

**IHSS Public Authority Advisory Board Meeting
November 13, 2018
MINUTES**

Members Present: Cheryl Hewitt; Janie Whiteford (via conference call); Beverly Lozoff; Dennis Schneider; Senon Hernandez (via conference call); Lori Andersen; Terri Possley (Ex-Officio)

Members Absent: Bob Stroughter

PA Staff Present: Mary Tinker, Leticia Sabadin

Guests Present: Wayne Glusker, Assistant to Cheryl Hewitt; David Forderer, new guest, IHSS Consumer and potential AB Member

Announcements & Public Comment:

- Tonya York submitted her resignation on November 7, 2018, effective immediately.
- New guest and potential AB Member David Forderer submitted his AB application to the Clerk of the Board.

Approval of Minutes: None

SARC (San Andreas Regional Center) Overview: Cheryl Hewitt wanted to share some information on a new pilot program at SARC. This is informational only. Cheryl mentioned that the program is still fairly new and undergoing processes and logistics; at this point the program has not been well received.

-self determined aspect type program

-clients find services according to their needs

-clients are the boss, they hire and fire providers

-clients negotiate salary

-no case manager, there are none available since SARC is short staffed

CAPA Report: CAPA met October 25th in Sacramento.

Paid Sick Leave: The state has setup excellent videos and information sheets on their website so consumers and providers can access information anytime. Use this link <http://www.cdss.ca.gov/inforesources/IHSS-Providers/Resources/Timesheet-Information> and scroll down to find the section titled, "Paid Sick Leave Program Learning Options".

A workgroup of CAPA and CWDA developed a simple spreadsheet to track sick leave utilization in 10 counties starting in mid-October. Santa Clara PA is participating in gathering this information. CDSS will review the data collected through the end of December to help determine what is needed to prevent IHSS consumers from having issues when their worker

use sick leave. The legislation that instituted sick leave requires the state to develop a backup system if it's needed.

Election of Vice Presidents: CAPA held its biannual election of vice presidents for each region. Election of officers, President, Secretary and Treasurer will take place October 2019 always being the year following election of VPs.

EVV: Electronic Visit Verification is a federally mandated requirement for all in-home services that receive federal funding. It was scheduled to go into effect January 2019 but due to the huge pushback from stakeholders it has been delayed to 2020. California is planning to seek a waiver to extend implementation for another year. CDSS has scheduled meeting/call for CWDA and CAPA on November 15th.

Legislative Update: CAPA's legislative committee developed proposals for the coming legislative session to be discussed and take action on at the November meeting.

PROGRAMS REPORT

Benefits Administration: There were **11,435** IPs enrolled in the Valley Health Plan with **5,041** of those in the Classic Plan and **6,394** in the Preferred Plan in October. There were **12,128** IPs enrolled in the Dental/Vision plans during the month of October. There were **502** Smart Pass VTA Cards issued.

Enrollment:

Number of IPs enrolled: **446**

Estimated number of individuals attending group enrollment sessions was 40 to 65 per session. Group sessions are generally held on Fridays with approximately **420** attending in October.

Registry Services: There are **493** active IPs on the registry and **1069** active consumers.

The registry:

- Completed **60** new consumer intakes and reactivated **73** consumers
- Attained **44** matches
- Provided **520** new interventions

Public Authority Phone Calls: The Public Authority handled a total of **4,913** phone calls during September. Breakdown of the calls:

- **Registry** **2,650**
- **Enrollment** **680**
- **General** **405**
- **Benefits** **1,178**

Care Coaching: The Registry received **2** referrals for Care Coaching in the month of October. There were **11** in-home visits made.

- Total active consumers **76**
- Total inactive consumers **242**

Urgent Care Registry There was **21** hours of services authorized in October.

IP Trainings Provided: There were **15** classes offered in October training **225** IHSS providers.

Over Time Training: There were **8** IPs who were provided training/counseling on overtime issues and how to properly complete their timesheet.

Timesheet Training Video on PA Website: The Public Authority developed a great new video that instructs providers on how to complete their timesheets and prevent OT issues. It is quite thorough and easy to understand. The video was viewed **3,288** times during the month of October. The video can be viewed at: <http://www.pascc.org/services/TimeSheetVid.html>.

Staffing: The Public Authority was successful in finding Registry Manager, Erica Covarrubias who began working October 22nd. Two new Care Coordinators were hired and begin working November 13th and 14th. Kim Ngo, Care Coordinator submitted her resignation and her last day was November 9th, the PA is recruiting for a replacement. Robyne Dorr, was hired to fill the vacant PA Support Specialist position, her first day is November 19th.

California IHSS Consumer Alliance Report (CICA): Janie Whiteford encourages everyone to participate in the CICA monthly conference calls scheduled on the 3rd Wednesday of the month at 10am. Janie also wanted to get some topics/agenda items for the Regional Meeting coming up on February 2, 2019.

Janie also asked how the IHSS Care giver proclamation presentation went at the Board Chambers. Terri Possley, Dennis Schneider and Leticia Sabadin were in attendance and accepted the proclamation from Supervisor Joe Simitian. The presentation went very well; Supervisor Simitian prepared a very special and kind speech thanking the community, IHSS, PA and the care providers. We were able to receive the proclamation and hold on to it so it could be presented at our IP Appreciation Event on November 28th.

Report from Social Services Agency: Terri Possley reported that IHSS recently hired two new Social Workers: one is Cantonese speaking and the other is Vietnamese. Terri said that is good but not quite where they need to be, staff wise. She has submitted her FY 20 budget requesting 18 positions which are the following:

- 13 more Social Workers
- 2 Supervisors for the Social Workers
- 1 Account clerk II who will handle timesheets, errors, etc.
- 1 Eligibility Worker II-III Lead position
- 1 Eligibility Worker II, support staff

This is where the discussions started as to how the AB can help with advocating and pushing for the hire of new staff at IHSS. Prior year budgets have been denied. AB would like to help in getting IHSS fully staffed. Janie asked Terri about setting up a meeting with Jim Ramoni and his boss, Bob Menicocci. After further discussion the AB agreed to establish an ad-hoc committee to look into the ongoing staffing shortage at IHSS and request an appointment to meet with Jim

and Bob. Terri agreed to provide Janie with Jim's assistant, Priscilla Alleman's contact information. Members who volunteered to be on the ad-hoc committee are: Janie Whiteford, Lori Andersen and Cheryl Hewitt.

Lori requested some historical information from Terri with past requests for IHSS staffing needs included in the budget that were submitted to Jim and Bob.

Terri said she would provide the AB members this information in order to prepare for the meeting with Jim and Bob.

Relationship with Board of Supervisors Report: AB members have agreed to try to meet with BOS aides and Supervisors at least twice a year. The AB needs to prepare a plan to schedule meetings with the Supervisors and their Board Aides on a regular basis. The plan is to start meetings as early as January 2019, get on their calendars. Leticia Sabadin will assist in getting in contact with board aides and getting some dates for meetings.

New guest David Forderer emphasized the importance of the IHSS Advisory Board and how the appointments made to this board are by a Government agency. The significance and importance of these positions is critical. This board needs to understand the population it serves and help in making decisions for consumers and advocating for them. Need to go into these meetings with the Supervisors and give them an understanding and informational outline on what IHSS does and how it works.

This lead to the topic and circling back to the assistance needed in order for the IHSS final budget approval in March to be accepted and how this AB can advocate and assist. There was a motion to have an ad-hoc committee and the point persons would be Cheryl Hewitt and Wayne Glusker (Cheryl's assistant). It was also agreed to have a special tele-conference call/meeting setup for Tuesday, December 18th at 11:30am. The intent for this meeting is to prepare and have recommendations be specific, (3 talking points) for the IHSS budget. This committee includes Janie Whiteford, Dennis Schneider, Lori Andersen, Beverly Lozoff, Cheryl Hewitt, Wayne (Glusker) and David Forderer.

Leticia Sabadin will setup conference call for this meeting and send all information to Cheryl and Wayne. Leticia will also provide a most current list of AB vacancies; she will email this as well as the AB bylaws.

Hosting CICA Regional Meetings Ad-hoc Committee Report Back: Janie Whiteford will provide more information later. She mentioned again getting some topics and agenda items from AB members.

Note:

Reminder that the Advisory Board agreed to change the start time of these meetings to 12:00 beginning in January 2019. Meeting time is 12:00 – 1:30pm.

Next Meeting: The next meeting of the Advisory Board is **Tuesday, January 15, 2019 from 12:00 – 1:30pm** at the Sourcewise Main Office, 2115 The Alameda, San Jose, CA. 95126.