

**IHSS Public Authority Advisory Board Meeting**  
**October 20, 2020**  
**MINUTES**

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**ZOOM VIRTUAL MEETING**

<https://zoom.us/j/97448761420?pwd=bmR1b3NIMEVUWHR1UGFkNUo4V1Z0UT09>

Meeting ID: 974 4876 1420

Passcode: 293979

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***\*\*This meeting is being recorded for purposes of capturing the meeting minutes.***

**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; David Forderer

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

**Guests Present:** n/a

**Announcements & Public Comment:**

- Beverly Lozoff mentioned that Darcy McCann is very interested in becoming a member of this board and that Darcy plans on attending next month.
- Edith Gong announced that PA and IHSS will be presenting their Annual Reports at the CSFC Meeting scheduled for Thursday, October 22<sup>nd</sup> at 2pm. Edith will send Leticia the pertinent information including the call-in number and link for this meeting.
  - Presentation order: IHSS, PA then the AB members speak. Edith will send out the three slides she completed for this presentation to help Beverly be prepared. Beverly and Janie mentioned they will attend the virtual meeting.
- Beverly announced that NAMI (National Alliance on Mental Illness) had their Virtual Walk on October 10<sup>th</sup> and it was a nice event. It was a Nation Day of Hope and World Mental Health Day. Beverly is fundraising and donations are welcome.
- Janie Whiteford reported that the Department of Social Services had a meeting regarding EVV on October 19<sup>th</sup>. CMS has come down on the department for non-compliance EVV process with respect to geo-location information.
  - Live-in providers will be exempt entering location in EVV
  - Non live-in providers will have to complete the location information
- Within the next 2-4 weeks Janie states that there will be meetings for public comment; this is welcome and strongly advised. The process is complicated; providers must add the location at the start and ending for each person they are serving each day.
- Mathew Lubinsky commented that passwords that need to be changed frequently with EVV and it was very frustrating.

### Approval of Minutes:

- Motion by Janie Whiteford to approve the September 15, 2020 meeting minutes as written, seconded by Bob Stroughter, vote was unanimous.
  - Quick discussion on the length of the minutes. Going forward, the board suggested shortening the minutes to bullet points with only key information. All members in attendance were in agreement.

### Update on the Change in By-Laws:

- Terri Possley reached out to County Council and did hear back from Luke Edwards. The Board finalized the language and the last communication was on September 17<sup>th</sup>.
- Janie has asked for Luke Edwards' contact information so that the AB members can advocate and push this along since it has been a very long time in getting this approved and finalized.
- Terri will send Leticia Luke's contact information and Leticia will forward to all AB members.
- Leave this item on the agenda for next month.

### Shared Housing Overview:

- Janie Whiteford has not been able to connect with Debbie Thompson (CDSS) but is still trying.
- Janie mentioned this topic in the EVV stakeholder meeting yesterday but did not get anywhere with this.
- Janie will setup a conference call between herself, Debbie and Mathew Lubinsky.
- Leave this item on the agenda for next month.

### In-Person Initial Assessment/CICA Involvement:

- Janie stated that this is also on her to-do to mention to Debbie Thompson. This topic was discussed at CICA and no updates at this time.
- Leave this item on the agenda for next month.

### PROGRAMS REPORT

Six months have passed since the shelter-in-place order in mid-March. While remote work has its share of challenges, the Public Authority team continues to serve consumers and providers with care and compassion as efficiently and effectively as possible. Our office remains closed to the public, however certain staff do come into the office and we continue to operate under the county's social distancing protocols to minimize exposure.

*Below in yellow/\*asterisks were topics that were highlighted and mentioned.*

### Benefits Administration:

There are **12,220** IPs enrolled in the Valley Health Plan with **4,004** of those in the Classic Plan and **8,216** in the Preferred Plan. **12,845** IPs are enrolled in the Dental/Vision plans. There were **54** Smart Pass VTA Cards issued.

### Enrollment:

Number of IPs enrolled: **484**

Number of IPs partially done: **692 (cumulative)**

Fingerprints needing to be redone to date: **13**

Scheduling an email/phone appointment is 10 days out (8 business days) from the time an IP completes the viewing of the orientation videos.

Group sessions with the union are still suspended due to the shelter in place order. LiveScan locations continue to be opened so IPs are getting background checks completed without issue.

### **Registry Services:**

Referral lists continue to be given over the phone, emailed and mailed remotely. There are **361** active IPs on the registry and **1,713** active consumers.

The Registry:

- Completed **48** new consumer intakes and reactivated **42** consumers
- Attained **39** matches
- Provided **459** new interventions with over 227 hours spent on the interventions
- IPs using the new automated monthly check-in: **159**

**Care Coaching:** The Registry received **15** referrals for Care Coaching in September.

- **14** remote care coaching consultations were conducted
- Total active consumers **57**
- Total inactive consumers **252**

**Urgent Care Registry:** There were **42** hours of urgent care services authorized to 5 consumers.

**\*Emergency Backup Registry:** There were **no** requests for emergency backup providers this month. The registry staff has a total of **53** providers on the emergency backup registry.

**Registry Introductory Training (RIT):** **One** remote RITs was held.

- **11** interviews were conducted
- **34** references were called with **30** completed reference checks
- **6** providers were added to the registry (1 provider was reactivated)

**\*EPG (formerly PPE):** A total of **50** kits were mailed with **34** sets going to IPs and **16** sets to Consumers for a total of **540** masks and **700** pairs of gloves.

SEIU dropped off 5,000 surgical masks for the PA to distribute to providers and consumers needing PPE. The current state supply will be distributed first and then the SEIU masks will be distributed. The PA is grateful for the generous donation.

- Mathew Lubinsky asked about more PPE availability and Edith told him they can speak off-line and get that taken care of for him and his IHSS care providers.

**Public Authority Phone Calls:** Calls continue to go to voicemail, are retrieved by staff and called back remotely. Therefore, only total inbound calls are reflected below and will continue until all staff return to the office. The PA received a total of **4,856** voicemails/phone calls.

Breakdown of the calls:

- **Registry 1,378**
- **Enrollment 1,330**

- **General 102**
- **Benefits 1,466**
- **Training/PPE 580**

**\*IP Trainings Provided:** Six classes were held in September with four of them online (\*). 62 IPs were trained with \$1,500 made in incentive payments. Class details:

Date	Class	Lang	Trained	Registered	% No Show
9/10	CPR	English	12	17	29%
9/15	Mental Health*	English	17	18	6%
9/17	CPR	Spanish	8	16	50%
9/24	Last Phase of Life*	Vietnamese	3	8	63%
9/26	Safety & Infection Prevention	Spanish	5	7	43%
9/29	The Skilled Care Provider*	English	17	23	30%

- Still a high percentage of NO Shows in some classes.
- The Training department continues to work on developing ways to get all IPs that are registered for classes to ensure attendance.

**Staffing:** The Public Authority is fully staffed at this time.

**Electronic Time Sheets:** Santa Clara County has **88.5%** % of IPs and consumers enrolled in electronic or telephonic timesheets. Consumers continue to be lower than IP enrollment at 85.4%, while IPs have reached 91.5%.

**Direct Deposit:** **61.7%** of IPs are using direct deposit.

**Sick Leave Update:** **26,039** active IPs have accrued 16 hours of sick leave. **707** have claimed some hours and **1,063** have claimed all 16 hours so far.

### **CAPA REPORT**

CAPA did not have a meeting in September. There was active email discussion among the CAPA Directors with respect to changes to the state minimum wage effective January 1, 2021 and the associated requests and CDSS approval that need to be made by end of October. **\*The wage for Santa Clara County IPs will increase to \$15.62 effective 1/1/21.**

**\*The following COVID 19 waivers and flexibilities still apply:**

- The waiver of the requirement to photocopy original documentation and authority to accept ID documentation remotely is extended through December 31, 2020.
- Initial Assessments of IHSS consumers may be conducted by tele-video until the end of the National Emergency if anyone in the consumer’s household is positive, symptomatic or been exposed to COVID 19.
- Reassessments may be conducted by telephone or videoconference until the end of the National Emergency.

- Application Forms with self-attestations may be accepted until December 31, 2020 from applicants, recipients, and/or their authorized representatives in lieu of original signatures except SOC 321 (Paramedical Services), SOC 839 (IHSS Designation of Authorized Representative), and SOC 862 (IHSS Consumer Request for Provider Waiver).
- Authorization of IHSS without Health Care Certification Form (SOC 873) until December 31, 2020 plus additional 45 days for “good cause” delay of submission.
- Emergency Provider Backup Systems remain in effect through December 31, 2020 with the \$2 wage differential and as Remains in effect through December 31, 2020.
- COVID Paid Provider Sick Leave one-time benefit remains in effect through December 31, 2020.
- Video conferencing authorized in lieu of face-to-face visits for QA and PI home visits until December 31, 2020.

#### **California IHSS Consumer Alliance Report (CICA):**

- Janie Whiteford announced the CICA call that is scheduled for, Wednesday October 21<sup>st</sup> at 10am and encouraged all members to attend.
- Charlie Bean, Admin for CICA is in the hospital and currently not working.
- CICA is working on completing six webinars to share with advisory boards.
- Janie asked and motioned for the approval of the annual CICA membership renewal of \$1000.00, seconded by Bob Stroughter and Beverly Lozoff, vote was unanimous.

#### **Report from Social Services Agency:**

- Terri Possley reported that the hard cut-off date for EVV is November 16, 2020.
- After 11/16 no more paper timesheets in Santa Clara County.
- Terri announced to her staff for “all hands-on deck” to enroll new consumers on the spot, via home visits and on the phone.
- Terri reported that the 6 clerical staff reported this new task to the Union and called for a ‘cease & desist’.
  - These 6 clerical staff stated that “it is not in their job description”.
  - Terri will be having a meeting next week about this issue to try to resolve.
  - All other counties are very happy with the results of having all on EVV.
- Terri announced better news with the IHSS budget. There has been one identified position- Data Office Specialist, which may be cut. There are 26 newly approved positions but they are frozen until the revised budget is presented.
- Terri received a letter from the State that Santa Clara county was not in compliance with the overdue re-assessments.
  - Terri submitted a plan for the entire year, and at his time they are in compliance as long as staff levels stay the same; they continue working diligently to remain in compliance.
- Supervisor Cindy Chavez requested supplemental information on IHSS phone calls and activity. Terri stated:
  - There were 1461 calls in a work week, with 12 agents on the phone which equals ~122 calls per agent.
  - The current hold time is about 5 minutes, 37 seconds.
  - In some cases, the hold time may reach a maximum of 20-26 minutes but this is usually due to translation assistance via the Language Line.

- Overall, very happy with wait times now during the pandemic.
- Staff more productive at home and there is hope that post pandemic there will be flexibility to allow staff to work from home.

**Next Meeting:**

- The next meeting of the Advisory Board is:  
**Tuesday, November 17, 2020 from 12 noon to 1:30 pm** via ZOOM Virtual/Conference call.

**Next agenda items:**

- Discussion with AB members with regards to level of commitment to this board, show interest- Beverly
  - Bev & Edith to have an on-boarding discussion with David; Leticia to mail David the AB Binder
- Find a Union rep for our board - Beverly
- Change in By-Laws - Terri
- Shared Housing - Janie
- In-Person Initial Assessments - Janie
- Go Dark in December, need to decide - Edith/Bev