

IHSS Public Authority Advisory Board Meeting
February 19, 2019
MINUTES

Members Present: Cheryl Hewitt; Janie Whiteford; Beverly Lozoff; Dennis Schneider; Lori Andersen; Bob Stroughter (via conference call)

Members Absent: Senon Hernandez; Terri Possley (Ex-Officio)

PA Staff Present: Mary Tinker, Leticia Sabadin

Guests Present: David Forderer, IHSS Consumer & potential AB Member;
Wayne Glusker, Assistant to Cheryl Hewitt & David Forderer;
Vicente Vega, SEIU 2015 Steward

Announcements & Public Comment: David Forderer's application to be appointed to the Advisory Board has been submitted. Leticia Sabadin will follow up with the Clerk of the Board to see where they are in the process.

Vicente Vega announced the union is still working on recruiting someone to fill the SEIU representative vacancy for this Advisory Board.

Approval of Minutes: Motion by Janie Whiteford to approve November 13, 2018 meeting minutes as written, seconded by Beverly Lozoff, vote was unanimous.

(Reminder: December 2018 no meeting; January 2019 meeting held but no quorum, no minutes).

Capital Action Day in Sacramento: Cheryl Hewitt announced that Disability Capital Action Day is scheduled for May 23rd in Sacramento. Cheryl Hewitt asked if the Advisory Board (AB) would like to participate, and if yes, would the AB participate in partnership with CARA. After discussion it was clarified this AB cannot spend funds on donations or paying for a booth at this event. AB members are able to attend and be reimbursed for travel, meals to attend the event. If they attend they should develop talking points to discuss with legislators and schedule appointments ahead of time.

Discussion on the proposal to change the AB By-Laws: The ad hoc committee has not met yet so this topic will be deferred to the March meeting. Beverly has agreed to setup a conference call with Janie, Cheryl, Dennis and Mary to discuss in more detail.

There are a few things to determine:

- The proposal to changing from 11 members down to 9.
- Which seats to eliminate?
- Make sure the composition of board is at least 51% Consumers.

CAPA Report: Mary Tinker distributed the following written CAPA report:

State Budget Overview: The Governor's January budget release for FY 2019/20 shows a \$21 Billion surplus as of January 1/1/19 this includes surplus in the rainy day account. He proposes one time only pay-down of CalStirs, CalPers and program investments. It includes a very long report on the MOE. CSAC and the CAO's are very supportive of the proposed changes. It would reduce the amount of MOE for counties and take it out of the state general fund. The inflator would change over time to 4% instead of the current 7%; it would be 5% FY 18/19, 7% in FY 19/20 and then drop to 4% from then on. It stops the redirection of funds from mental health, behavioral health, etc., to IHSS. The 1991 realignment true-up would go away permanently. It would also change the PA funding ratio. The Governor is proposing to eliminate total County share of cost in the IHSS rate; county and PA admin proposing to buy that out, 21.6 million this year and 23 million in FY 19/20.

Proposing to eliminate the IHSS consumer 7% hours cut asking for a permanent restoration.

Sick Leave Update: The number of IPs using their sick leave is increasing every month to an average of 7 hours/month; in September 900, October 1600, November 2949, and December 4000. Still a small percentage of the total number of IPs in the state but it is being used.

EVV: The state is holding focus groups on the portal. IVR (Interactive Voice Response) system is being worked on now the system will call recipients to verify hours. Both recipients and providers will have access and will be able to change and set their own passwords. CDSS is scheduling stakeholder meetings to cover system utilization, demo it and answer questions. They will provide webcast demos as an option for learning and training on the system. This is a federal requirement and will help move away from paper timesheets.

IHSS Help Desk at the State: The state is monitoring the help desk, they are aware there are long wait times up to an hour sometimes. The state averages 60,000 calls every month and is looking to transition providers to access the new web portal. It's much easier and quicker, they can check their timesheets, payroll status.

Legislative Update: The bill introduction deadline isn't until the third week in February, so there's nothing much to report at this time.

CAPA is co-sponsoring with CWDA a reintroduction of last year's AB 1909 (this year, it's AB 229) which seeks to require to translation all provider materials into threshold languages. Additionally, CAPA is trying to secure an author for CAPA's bill to carve out a small exemption from the Brown Act for consumer members of PA Advisory Committees so that meeting attendance may be done by teleconference, without meeting the posting and open to the public requirements as it pertains to the consumer's address.

Side notes:

- EVV is State mandated; Mary distributed some handouts regarding more detailed information on EVV for IPs and Consumers.

- Vicente Vega from the Union announced that they are in the process of setting up IPs to get their direct deposits send directly to a money card/ATM.

PROGRAMS REPORT: Mary Tinker distributed the following written program report.

Benefits Administration: There were **11,568** IPs enrolled in the Valley Health Plan with **4,911** of those in the Classic Plan and **6,657** in the Preferred Plan in January. There were **12,259** IPs enrolled in the Dental/Vision plans during the month of January. There were **412** Smart Pass VTA Cards issued.

Enrollment:

Number of IPs enrolled: **614**

Number of IPs partially done: **440**

Fingerprints: Failed: **0**

Estimated number of individuals attending group enrollment sessions was 55 to 95 per session. Group sessions are generally held on Fridays with approximately **565** attending in January.

Registry Services: There are **475** active IPs on the registry and **1061** active consumers.

The registry:

- Completed **79** new consumer intakes and reactivated **71** consumers
- Attained **27** matches
- Provided **526** new interventions

Public Authority Phone Calls: The Public Authority handled a total of **4,978** phone calls during January. Breakdown of the calls:

- **Registry** **2,725**
- **Enrollment** **488**
- **General** **316**
- **Benefits** **7749**

Care Coaching: The Registry received **12** referrals for Care Coaching in the month of January. There were **17** in-home visits made.

- Total active consumers **60**
- Total inactive consumers **240**

Urgent Care Registry There were no hours of service authorized in January.

Expedited Registry: Expedited Registry received **no** referrals in January. With the registry being short staffed the ER has been put on the back burner for the time being.

Expedited Registry Recruitment: There were no Expedited Registry recruitment sessions in January due to insufficient staffing.

Registry Introductory Training (RIT): There was **1** RIT sessions held in January.

- Conducted **16** interviews
- Called **42** references
- Completed **36**reference checks
- Added **9** new IPs to the registry

RIT sessions are recruitment training workshops held for individuals who wish to join the registry. This is one of the screening requirements for being added to the registry. Next steps required include checking references, in-person interview with staff, and completion of mandatory enrollment process which includes DOJ criminal background check. Because of the amount of work required to get someone added to the registry there are generally people being added on a continuous basis.

New Monthly Check-in Options: The registry began implementing new check-in options for IPs effective 1/15/19 60 IPs took advantage of it. IPs are now able to do their monthly check in via text message or email. This simplifies the process for staff and providers. Post cards were mailed to all IPs on the registry informing them of these new options, they can opt not to utilize either of these and continue monthly call-in instead.

IP Trainings Provided: There were **no** classes offered in January. The new semester starts in February. There were **24,970** training schedules mailed to providers in January.

Consumer Newsletter: There were **24,405** consumer newsletters mailed in January. The Consumer Connection newsletter can be viewed at:
<http://www.pascc.org/resources/newsletter.html>.

Over Time Training: There were **4** 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 **3,781** times during the month of January. The video can be viewed at: <http://www.pascc.org/services/TimeSheetVid.html>.

Staffing: The Public Authority currently has 2 vacant positions, Registry Manager, and Care Coordinator with interviews scheduled for both positions.

California IHSS Consumer Alliance Report (CICA): Janie Whiteford reminded and encouraged everyone to participate in the CICA monthly conference calls scheduled on the 3rd Wednesday of the month at 10am. These calls are a great source of information. Karen Keesler from CAPA is usually on these calls. CICA continues to work collaboratively with CAPA on the current issues at hand.

Janie stated that there are some big issues in their recent discussions:

- Family care providers not eligible for Social Security benefits

- The possibility of IHSS going back into contract mode. In Janie's view, this would not be a good move, since this takes away control from the Consumers. More information will be forthcoming.

Cheryl stated that they fought to get out of the contract mode of IHSS. The quality of service is poor; it's messy and more prone to fraud and abuse under contract mode. The contractor is in control not the consumer. Plus you cannot get quality workers and it's more expensive. Currently there are two counties with the dual mode of service, meaning contract mode and independent provider mode those are San Francisco and San Mateo.

Janie stated CICA will have an informational booth at the Capital Action Day event that includes IHSS information.

Report from Social Services Agency: Terri Possley is on vacation so she sent Mary Tinker an email with her report to share with the AB.

- FY 20 Requests for Additional Staff
 - Social Services Agency (SSA) Proposals Due to Office of Budget and Analysis on 2/15/19
 - Approved positions for IHSS at Executive Level
 - 2 Social Work Supervisors
 - 13 Social Workers
 - SSA Presentation to Dr. Jeff Smith and Office of Budget and Analysis on 2/20/19
- SSI Cash Out Implemented in June 2019
 - Most SSI Recipients will be eligible for a small amount of CalFresh benefits
 - Targeted to individuals 65 and older
 - The main CDSS website for policies and background information is here: <http://www.cdss.ca.gov/inforesources/CalFresh/Supplemental-Security-Income>
 - On the right side of that page is a link to "Training" which lists several very helpful webinars that provide good overviews of the new policy: <http://www.cdss.ca.gov/inforesources/CalFreshSSI/Training>. The webinars are all an hour long.
- CWDA and the State are asking IHSS to spread the word to encourage recipients and providers to enroll in the following:
 - ETS
 - Direct Deposit
 - When EVV is implemented, it will be seamless to those who are already enrolled in ETS/ESP. There are several flyers in various languages that I will email to Leticia Sabadin. We are encouraged to distribute these to our recipients and providers.
 - IHSS will be partnering with the Department of Employment and Benefit Services (DEBS) who oversees CalFresh to get message out to our IHSS recipients
- SEIU 521 will be bargaining with Management for a new union contract which expires this summer. Negotiations will be starting in March/April.
 - I've been identified as a Management team member representing Department of Aging and Adult Services, particularly IHSS

- When we receive weather advisories, our Quality Assurance Unit creates a report for individuals impacted on our caseloads that are 65 and older who are living alone.
 - Last year, we reached out to Successfully reached out to 69 oxygen dependent recipients living alone in response to air quality advisory from the fires.
 - Last week (2/14 and 2/15), we reached out to 15 IHSS recipients who are 65 and older, living alone who are living in the flood zone which was on evacuation alert.
- Santa Clara County IHSS has maintained overdue reassessment compliance with the State for almost 3 years.
 - Currently, we are at 79.99% compliance. Once we dip below 80% threshold, we are out of compliance.
 - Will be offering overtime to our social workers in good standing to complete home visits on overdue annual reassessments.

Next Meeting: The next meeting of the Advisory Board is **Tuesday, March 19, 2019 from 12:00 – 1:30pm** at the Sourcewise Main Office, 2115 The Alameda, San Jose, CA. 95126.