

**IHSS Public Authority Advisory Board Meeting
November 19, 2024
MINUTES**

ZOOM VIRTUAL MEETING for Guests:

<https://zoom.us/j/97448761420?pwd=bmR1b3NlMEVlUWHR1UGFkNUo4V1Z0UT09>

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; Joyce Felix Builes

Members Absent: David Forderer; Darcy McCann

PA Staff Present: Edith Gong; Leticia Sabadin

Guests Present (Virtual & In-Person): Steve Kline, Board Aide for Board of Supervisor Ellenberg;
Natascha Walker, IP & SEIU 2015 Union Organizer; Marisela
Perez, Home & Community Based Services Specialist, Santa
Clara Family Health Plan; Veronica Marquez-Hothem, IHSS
Quality Assurance Program Manager; Stephen Chriest, Guest
& Board Member of the Non-Profit Foundation "Adults
Toward Independent Living"

Announcements & Public Comment:

- Narendra announced that he attended the Human Rights Commission meeting last week for Santa Clara County. There were discussions regarding Medi-Cal, Medicare, and Seniors. They also mentioned that Human Rights Day will be held in December.
- Narendra also mentioned the advocacy and support for District 26 State Assembly - Patrick Ahrens.
- Janie announced that the IP Event was a huge success and a lovely event. Supervisor Ellenberg was in attendance and spoke; it was all well received. There were a lot of raffle prizes and good food. Special thank you to Public Authority who did a great job with this event.
- Edith mentioned that Terri Possley's speech was very endearing and great to hear. A special thank you to Steve Kline for assisting in Supervisor Ellenberg's appearance. We appreciate it!
- Edith also wanted to mention and to say Thank YOU to the anonymous AB member who donated \$1000. In appreciation of National Caregiver Month, a special letter and gift cards were mailed out to 10 randomly selected IPs (each received a \$100 gift card).
- Janie announced that current member, Emilio Carrillo who holds the Union seat, has been officially terminated effective 11-05-24.
- Natascha Walker mentioned that the Union Bargaining will begin soon.
- Steve Kline reminded Natascha that he needs the letter from SEIU/Linh Phuong to get her appointment on the agenda for the next BOS meeting.

- Narendra also wanted to Thank Terri Possley for her support and attendance on this advisory board. All her hard work and advocacy have been excellent.
 - AB write a letter and note all of Terri's accomplishments that she did for this board and IHSS.

Approval of Minutes:

- Motion by Narendra Pathak to approve the October 15, 2024 meeting minutes; seconded by Mathew Lubinsky, vote was unanimous.

AB By-Laws Sub-Committee:

- Janie stated that there is currently a sub-committee reviewing the AB By-Laws.
- Joanna gathered feedback and put together a working document with possible revisions.
- Items under discussion included:
 - Expanding the number of board members, changing the composition of the board, changing guidelines for missed meetings before removal, meeting frequency and more.
- There was much discussion around each topic, but no consensus on the actual changes to the by-laws.
- The Board will continue to discuss the proposed changes before presenting a final set for a vote. The By-Laws will still need to be reviewed by County Counsel before they can be presented to the Board of Supervisors for approval.

PA Website Edits:

- Joanna made some recommendations to the AB section on the PA website. Suggested changes are more for clarity on the AB's functions and for easier understanding.
- Joanna also suggested adding links for registering for the Zoom Meeting..
- The PA Director will make the changes in the next several weeks and confirm with the AB.

Santa Clara Family Health Plan:

- Joyce reported that there few updates.
- They are working on policy and procedures and putting systems in place.
 - Reviewing supplement caregiver hours
 - Avoiding duplication of services
 - Improving communications with recipients
- Janie asked Joyce about additional funding for CalAIM. Joyce responded that there are 1-2 new services that have been added for programs under community services.

California IHSS Consumer Alliance Report:

- Janie reminded everyone about CICA's call tomorrow 11/20 at 10am.
 - Guest Speaker is Sourcewise CEO, Aneliza Del Pinal and she will be presenting the AAA's throughout the State.
- Janie reported that CICA is still planning a Central Region meeting. There are about 20 counties in the Central Region: Santa Clara, Santa Cruz, Alameda, San Francisco, Napa, etc.
 - Topics included: Advisory Board best practices, what is working/what is not, better communication and contact/interaction with other counties.
- Janie was on a Zoom call with Alameda County with great discussion on multiple topics such as program concerns and additional information. She would like to see the same thing in Santa Clara County.

- There were suggestions to have providers accompany consumers to attend Advisory Board Meetings under ADA accommodations.
- With regards with the Brown Act, CICA in dialogue with different coalitions in support of the changes for ADA accommodations. Also waiting for information regarding Attorney General Bonta's guidance regarding ADA Accommodations.
- Janie updated that there is still no movement or word on Statewide Collective Bargaining. The report must be presented to the Legislature by the end of December.
 - Edith commented there is an update in her report later in the agenda.

Report from Social Services Agency-IHSS:

- Terri brought Veronica Marquez-Hotham, IHSS Quality Assurance Program Manager. Veronica will be the Interim Program Manager, until they find a new replacement for Terri.
- Terri reported that the Annual Report for IHSS was on the consent agenda for the Children's and Seniors Committee and accepted on October 24, 2024.
 - Thank you to Veronica for presenting the QA portion of the report and doing a great job.
 - Thank you to Janie Whiteford for speaking at public comment. Terri has a Social Work Supervisor with her and said that seeing Janie and hearing her comments were very meaningful. The support and advocacy for the social workers and statements about being over worked and understaffed was very much appreciated.
- There are continued conversations and work to be done regarding the overdue re-assessments. They are still behind with home visits and working diligently to be compliant.
 - IHSS has offered overtime to staff and there is no cap on the overtime. They are doing whatever it takes be compliant.
 - They want to reach 90% compliance with 6-9 months. This means that they need to complete 500 more home visits a month in addition to what they are already doing.
 - Janie asked if IHSS will be fined for being out of compliance. Terri stated that they have not heard or seen anything in writing with regards to a fine.

PROGRAMS REPORT

See highlights in yellow.

We continue to see an unprecedented number of people enrolling as IHSS providers. Since July the number of future appointments has grown from 900 to 1500; the team enrolled an all-time high of 858 providers this month. Care Coaching continues to receive a high number of referrals, and the On-Call Registry serviced the largest number of clients this month since the statewide backup provider systems was established. The PA has one opening for a Training Specialist. SEIU 2015 reached out with an information request to start the collective bargaining process.

BENEFITS ADMINISTRATION

There are **13,742** IPs enrolled in the Valley Health Plan **2,566** of those in the Classic Plan and **11,176** in the Preferred Plan. **14,451** IPs are enrolled in the Dental/Vision plans. There were **198** Smart Pass VTA Cards issued.

Sick Leave: **34,177** active IPs have accrued 40 hours of sick leave. **7,981** have claimed some hours and **4,197** have claimed all 40 hours.

ENROLLMENT

Number of IPs enrolled: **858**

Fingerprints that are delayed (awaiting DOJ results): **2**

Group Orientation attendees: **781** (no orientation held on 10/18, but 3 held the following week)

Scheduling an individual appointment is 40 business days (8 weeks) from the time an IP completes the viewing of the orientation videos.

REGISTRY

There are **858** active IPs on the registry and **3,104** active consumers.

Regular Registry:

- Completed **82** new consumer intakes
- Generated **444** referral lists
- Attained **86** matches (assignments)
- Provided **1202** new interventions with over **469 hours** spent on the interventions

Care Coaching: The Registry received **41** referrals for Care Coaching

- **30** care coaching consultations were conducted
- Total active consumers **192**
- Total inactive consumers **232**

On-Call Registry (OCR): There were **12** eligible requests to the On-Call Registry out of 23 total calls (19 clients). **Eight** requests were fulfilled for a total of **263.15** hours utilized; three cases have IPs starting in November and one case exhausted the IP list and was not fulfilled. There are a total of **96** providers on the On-Call Registry.

Outreach and Recruiting

Registry Introductory Training (RIT): **10** remote RITs were held; 1 in English; 9 in Vietnamese. All RITs were 1:1 this month as the new Outreach and Registry Recruitment Specialist started and needed to ramp up. No group orientation will be scheduled until November. Note that interviews and references were conducted, but most will be invited to the November RIT.

- **54** interviews were conducted
- **78** references were checked
- **10** providers were invited to the eRITs
- **10** providers were added to the registry

Outreach Activities

| Location | Type | Reach/Individuals Assisted |
|-------------------------|---------------------------------------|----------------------------|
| VASC | Once a month – 2 nd Friday | 3 IPs |
| MSSP, APS (2 mtgs) | MS Teams Presentations | 29 |
| Jewish Community Center | In-person Event | 70 |

EPG: A total of **43** kits were picked up with **25** sets going to IPs and **18** to Consumers for a total of **350** masks and **800** pairs of gloves. **83%** of those who requested PPE came to pick it up.

TRAINING

39 training classes were held. Three classes were cancelled due to low registration; all were in Vietnamese. Four classes were rescheduled due to a medical issue with a trainer. **238** individual IPs received an incentive with **514** IPs trained. Incentive payments this month totaled **\$17,220**. This month had **27%** no shows, which is about 6% higher than normal. Two IPs received reimbursement from the Life Enhancement fund for a total of **\$638**.

| Language | # |
|------------|----|
| English | 18 |
| Mandarin | 8 |
| Spanish | 3 |
| Vietnamese | 10 |

| Location | # |
|--------------------------------|----|
| Central – San Jose/Santa Clara | 0 |
| North - Milpitas | 9 |
| South – Morgan Hill | 4 |
| West – Sunnyvale/Cupertino | 9 |
| Online | 17 |

Consumer Connection Newsletter: **33,942** newsletters were mailed. Articles included: IHSS Advisory Board Advocacy, Medicare Changes for 2025, New Tools for Using ESP, Creating a Backup Plan for Care, Understanding IHSS Share of Cost, National Family Caregiver Month and more. Newsletters can be found here: <https://www.pascc.org/resources/#Newsletter>

Public Authority Phone Calls: The PA received a total of **6,467** phone calls. Breakdown of the calls:

- **Registry** **1869**
- **Enrollment** **1909**
- **Benefits** **2333**
- **Training** **356**

CAPA REPORT

CAPA held a board meeting on October 24.

Legislative and Budget Update

The legislative year ended with CAPA tracking 27 bills including budget bills. Of note are the following:

| Bill # (Author) | Topic | Summary | Status |
|-------------------|---|--|-----------|
| AB 1005 (Alvarez) | IHSS: terminal illness diagnosis | When discharging from acute care hospital with terminal illness diagnosis, case manager must ask patient if they're interested in IHSS program. | Chaptered |
| AB 1975 (Bonta) | Medi-Cal: medically supportive food and nutrition interventions | Bill would make medically supportive food and nutrition interventions a covered benefit under the Medi-Cal program, through both the fee-for-service and managed care delivery systems, no sooner than July 1, 2026. | Vetoed |

| | | | |
|-------------------|---|---|-----------|
| AB 2704 (Abur) | IHSS: criminal background checks | Bill would prohibit a person who seeks to become a provider from being assessed a fee for any investigation or criminal background check by Dept of Justice. | Vetoed |
| SB 37 (Caballero) | Older Adults and Adults with Disability Housing Stability Act | Current law establishes various programs to address homelessness, including requiring the Governor to create an Interagency Council on Homelessness and establishing the Homeless Emergency Aid program for the purpose of providing localities with one-time grant funds to address their immediate homelessness challenges. This bill would, upon an appropriation by the Legislature for this express purpose, require the Department of Housing and Community Development, commencing January 1, 2025, to begin developing the Older Adults and Adults with Disabilities Housing Stability Pilot Program. | Vetoed |
| SB 1249 (Roth) | Mello-Granlund Older Californians Act | The Mello-Granlund Older Californians Act establishes the CDA and sets forth its mission to provide leadership to the area agencies on aging in developing systems of home- and community-based services that maintain individuals in their own homes or the least restrictive homelike environments. Current law requires the department to designate various private nonprofit or public agencies as area agencies on aging to work within a planning and service area and provide a broad array of social and nutritional services. Current law includes various findings and declarations relating to the purposes of the act. This bill would update and revise those legislative findings and declarations, including recognizing the state's major demographic shift towards an older, more diverse population and declaring the intent to | Chaptered |

| | | | |
|--|--|---|--|
| | | reform provisions of the act related to various functions of the area agencies on aging. The bill would require the department, by Sept. 30, 2026, to take various actions, including identifying older adult and family caregiver support programs and services and developing a statewide consumer engagement plan. The bill would require the department to develop regulations that address specified topics relating to area agency on aging designations. | |
|--|--|---|--|

The bill tracker can be found here: <https://tinyurl.com/bdfrxbh4> (shortened for ease of use – goes to CAPA Capitol Track account)

- The CAPA Executive Director was invited to participate in Budget Committee update meetings and one of the main topics was homelessness; especially troubling is the rise in the older adult population. IHSS is a prevention model and seen as one of the best in the county for those in need of services. The cost/benefits are many – less expensive than skilled nursing facilities and helps the economy by paying caregivers.
- The statewide collective bargaining report is scheduled to be released in early December. The stakeholders will have two weeks to respond to the report.
- With AB 2449 sunseting (Brown Act temporary exceptions), there is discussion in the County Caucus to have unified coalition and submit a single Brown Act bill in the next legislative session. The recent Attorney General’s opinion is flexible, however, each County Counsel has its own interpretation and implementation.

CDSS Updates/Discussion

- Feedback was requested and received on proposed changes to the mandatory videos for provider enrollment. The goal is to make the videos modular, have quizzes/knowledge testing and available in more languages. PAs provided additional topics that were not seen in the proposed outline.
- CDSS provided the following statement regarding the statewide collective bargaining, as many PAs were getting questions from their Advisory Boards and Governing bodies.

AB 102 required the Department of Social Services (CDSS) to convene a workgroup of various stakeholders of the In-Home Supportive Services Program (IHSS) to discuss the feasibility of shifting from local bargaining for IHSS providers to a statewide collective bargaining model. From these discussion CDSS was mandated to write a report which outlines the current process for collective bargaining, a look at both statewide and regional bargaining, potential impact on workforce recruitment and retention,

potential implications on the current county-State realignment structure and how increases to IHSS provider wages would interact with state minimum wage increases. The report would also lay out the opportunities and challenges that were discussed during the workgroup process.

**Janie and the members thanked Terri for all her hard work and dedication. Appreciate all her hard work and advocacy. Thank you, thank you Terri!

***Terri wanted to share that she appreciates this board and all the hard work and dedication to this community and population.

Next Meeting:

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

- **Going DARK IN December.**
- **Tuesday, January 21, 2025, from 12 noon to 1:30 pm** via In-person/Hybrid.