 – 12pm regarding Career Pathways. Not so much an ask for additional funding but an ask to extend Career Pathways for another 18 months. This involves the Federal administration.
- CICA is also supporting a bill from the California Council of the Blind, or visually impaired. They are asking all pharmacies to give out information in braille or large print when getting medications in order to be able to read directions.
- Wayne says there are so many acronyms for IHSS; David states that Wayne helps him read and write.
- Janie distributes a lot of information which Leticia forwards to the AB.
- Steve Kline made a comment about the Census Bureau accurately getting information out to all.

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

- Terri was not in attendance but sent in **her report** and Edith read it to the board.

*(ACL 23-105 embedded at the end of these minutes)*

- On 2/2/24, the Children Seniors and Families Committee accepted the FY 23 IHSS Annual Report.
- [ACL 23-106 \(December 21, 2023\)](#) Elimination Of Provider Eligibility Requirements For Minor Recipients In The In-Home Supportive Services Program
  - Encourage providers to enroll through ESP and complete Soc 426A is online. Would avoid need to circulate forms through our office and shorten the process.
  - Staff getting trained during regularly scheduled IHSS All Staff Meeting on 2/27/24
    - Earliest date possible to train and implement
    - Received clarifying information from CDSS
    - Met and discussed with union

- Met and discussed with Management Team and Leadership Team
- Benefits recipients and providers
- Should make things easier for SW's
- For PCSP funded cases, parents can't be providers
- In program's best interest for minors to be in CFCO funded cases
- Preliminary reports show most of our minor cases are already CFCO
- Social workers not able to schedule all 4,000+ minor case home visits immediately, but can back date to 1/1/24 (see end of page 3 and top of page 4 of ACL)
- Home visits will be prioritized in this order:
  - Intake assessments (highest priority)
  - CFCO reassessments oldest of old home visit dates
  - Non CFCO oldest of old home visit dates
  - Minor children oldest of old home visit dates
  - QA unit will do a targeted review of minor cases with PCSP funding source so those could be prioritized even higher
- Call Back Feature at the IHSS Call Center enabled on 2/1/24. Callers will now hear instructions to hang up and be called back if waiting for 10 minutes or more. Callers will not lose their place in queue. Call agents will know no difference because the next person in queue will answer when the call agent picks up. At the moment, call wait times are as low as 1 minute.

**SEIU Local 2015- Report:**

- Emilio not in attendance today but Amy Tsai reported that their main focus is the elections and all campaigning.
- There is no news or update on the collective bargaining negotiations.
- Amy asked a question about the IHSS social worker stating that a child (under 5 years old) is not qualified for the IHSS program. Joanna mentioned they can possibly deny services for a different reason but they cannot just deny on the phone and without completing a home visit.

**PROGRAMS REPORT**

See highlights in yellow.

All departments continue to do more with less; servicing as many providers and recipients as possible given staff sickness. VTA had an issue with SmartPasses not working correctly on busses and light rail at the beginning of the year. It took over a week to resolve the issue and more than doubled the number of calls to the Benefits Department. We have a care coordinator on FMLA for six weeks. The BUPS budget has additional funding, so we are hiring a part-time Registry Recruiting Assistant. Provider wages increased to \$19.54 starting January 1.

\*\*David did mention that he brought this issue up at the VTA Advisory Board meeting. Still unclear as to what exactly happened, other than a system wide failure/software issue. The fact that it happens every time at the beginning of the year...

## **BENEFITS ADMINISTRATION**

There are **13,109** IPs enrolled in the Valley Health Plan **2,768** of those in the Classic Plan and **10,341** in the Preferred Plan. **13,780** IPs are enrolled in the Dental/Vision plans. There were **218** Smart Pass VTA Cards issued.

**Sick Leave:** **32,120** active IPs have accrued 24 hours of sick leave. **7,744** have claimed some hours and **5,427** have claimed all 24 hours.

## **ENROLLMENT**

Number of IPs enrolled: **740**

Fingerprints that are delayed (awaiting DOJ results): **3**

Group Orientation attendees: **641** (SEIU was closed the last week of January, so that week)

Scheduling an individual appointment is 16 business days (~3weeks) from the time an IP completes the viewing of the orientation videos.

## **REGISTRY**

There are **753** active IPs on the registry and **3,136** active consumers.

### **Regular Registry:**

- Completed **87** new consumer intakes
- Generated **464** referral lists
- Attained **80** matches
- Provided **934** new interventions with over **389 hours** spent on the interventions

**Care Coaching:** The Registry received **25** referrals for Care Coaching

- **9** care coaching consultations were conducted
- Total active consumers **69**
- Total inactive consumers **210**

**On-Call Registry (OCR):** There were **three** eligible requests to the On-Call Registry number and all three requests were filled with On-Call Registry providers. **3** hours were utilized in January. The hours for two other consumers are pending as they were deployed on the last two days of January. There are a total of **79** providers on the On-Call Registry.

### **Outreach and Recruiting**

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

- **30** interviews were conducted
- **65** reference check calls made, with **60** completed reference checks
- **30** providers were invited to the eRITs
- **23** providers were added to the registry

### **Outreach Events**

Location	Type	Reach/Individuals Assisted
VASC	Office hours every other Fri (10AM-Noon)	7 IPs
Leigh Ave Senior Apts	Presentation to residents	14

**EPG:** A total of **55** kits were picked up with **40** sets going to IPs and **15** to Consumers for a total of **550** masks and **1100** pairs of gloves. **53%** of those who requested PPE came to pick it up.

**TRAINING**

The PA is gearing up for the Spring semester; class registration opened up on 1/8 with classes beginning in February. 90 classes are being offered for the spring semester.

**Career Pathways:** CDSS announced an extension of the program to September 30, 2024. The PA submitted the final budget and amendment proposal in November 2023 is still waiting for the contract to be approved. Anticipated date is sometime in March. The PA will not be offering Career Pathways classes in 2024.

**Consumer Connection:** The Winter newsletter was mailed to 31, 509 consumers. Topics included: *Provider Wage and Sick Leave Increases, Comfort Care During a Serious Illness, How the Thyroid Impacts Your Body, Community Resource Highlight: Emergency Assistance Network, Access Assistance and Support for Veterans and Making Every Bite Count.*

**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

**CAPA REPORT**

See highlights in yellow.

CAPA had its meeting on January 25.

Budget and Legislative Update

- The Governor released the state budget on 1/10/24. Fortunately, IHSS was spared, given the state’s deficit of \$38B. IHSS actually received a small increase over the last fiscal year. The same is true of the Public Authority and BUPS allocation. Total IHSS and PA Admin funding year over year is:

(in thousands)	FY23-24	FY24-25	% Change
IHSS Admin	\$697,125	\$729,398	5%
PA Admin	57,906	60,586	5%
BUPS Admin	\$2,707	\$2,981	10%
Advisory Board	\$345	\$345	No change

- AB 817: Santa Clara County’s Advisory Board Member and CICA President, Janie Whiteford, provided lead witness testimony at the Local Government Committee Hearing along with another consumer advocate from Yolo County, in addition to Kim Rothschild. The committee voted it out of committee and since there was no fiscal impact, it moved directly to the Assembly floor. On the day of the CAPA Board meeting, it was approved by a narrow margin in the Assembly! The bill is now going to two different senate sub-committees and hopefully will make it through the Senate then onto the Governor’s desk. However, the bill would not be implemented until January 1, 2025 and only valid for one-year. CAPA is a co-sponsor of the bill and the intent is to line up the sunset date with the bill related to Bagley Keene, which is similar to AB 817 but for state wide commissions and advisory boards.
- Statewide Collective Bargaining Workgroup meetings are set to begin in February.
- The CAPA bill tracker can be found here (currently monitoring 29 bills, including budget): <https://ctweb.capitoltrack.com/public/publish.aspx?session=23&id=a6e4cdd6-bb65-4ccb-9bdd-575a0103d068&showimage=1>

Guest Speaker: Update from Homebridge, Nick Blumenthal

Overview and Presentation for 2023 Accomplishments

- 14,512 = number of providers that have taken at least one class; 150+ classes offered
- Total instructor-led sessions = 6,682
- Attendance Rates: 77% online; 55% in person
- Participant course ratings: 4.5/5; Instructor ratings: 4.6/5
- Impact on caregiving – 92% of participants strongly agree they experience an improvement in skills and confidence as a caregiver

2024 Goals

- Online caregiver community hub – support and guidance for peers
- Upgraded Registration Landing page
- Increased training sessions – goal is to be over 1,000/mo

CDSS Updates/Q&A

- ACL 23-106: Elimination of Provider Eligibility Requirements for Minor Recipients in IHSS. PAs were wondering if there will be a letter or notification going out to IHSS Recipients regarding the eligibility changes. CDSS said they would not be doing it because they do not know which recipients would be now eligible. And they mentioned that there would not be any retroactive pay for those who would now qualify.
- Certain counties are experiencing delays in processing replacement warrants and receiving copies of cashed warrants. When calling the Helpdesk, service personnel stated it would take two months to process claims and to reach out to the SCO (State Controller’s Office); wanted to know about the backlog. CDSS said the backlog is about 2-3 week and they do not have any control over the SCO.
- Santa Clara asked about the proposal regarding the lengthening of annual re-assessments for recipients from 1 year to 2-3 years; would apply to those who have a stable medical condition, no issues with APS, etc. CDSS responded: On telehealth reassessments, this was a county proposal a while back. They have completed some state plan amendments. It does not apply to initial assessments, just reassessments. If the recipient is in a stable condition, they would be allowed the option of a reassessment. The recipient would opt in if they meet the

qualifications and it would be other year, so they cannot have back-to-back telehealth reassessments. CDSS has completed a draft letter and are waiting for approval from CMS, hoping to finalize in this quarter. The ACL will go to counties for review.

- There were additional questions regarding the responsibility of Tier 2 waivers if they need to be kept or could be purged. CDSS stated that if an IP was not working for anyone and three years had passed, they could destroy the documents confidentially. CDSS would look for the ACL on this topic.
- CDSS confirmed that the IHSS Helpdesk does not issue nor can they support supplemental timesheets. They only assist with ESP functions and assist recipients with the e-hire process.

#### Miscellaneous

- There was general concern regarding the increased volume of IHSS recipients because of full scope Medi-Cal expansion (removal of asset test, undocumented individuals now able to apply for IHSS) and the corresponding increase in the number of enrolled providers. Without increases for PA admin it will be hard to keep up the increased caseload and requests for services.

#### Next Meetings:

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

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

#### Notes:

- Narendra asked that Leticia include all future AB meeting dates on the bottom of the Agenda.



ACL 23-106  
Elimination of Provide