

**IHSS Public Authority Advisory Board Meeting
October 15, 2024
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; Narendra Pathak; Joanna Kent; Terri Possley (Ex-Officio); Janie Whiteford; Darcy McCann - via Zoom; Joyce Felix Builes

Members Absent: Emilio Carrillo; David Forderer

PA Staff Present: Edith Gong; Leticia Sabadin

Guests Present (Virtual & In-Person): Steve Kline, Board Aide for Board of Supervisor Ellenberg; Amy Tsai, SEIU 2015 Union Organizer; Marisela Perez, Home & Community Based Services Specialist for Santa Clara Family Health Plan

Announcements & Public Comment:

- Narendra announced that he attended a senior's community board event meeting two weeks ago. Special recognition was made for the Human Rights Commission and IHSS.
- Narendra also attended an event in the City of Sunnyvale Chambers. Mayor Larry Klein announced the month of October as Indo Heritage Month as recognized by the city and the state. Mayor Klein acknowledged Narendra Pathak for serving as a Human Rights Commission Leader and as an IHSS Advisory Board Member for Santa Clara County; also advocating for and serving many seniors with Medicare and Medi-Cal.
- Janie asked Narendra if he personally knows Ro Khanna and could request a meeting with him, if needed, and Narendra said yes. He has also spoken with Ro Khanna regarding Medicare Part B for Seniors and difficulties for those with disabilities and their bills and cost of insurance.
- Edith mentioned the adjournment in memoriam for Mary Tinker, previous Director of Public Authority, who was with the PA for 17 years and at Sourcewise for 20 years. This is scheduled for October 22, 2024, at 9:30 am at the Board of Supervisors Chamber at West Hedding. All AB members are invited to attend and note that this will also be live-streamed and recorded.
 - Leticia, Edith and Aneliza Del Pinal (CEO of Sourcewise) plan to be there.
 - Edith has notified Mary's family who is unable to attend but will watch the livestream.
 - Special Thank You to Steve Kline for assisting in getting this done and on the BOS agenda.

Approval of Minutes:

- Motion by Narendra Pathak to approve the September 17, 2024 meeting minutes; seconded by Joanna Kent, vote was unanimous.

- Narendra commented on the minutes, they are excellent, no errors, and thanked us and appreciated the good work in getting the minutes done.

"Old Business"

Stipends & By-Laws

- There was a great deal of discussion regarding payment of stipends and compliance with the By-Laws. AB members expressed the following:
 - The AB is not unanimous in providing stipends, but the Chair agrees that members should be reimbursed for travel and conferences.
 - A change in by-laws is a complex process that requires several levels of review and is very time consuming; Narendra mentioned that in his experience it should only take 3-6 months to approve. Edith commented that the last By-Law change from eleven to nine members took over two years to be approved.
 - Edith reminded the Board still has discretion to approve stipends, however, it must be in the budget, so should be reviewed each year.
 - Joanna also agreed that the change process may seem easy, but it is not. In the Office of Disability of Affairs, they are paying \$1,000 for people to become members on that board. It seems as though the County is looking to compensate people to be on the advisory committees, so the BOS may be open to this change in the By-Laws.
 - Narendra felt strongly that stipends should be offered and used as an incentive to attract new board members.
 - Joanna suggested that a sub-committee meet to review the By-Laws in their entirety and suggest recommended changes at a future board meeting.
- In the past, it has taken much longer than 6 months to approve By-law changes. The last approval to change membership from eleven to nine members took almost two years for approval.
- Narendra made a motion to set up the By-Laws sub-committee to review and make suggested edits. Darcy McCann seconded. Vote was unanimous.
 - Janie, Mathew and Edith offered to help review the By-Laws.
 - The Board confirmed they will continue to offer the stipend to those who agreed to accept it this fiscal year.

Publishing Recorded AB Zoom Meetings:

- Joanna stated most advisory boards or committees do not publish recorded Zoom meetings because it would require consent of all participants. The Zoom recording is used for internal purposes only to assist in capturing the meeting minutes.
- Narendra states that most Commissions have the Zoom recording available almost immediately. He suggested we ask County Counsel.
- Darcy asked what the benefit would be if the AB Zoom recording were posted online.
 - Janie stated that then individuals would be able to access these meetings anytime and it could be a tool for recruiting board members.
- Mathew asked how much interest there is in viewing past recordings and if it is worth the effort if it won't be utilized.
- Janie made a motion to NOT publish AB Zoom Recordings online.
 - Yes: Mathew, Joyce, Darcy
 - No: Narendra

- Abstain: Joanna
- Motion passed.
- Narendra suggested putting AB Meeting highlights in the Consumer Newsletter.
 - The PA always invites AB members to write articles for the Consumer Newsletter.
 - Joanna suggested a QR Code for the newsletter and is willing to write an article.
 - Edith also suggested that any changes to the AB section of the PA website could be made to be more engaging for current and prospective AB members.

Status of Union Seat

- Steve Kline commented this is an on-going task. There can be a special appointment made once a new proposed member is interested.
 - Natasha Walker has her application ready.
 - Amy Tsai states that she will talk to Linh Phuong at SEIU 2015 and send a letter to Steve.
 - This is a special appointment since it is a Union seat.

Santa Clara Family Health Plan:

Joyce reported and sent information.

IHSS Referrals made internally by SCFHP staff for previous quarter: Q3 2024

- New IHSS referrals: 52
- Referrals for IHSS reassessment requests: 46
- Half are new consumers of IHSS. The other half are current IHSS consumers looking for re-assessments.

Coverage benefit changes for SCFHP DualConnect members for 2025:

Groceries

- 2024: not covered
- **2025:** Members with diabetes and/or chronic heart failure who obtain a prescription from a Community Supports registered dietician may receive a \$75 monthly allowance for groceries. This cannot be combined with medically supportive food and meals or medically-tailored meals. A referral and prior authorization needed.

Over the counter products

- 2024: You receive a benefit of \$135 every quarter to spend on eligible over-the-counter (OTC) products by mail order. This benefit does not carry over to the next quarter.
- **2025:** You receive a benefit of **\$150** every quarter to spend on eligible over-the-counter (OTC) products by mail order. This benefit does not carry over to the next quarter.

Air purifiers are a covered OTC item.

California IHSS Consumer Alliance Report:

- Janie announced the CICA conference call for tomorrow, October 16th.
 - One agenda item is the Statewide HICAP Organization.
- Janie commented at the CA for All Abilities Conference there were over 500 people across the State in attendance and thousands via Zoom.
- CICA active on the Brown Act. They are in dialogue with the 1st Amendment Coalition. There are all kinds of differences in each advisory Board. Trying to find a compromise situation.
- The Statewide Bargaining Workgroup report will be coming out in December 2024. These are just recommendations. Narendra asked about the meetings and Janie stated that meetings ended in September. The report being written by consultants for CDSS will state the pros and cons for statewide bargaining.
- Joanna asked a question about ILC and ADRC revenues. Disability money and aging money.
 - Edith stated that Sourcewise/Santa Clara County is in Emerging status; no additional monies will be provided for the establishment of the ADRC in the County.

Report from Social Services Agency-IHSS:

- Terri announced a new ACL (All County Letter) regarding the implementation of Telehealth Re-Assessment Option.
 - Terri noted some of the qualifications but said she would send out the ACL to all members as there were too many to mention. However, based on the guidelines, it appears that very few consumers will qualify for this telehealth re-assessment option.
 - This may help with compliance but is by no means a cure.
 - Terri's staff will be trained on the new option.

SEIU Local 2015 Report:

- Emilio was not in attendance.
- Amy Tsai states that their staff is very busy with elections; doing phone banking and door knocking.
- They are supporting Kamala Harris; SEIU has a future meeting in Las Vegas.
- Amy asked Narendra for help in contacting and getting support from the Indian Community.
- Amy will meet with Linh to get a letter sent over to Steve Kline regarding the union seat termination and vacancy.

PROGRAMS REPORT

See highlights in yellow.

The PA currently has one open position for a Training Specialist; the Training Specialist II was promoted to Training Supervisor and we are filling the vacant training specialist position. We successfully filled the open part-time Benefits Specialist who started September 23rd.

BENEFITS ADMINISTRATION

There are **13,632** IPs enrolled in the Valley Health Plan **2,584** of those in the Classic Plan and **11,048** in the Preferred Plan. **14,334** IPs are enrolled in the Dental/Vision plans. There were **134** Smart Pass VTA Cards issued.

Sick Leave: **34,027** active IPs have accrued 40 hours of sick leave. **7,010** have claimed some hours and **3,545** have claimed all 40 hours.

ENROLLMENT

Number of IPs enrolled: **602**

Fingerprints that are delayed (awaiting DOJ results): **5**

Group Orientation attendees: **728**

Scheduling an individual appointment is 44 business days (9 weeks) from the time an IP completes the viewing of the orientation videos.

Comments/Discussion

- *Looking for other ways to enroll since there are so many appointments in the future.*
- *Asking the County for temporary help.*
- *Team is working as hard as they can but it has been very hectic.*
- *Janie trying to figure out how enrollment meetings can be done quickly, condensed.*
- *Edith went over what takes place, at our PA office, and what happens at the Union.*
- *Asking for more money for admin support.*

REGISTRY

There are **867** active IPs on the registry and **3,264** active consumers.

Regular Registry:

- Completed **75** new consumer intakes
- Generated **444** referral lists
- Attained **66** matches (assignments)
- Provided **944** new interventions with over **429 hours** spent on the interventions

Care Coaching: The Registry received **49** referrals for Care Coaching

- **35** care coaching consultations were conducted
- Total active consumers **178**
- Total inactive consumers **229**

On-Call Registry (OCR): There were **11** eligible requests to the On-Call Registry out of 19 total calls. **Seven** requests were fulfilled for a total of **164.12** hours utilized; there were a few clients who called in more than once and several requests came in at the end of the month and are being worked on in October. There are a total of **102** providers on the On-Call Registry.

Outreach and Recruiting

Registry Introductory Training (RIT): **6** remote RITs were held; 1 in English; 1 in Spanish, 4 in Vietnamese (1:1).

- **49** interviews were conducted
- **38** providers were invited to the eRITs
- **36** providers were added to the registry

Outreach Activities

Location	Type	Reach/Individuals Assisted
VASC	Once a month – 2 nd Friday	3 IPs

EPG: A total of **39** kits were picked up with **26** sets going to IPs and **13** to Consumers for a total of **270** masks and **780** pairs of gloves. **91%** of those who requested PPE came to pick it up.

TRAINING

6 training classes were held. **75** individual IPs received an incentive with **101** seats filled. Incentive payments this month totaled **\$3,385**. **xx%** no shows this month.

Language	#
English	5
Mandarin	0
Spanish	0
Vietnamese	1

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

Career Pathways: **27** classes were held (23 by FUHSD, 4 by EHTC). **739** registered and **439** attended (**59%** attendance rate). Unfortunately, Career Pathways classes abruptly ended on 9/16/24 per CDSS with less than 24 hour's notice. 28 classes that were scheduled through the end of September had to be cancelled.

Public Authority Phone Calls: The PA received a total of **5,843** phone calls. Breakdown of the calls:

- Registry 1711
- Enrollment 1812
- Benefits 2042
- Training 278

CAPA REPORT

CAPA held a board meeting on September 24, however the PA Director was on vacation and couldn't attend the meeting.

Next Meeting:

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

- **Tuesday, November 19, 2024, from 12 noon to 1:30 pm** via In-person/Hybrid.

Note: Terri will bring Veronica Marquez-Hothem to the next AB meeting in November.