

**IHSS Public Authority Advisory Board Meeting**  
**August 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:** Mathew Lubinsky; Joyce Felix Builes; Narendra Pathak; Joanna Kent;  
David Forderer; Terri Possley (Ex-Officio); Janie Whiteford; Darcy McCann, via Zoom

**Members Absent:** Emilio Carrillo

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

**Guests Present (Virtual & In-Person):** Steve Kline, Board Aide for Board of Supervisor Ellenberg;  
Peter Estaniel, Board Aide for Board of Supervisor Simitian;  
Mary Pizzo, Guest and Parent of IHSS Consumer; Wayne  
Glusker, Assistant to David Forderer; Amy Tsai, SEIU 2015  
Union Organizer; Natascha Walker, SEIU 2015 Union Steward;  
Marisela Perez, Home & Community Based Services Specialist  
for Santa Clara Family Health Plan

**Announcements & Public Comment:**

- Narendra expressed his appreciation to Janie, who is doing a wonderful job as the chair of this board.
  - Narendra attended a Human Rights Commission meeting where the main focus was IHSS and all its services.
  - Narendra also mentioned the passing of a board commissioner, Miru Bhatt on July 22, 2024. She helped and advocated for all seniors in the community, especially clients of IHSS.
  - Narendra attended a SCFHP Community Special Consumer Board Meeting. There were discussions on IHSS, and how to improve services with IHSS. Also discussed were the benefits concerning Medi-Cal and Medicare.
  - Narendra also attended a community event: the India Independence Day Celebration, in Sunnyvale where Supervisor Otto Lee & assemblyman Evan Low were in attendance. Supervisor Lee is very happy with IHSS and all they have to offer and he appreciates the IHSS Advisory Board.
  - Narendra shared a similar “Life File” magnet that includes all your medical information in case of an emergency. He would like to suggest other consumers have one as well.
- Steve Kline announced that his office has been trying to get in contact with AB Member Emilio Carrillo but with no success. Either at next week’s board meeting or the one on September 10<sup>th</sup>, the Supervisor will move for removal.

- Janie stated that once this is finalized, the board can move forward to appoint a new AB member for this vacant seat - Union representation.
- Edith Gong announced a Save the Date for the Annual IP Event which will be on Friday, November 8<sup>th</sup> from 10 am -12 noon. Same location as last year, the Moose Lodge over in the East Foothills. All AB members are invited and we hope you can attend. A formal invite will be sent later.
- Mathew Lubinsky mentioned a Mercury News article about a disabled person, and it showed pictures of this person with their cat. Mathew thought about therapeutic animals for consumers and how IHSS does not support this. This is a State issue, something that has to be brought forward.
  - Janie Whiteford thinks this is an excellent idea and brought other issues to the forefront and how the State can support and help consumers.
  - Janie asked Terri if IHSS helps consumers with their certified service animals. Terri, said No; that type of support has never been brought up as an authorized service
  - Joanna states that the Regional Center helps with service animals.
  - Janie reminded everyone that Leticia sends out the CICA information on all meetings.

#### **Approval of Minutes:**

- Motion by Narendra Pathak to approve the July 16, 2024 meeting minutes; seconded by David Forderer, the vote was unanimous.

#### **Discuss Submission / Final Annual Report Recommendations:**

*(Green section under Brown Act was added during the meeting as part of the final approval.)*

Here is what was submitted and in its final approval process.

The Advisory Board respectfully submits the following **four recommendations** to the Santa Clara County Board of Supervisors for its review and consideration:

**Brown Act:** Coalition building, outreach, and education to local media outlets regarding why the Brown Act needs to be updated to allow for remote attendance without the current limitations of Commission and Advisory Board members on a regular and on-going basis. **The Attorney General's recent opinion regarding reasonable accommodations for Committees and Advisory Boards will assist with attendance and reaching a quorum, but does not go far enough.**

**Regular Contact with Board of Supervisors:** Meet with Board of Supervisors and/or their aides twice a year, either in-person or online, so IHSS consumer and provider issues of more than 34,000 individuals are represented.

**Support IHSS by funding two to three more social worker units:** In 2022, IHSS Social Workers were completing 300-400 new intakes each month. In FY 2023/24 the monthly average exploded to more than twice that number to 700-800 per month. They are severely understaffed and unable to meet the statewide metric for annual reassessments.

**Consumer Representation in Collective Bargaining:** IHSS consumers would like to be present and provide input in the collective bargaining process for wages, benefits, training, etc. The current

agreement with SEIU 2015 has expired and consumers from the Advisory Board would like to participate in the new contract to ensure that all mandates of the Public Authority are addressed.

There were quite a few comments made and discussions around these recommendations.

**Brown Act:**

- Steve Kline shared that the Attorney General's recent opinion was issued and published concerning ADA and reasonable accommodations. There is so much going on with this but it is a step forward.
- Here is the link Steve shared of the Bonta Opinion -- <https://oag.ca.gov/system/files/opinions/pdfs/23-1002.pdf>
- Comment was added to the Brown Act recommendation regarding the Attorney General's opinion.

**Support IHSS by funding two to three more social worker units:**

- Terri states that there is no way they will reach the State mandate of 90% compliance by December 2024. Not with 106 Social Workers and over 33,000 cases.
- Joanna will advocate and is a big supporter of this recommendation.
- Narendra also agrees that there is a need for more Social Workers.

**Consumer Representation in Collective Bargaining:**

- There was a lot of discussion around this. Janie made some valid points. We hope the Board can agree to this.

**As a side note:**

Mathew added his thoughts and his very strong view about Consumers with a share of cost and somehow reflected on the consumer profile. As Terri stated, this is a State issue. These types of changes cannot be done as easily as it may seem. IHSS cannot just make changes or additions in CMIPS, it is out of our hands, but we can be aware of them and make recommendations. There could be more detailed discussions about this topic in the future.

Motion by Narendra Pathak to accept these four recommendations for the Annual Report; seconded by David Forderer. Mathew Lubinsky abstained, but the motion still passed.

**Discuss Goals & Budget for FY 24/25:**

The proposed budget was shared with the AB by Edith.

Proposed FY24-25 Budget (Revised; increased from \$5916)	
Category	Amount
Travel	\$1,000.00
Postage	\$0.00
Office Supplies	\$200.00
Printing and Copying	\$100.00
Dues and Fees	\$1,000.00
Training & Conference	\$2,151.00
Stipends	\$4,125.00
Outreach	\$600.00
Admin Support	\$750.00
Consultation/Profession Svcs	\$0.00
Total	\$9,926.00

Motion by Narendra Pathak to approve the proposed FY 24-25 Budget; seconded by Mathew Lubinsky, the vote was unanimous.

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

- Terri reported that the results from the State IHSS Consumer Satisfaction Survey have been published.
  - 751,520 surveys were sent out to consumers in CA; out of that, there were 73,446 responses
  - Surveys were sent out via email, regular mail, and phone intake
  - Santa Clara County had a 4% response rate which was about 2500
  - Most were satisfied with the care from their care providers and most were satisfied with their IHSS services
  - SCC was 7<sup>th</sup> in line as far as top results for responses
  - Terri will send out the link with the results, it is a long report; focus on the graphs for our county
- Terri also reported that the FGOC (Finance & Government Operations Committee) Report will be done on September 18, 2024. This is the report that includes Terri's information on call center data, overdue re-assessments, and pending referrals.
- Terri stated the Annual Report presentations for IHSS and the PA are scheduled for October 24, 2024.

In closing, Narendra wanted to say a big thank you to Edith and Leticia for doing such a good job with these AB meetings. Janie also said great job ladies!

#### **PROGRAMS REPORT**

Not enough time to discuss PA nor CAPA report. Hard copies provided to all members.

There are two staff openings in the PA: Outreach and Registry Recruitment Specialist and Registry Specialist. We expect to fill one position with a candidate that has been working part-time through a volunteer program and hope to hire the other in early August. Wait time for an in-person enrollment appointment is currently 7 weeks. We are looking into getting temporary resources through the Community Connections program to help with what we hope is a temporary surge.

### **BENEFITS ADMINISTRATION**

There are **13,499** IPs enrolled in the Valley Health Plan **2,630** of those in the Classic Plan and **10,869** in the Preferred Plan. **14,219** IPs are enrolled in the Dental/Vision plans. There were **152** Smart Pass VTA Cards issued.

**Sick Leave:** Starting July 1, 2024, IPs now accrue 40 hours of sick leave. The new fiscal year resets the balance of available time. **33,443** active IPs have accrued 40 hours of sick leave. 3,975 have claimed some hours and **1,867** have claimed all 40 hours.

### **ENROLLMENT**

Number of IPs enrolled: **649**

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

Group Orientation attendees: **866**

Scheduling an individual appointment is 35 business days (7 weeks) from the time an IP completes the viewing of the orientation videos.

### **REGISTRY**

There are **831** active IPs on the registry and **3,105** active consumers.

#### **Regular Registry:**

- Completed **84** new consumer intakes
- Generated **482** referral lists
- Attained **63** matches (assignments)
- Provided **1181** new interventions with over **462 hours** spent on the interventions

**Care Coaching:** The Registry received **59** referrals for Care Coaching

- **45** care coaching consultations were conducted
- Total active consumers **126**
- Total inactive consumers **222**

**On-Call Registry (OCR):** There were **five** eligible requests to the On-Call Registry out of 17 total calls. Three requests were fulfilled for a total of **25.3** hours utilized. There are a total of **76** providers on the On-Call Registry.

### **Outreach and Recruiting**

***Registry Introductory Training (RIT):*** **9** remote RITs were held; 2 in English; 7 in Vietnamese (1:1).

- **33** interviews were conducted
- **66** reference check calls made, with **66** completed reference checks

- **23** providers were invited to the eRITs
- **16** providers were added to the registry

#### *Outreach Activities*

Location	Type	Reach/Individuals Assisted
VASC	Once a month – 2 <sup>nd</sup> Friday	10 IPs

*The Outreach and Registry Recruitment Specialist resigned unexpectedly in the middle of July the Registry team filled in to assist as best as possible with RITs and interest requests.*

**EPG:** A total of **50** kits were picked up with **34** sets going to IPs and **16** to Consumers for a total of **380** masks and **1000** pairs of gloves. **70%** of those who requested PPE came to pick it up.

#### **TRAINING**

No training classes were held in July, however, the

**Career Pathways:** **51** classes were held (41 FUHSD, 10 by EHTC). **1,366** registered and **920** attended (**67%** attendance rate).

**Public Authority Phone Calls:** The PA received a total of **5,966** phone calls. Breakdown of the calls:

- Registry 1987
- Enrollment 1748
- Benefits 2066
- Training 165

#### **CAPA REPORT**

CAPA was dark in July, so there is nothing to report at this time.

CAPA held a board meeting on June 27, 2024, however the PA Director was unable to host/attend the meeting because the IHSS Consumer Symposium hosted by the Advisory Board was on the same morning.

#### **Next Meeting:**

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

- **Tuesday, September 17, 2024, from 12 noon to 1:30pm** via In-person/Hybrid.