

**IHSS Public Authority Advisory Board Meeting**  
**June 16, 2020**  
**MINUTES**

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ZOOM VIRTUAL MEETING

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**Members Present via Virtual/Conf. Call:** Janie Whiteford; Beverly Lozoff; Dennis Schneider;  
Terri Possley (Ex-Officio); Mathew Lubinsky, Lori Andersen; Bob Stroughter

**Members Absent:** Senon Hernandez

**PA Staff Present via Virtual/Conf. Call:** Edith Gong, Leticia Sabadin

**Guests Present:** Hugh Leigh, IHSS IP; Lilibeth Esposito, IHSS IP; Damaris Ellington, SEIU 2015; Toya Barnette, mother of IHSS Recipient

**Announcements & Public Comment:**

- Beverly Lozoff wanted to make a quick announcement with regards to the passing of one of our AB members-Cheryl Hewitt. Cheryl passed away suddenly on May 21<sup>st</sup>, very unfortunate and sad news. Cheryl had served this board for about 2.5 years. There will be an announcement in the upcoming PA Consumer Connection Newsletter. There is also mention of a Celebration of Life for Cheryl on Saturday, June 20<sup>th</sup>. She was very instrumental as an advocate and she will be deeply missed.
- Edith Gong mentioned that CAL OES (Operations Emergency Services Organization) is requesting nominees/applicants for the Cal OES SEMS committees. Please feel free to share with your networks – deadline for applications is July 15.
- Edith also shared that the budget was passed by the State & Assembly on 6-15-2020 but it has not been approved by the Governor. This is not final and there will be some changes and negotiations taking place. Governor has 12 days to negotiate and finalize.
- Janie asked Dennis to see if our guests could elaborate and state why they are in attendance. Toya Barnette became interested in attending this board meeting because she sees quite a few challenges as her mother is a recipient of IHSS and she thinks that she could possibly share some new and fresh ideas to the board and possibly be a board member if she qualifies. Damaris Ellington asked Lilibeth Esposito to attend seeing as Lilibeth is an IHSS IP and takes care of her father.

**Approval of Minutes:** Motion by Janie Whiteford to suspend approval of meeting minutes from 5-19-2020 until the next meeting on June 16<sup>th</sup>. Seconded by Bob Stroughter, vote was unanimous.

**Nomination and Vote for AB Vice Chair:** Janie Whiteford volunteered for Vice Chair. Dennis Schneider went ahead and nominated Janie Whiteford, seconded by Matt Lubinsky, vote was unanimous.

At this point Matt had a question about electronic timesheets. The start and end times, it is a little confusing for IPs and Consumers. Why is this important to have? Terri stated that the whole reason for 100% enrollment for electronic or telephonic timesheets was for Federal compliance. The Federal requirement requires the check-in and check-out time and workplace location. Santa Clara County went live on May 1<sup>st</sup>.

Dennis asked Terri about live-in attendants. Terri stated that she was pretty sure live-in attendants were exempt and that a letter from the State had been mailed out to IHSS IPs who are live-in. Edith mentioned that there will be changes in CMIPS in order to accommodate live-in attendants. More information will be forthcoming in the fall. For now, live-ins can fill out timesheets with midnight to midnight on each day they work. The check-in/check-out time is independent of hours worked and paid.

**Annual Report Recommendations:** Edith Gong announced that it is time for the annual report recommendations, which the first draft is due July 9<sup>th</sup>. Edith would like to speak to members and get their feedback and input. Janie recommended a committee to be setup in order to discuss this further. Janie, Beverly, Lori and Edith will be discussing this further on a brief conference call that Edith will setup. This committee will come back next month with their draft recommendations. This item to be put on July's AB agenda.

**Update on the Change in By-Laws:** Terri Possley stated that her new contact at County Council for this item is "Luke". Luke also told Terri that he cannot find the original amendment that was initiated and ready for proposal and that they must start from scratch. He has everything he needs from Terri for the by-laws change. The Amendment needs to be presented to the Board of Supervisors in a 'ledge file'.

Terri asked to keep this item on the agenda for next month. Beverly asked Terri if the original amendment was ever done in the past since it seems unusual that the original document cannot be found. Terri has high hopes for a better working relationship with Luke.

**Update on the Harvey Rose Audit:** Terri Possley had an exit conference meeting with the auditors and several Social Services directors. Among those in attendance were the Central Services Director (works on the building/campus), DOS Director Mary Ann Warren, and Mary Tinker. In the meeting the auditors summarized the 89-page document that had the draft of recommendations from the audit. Auditors went over section by section and presented it to the meeting attendees. The group was able to give and identify areas that needed editing due to inaccuracies and omissions. This document was then revised and presented back to the group, via email. Terri was able to review the entire document with revisions on 6-15-2020. Terri accepted the revisions, except for one portion. The next step is for Mary Ann Warren to review, accept and approve the recommendations. Then it will become a public document.

At this point, this document is still in a confidential format and cannot be shared at this time. Once it is released as final, Terri will share will with the board. The final document should be completed soon, possibly 2-3 weeks. Janie thanked Terri for all her help with all this.

Terri thanked the AB for recommending the audit in the first place. She also thanked her staff and credits them for all their patience and support with this audit. The social workers were shadowed by the audit team; the clerical staff and others were interviewed. In addition, Recipients and IPs were also interviewed as part of the audit process.

### **CAPA REPORT**

CAPA continued to hold virtual meetings on a weekly basis in May, primarily to address COVID 19 issues. Most bills continue to be put on hold during the pandemic.

### **Legislative/Budget Report**

CAPA's focus in May has been to work with CWDA, CSAC, Public Health, Justice in Aging and other advocacy organizations to demonstrate how the various social service safety net programs targeted for cuts in the FY20-21 budget will be impacted given the COVID 19 pandemic. Since the formal Budget Assembly Hearing on Monday, May 18 where CAPA, CSAC, Public Health and Social Services advocates formally opposed the 7% cuts and cuts to CMIPS payroll staff, these same organizations have been working to support the Senate's proposal to balance the state budget using temporary revenues, rainy day funds, and other mechanisms while preserving funds for social services safety net programs. The CAPA Executive Director stated that in all her years as an aging advocate, she had never seen such bi-partisan disapproval of the Governor's approach to balancing the budget. There is still much discussion regarding the budget so if one is passed by the June 15 deadline, it is likely to be a placeholder that will be revised after the start of the fiscal year.

**Personal Protective Equipment (PPE):** The guidelines for state PPE were relaxed on May 19, thanks to continued pressure from CAPA to CDSS and the governor's office. Reports from PAs demonstrated that very little PPE was being distributed and helped to bolster the argument for relaxing the guidelines.

The State has provided supplemental administrative funds for management and distribution of the PPE in current fiscal year.

Edith stated that kits are being mailed out now by the Public Authority. People that need them can contact the training department and they are mailed out immediately.

Janie asked how many people are calling in to request kits. Edith stated that the PA is not getting that many calls since the guidelines have been relaxed. PA is reaching out and the Registry has contacted the IPs on the registry to let them know they can request PPE. Edith says that they are trying get the word out to IPs and consumers without overwhelming the phone system, and the fact that there's only enough supply for a small percentage of the entire IP and consumer population. PA can still order PPE supplies; in the meantime, the PA needs to distribute what we have received.

**Master Plan on Aging:** The Master Plan on Aging Stakeholder committee convened a virtual meeting on May 28 after several months of being on hold. They are looking at a revised timeline for a final report given the COVID 19 impact on the aging community and lessons learned to date. They are requesting a new deadline of end of December for the release of the Master Plan on Aging (MPA) which was originally due to the governor on October 1, 2020. Because all agencies are still actively servicing clients due to the COVID 19 impact and only virtual meetings including gathering public and stakeholder feedback are somewhat limited the committee feels the additional 2.5 months are necessary to gather additional feedback and develop the MPA.

Janie encouraged all to pay attention to the emails that are forwarded; the emails from Edith, Leticia, from CICA, etc. With regards to the budget cuts and specifically the 7% cuts across the board that affects IHSS Consumers, there will be a trigger cut response, so everyone needs to pay attention and stay informed. Advocating is key and there are ways to help you if need. Edith pointed out that among some of the information/emails that have been forwarded, there are easy templates and phone scripts so calls and letters can easily be made and sent to the Governor's office.

### **PROGRAMS REPORT**

The Public Authority staff continues to work remotely, while certain staff members are going into the office to handle work that must be done in the office. The managers work in concert to ensure social distancing and minimize staff who sit in close proximity of each other. The staff continues to retrieve voicemail messages as live calls cannot be answered remotely. Despite the high number of voicemails for certain departments, the team responds to voicemails promptly and we have not received any complaints on turnaround time for return calls.

### **Benefits Administration:**

There are **12,364** IPs enrolled in the Valley Health Plan with **4,175** of those in the Classic Plan and **8,189** in the Preferred Plan during May. **13,005** IPs are enrolled in the Dental/Vision plans. There were **36** Smart Pass VTA Cards issued.

### **Enrollment:**

Number of IPs enrolled: **399**

Number of IPs partially done: **572 (cumulative)**

Fingerprints failed to date: **16**

Group sessions are still suspended since the shelter in place.

Since there are multiple LiveScan locations open in the county, the Public Authority has not had to use the DOJ Name Check service as a temporary alternative to the full background check.

**Registry Services:** Referral lists continue to be given over the phone, emailed or in some instances mailed. Calls continue to be returned on a timely basis. There are **362** active IPs on the registry and **1,427** active consumers.

The Registry:

- Completed **43** new consumer intakes and reactivated **36** consumers
- Attained **22** matches

- Provided **346** new interventions with nearly 123 hours spent on the interventions
- IPs using the new automated monthly check-in: **159**

**Care Coaching:** The Registry received **12** referrals for Care Coaching in the month of May.

- **11** remote care coaching “visits” were conducted.
- Total active consumers **48**
- Total inactive consumers **253**

**Urgent Care Registry:** There were **0** hours of urgent care services authorized in May.

**Emergency Backup Registry:** **One** consumer requested an emergency backup provider during the month of May. The registry has a total of 50 providers on the backup registry and continues to recruit backup providers when conducting the monthly check-ins. Backup providers are paid an additional \$2/hour above their standard hourly rate.

**Registry Introductory Training (RIT):** **Two** remote RITs were held in May.

- **10** interviews were conducted
- **22** references were called with **20** completed reference checks
- **14** providers were added in May; some stragglers from the previous month

**PPE:** The state guidelines for PPE distribution was very narrow and limited to those IPs working for COVID 19 consumers or those with COVID 19 symptoms. Therefore, in the month of May, **40 kits** were distributed via drive up appointments.

After much work with CAPA and CDSS, ACL 20-57 was released on May 19 and allowed for any IP requesting PPE to receive it; in addition, PPE was renamed to Essential Protective Gear (EPG). The PA received the remaining shipment PPE was received and the PA had to quickly mobilize to breakdown and re-package kits of masks and gloves to meet the increased requests now that the guidelines were lifted. The PA developed a plan to proactively reach out to Registry Providers and would begin mailing EPG rather than set up appointments for drive-by pick-ups, starting the first week of June.

**Public Authority Phone Calls:** The PA continues to retrieve all calls from voicemail as the phone system does not allow for live calls to be received remotely. The call volume below reflects calls received, while outbound calls are not tracked as they are made from home and cell phones. Until the shelter in place is lifted, the phone calls will be reported this way. In May the PA received a total of **4,431** voicemails/phone calls. Breakdown of the calls:

- **Registry**        **997**
- **Enrollment**    **1,028**
- **General**        **87**
- **Benefits**        **1,492**
- **Training/PPE**    **737**

**IP Trainings Provided:** There were **no** training classes held in May due to the shelter-in-place order.

**Electronic Time Sheets:** Santa Clara County has **83.2 %** of IPs and consumers are enrolled in electronic timesheets. The IP percentage is higher than consumer at 86.4% and 79.9% respectively.

**Direct Deposit:** 56.7% of IPs are using direct deposit, which is over 4% from last month.

**Sick Leave Update:** A total of 25,861 active IPs have accrued 8 hours of sick leave, 3,497 of them (13.5%) have claimed some hours, while 3,202 have claimed all 8 hours so far, this fiscal year.

Lori asked about the difference between UCR (Urgent Care Registry) and the Emergency Backup Registry. Edith stated that the Emergency Backup Registry is only for those that have a provider that cannot work due to positive testing for COVID-19, or vice versa where the recipient has tested positive and either the provider cannot work or the provider does not want to work with a recipient who has COVID-19. The recipient can contact the Registry department and request an Emergency Backup IP. This registry is only for COVID-19, and the \$2.00 extra pay differential is only for this registry and will continue on through December 2020.

The UCR (Urgent Care Registry) is a registry for recipients to use in an urgent need, where maybe their current provider is not available due to sickness, or the recipient was just released from the hospital and in need of UCR until they establish a regular provider.

Edith mentioned that PA is looking at the next semester training schedule and what that might look like in the fall. The PA is having discussions with schools and administrators to see how we can offer classes during COVID-19.

Janie asked about the electronic timesheets. She asked if the PA access Consumer emails to do an email blast notifying them about the urgency to setup and enroll in electronic timesheets. Terri mentioned that IHSS does not have a lot email addresses for Consumers or Providers. Once they are at 100% of electronic enrollment, IHSS can possibly utilize all emails to send important information. Terri says that email would be just one way of communicating with all, of course, snail mail is still what consumes like and expect.

Mathew mentioned that not all providers pay attention to email and or they may not have access to computers; some are disabled and not able to use computers and there may be cases where there is a language challenge or they not computer savvy.

Lilibeth, a guest had a question with regards to ETS and telephonic timesheets - can both methods be used by a Consumer and a Provider. Teri responded yes, they can. Also, Lilibeth wanted to know how to document hours on the timesheet - does she put all hours from 6am to 12midnite. Teri responded that even though she is authorized to work 4 hours, she can put all hours worked and will only get paid her authorized hours.

Edith mentioned that the Registry providers have an email and cell phone text that they utilize for check in purposes. PA also sends a lot of mass paper mailings, that if possible, emails would be much more efficient.

**California IHSS Consumer Alliance Report (CICA):** Janie Whiteford reminded everyone about CICA. This organization has a 28-county membership of Public Authorities advisory committees throughout the State of California.

Janie also reported that CICA's executive committee is re-evaluating what CICA does. They are doing a re-organization and need to revisit their original mission of advocating, educating advisory committees and explaining the state mandate for Advisory Boards. Their primary focus is developing training modules for the PA's. CICA wants to be able to deliver these trainings via ZOOM or another virtual platform. Janie is reaching out to all 28 county members to gather input. Janie reported there are a lot of advisory committees that are non-functioning and PA directors are not aware of what an advisory committee does or represents.

They are reaching out to AB Chairs and Vice Chairs of different counties to get the word out. There is also a high turn-over of PA Directors and a lack of knowledge as to what Public Authority Advisory Committees do.

The CICA Centralized Meeting is still in planning stages for possibly in January or February of 2021. Janie made calls to the bay area counties and spoke to people to see what they thought about having this meeting next year and most responded positively and want to have the meeting.

One main focus should be that of the history of IHSS, CICA and CAPA and the importance of how these three entities work together.

Janie called San Benito County, and they did not have an Advisory Committee at all. CICA is there to help advocate and get the word out. A lot of counties were not aware of their funding and the \$6000 that they have in their budget. CICA can advise Advisory Committees on how they can utilize their budget under the law and how they can obtain these funds.

Janie asked all AB members to please give ideas and feedback as to what they would like to be trained on, what types of training sessions they would like to see offered.

Lilibeth stated that the Advisory Board and the Union need to collaborate. Janie said that they have discussed this before, and bottom line is that CICA is the voice of the Consumers and the union is the voice of the Providers. The two entities are not one. However, there are plenty of opportunities for collaboration between the Unions and CICA.

**Report from Social Services Agency:** Terri Possley once again reported that her staff are working remotely since the SIP order on March 16. The IHSS lobby is closed and signs were posted to encourage signing up for electronic timesheets. The IHSS staff are able to receive live calls while working remotely, so very few voicemails are left. Some staff are working in the office as necessary to pick up paperwork. Most are working full-time or at least 36-hours /week.

There are no plans to re-open the lobby anytime soon. Terri says that they are waiting on the Health Orders to change and specifically waiting on the Department of Public Health guidance on that date.

Home visits are still being conducting by phone or video conferencing using Facetime and Skype. The intakes are being done this way as well, and this is approved by the State, and encouraged by Terri. The annual re-assessments are also being done by phone and will continue through June 30<sup>th</sup>. Terri hopes that the State will extend this date further. The method is keeping Consumers and IHSS staff safe.

Terri says that the entire agency is talking about a “recovery plan” for when to bring staff back into the office. Terri states that the Executive Leadership team fully supports the staff working remotely and only going into the office if necessary.

Central Services will need to ensure that the lobby is set up and has all social distancing signage ready to go before re-opening.

Terri also announced that there is a new “drop box” in front of the IHSS building. This army green drop box is located right outside of the IHSS building with signage in four different languages. Individuals can leave paperwork in the box as many prefer to do this versus sending by mail.

The electronic timesheet adoption percentage is good at this time. Terri stated that in order increase enrollment they will be emailing providers with information and guidelines in different languages and also include a direct deposit flyer.

Lilibeth asked why the drop box was originally rejected back in October. Terri said that it was not nice enough, so it was upgraded. Terri stated that they have made enhancements and received approval for new furniture for the IHSS lobby. The current furniture is very nice but not conducive for the elderly or disabled individuals that come into the office. The new furniture is even more ADA compliant. Another enhancement will be a Kiosk number system with TV screens, similar to the DMV.

**Next Meeting:** The next meeting of the Advisory Board is **Tuesday, July 21, 2020 from 12 noon to 1:30 pm** via ZOOM Virtual/Conference call.

**Agenda items:**

Per Terri, update on the Change in By-Laws and the update on the Harvey Rose Audit. The annual recommendations, an update and then reminder to review and be ready to approve the minutes from 5-19-2020.

Beverly asked to review the IHSS Roster for Advisory Board members, to understand the current vacancies. Leticia will obtain and updated version from her contact at the BOS and email this list to all members.

Leticia also mentioned some of the vacancies and listed them on the previous month’s meeting minutes. She recommended that members check and review when looking over the minutes from 5-19-2020.