

**IHSS Public Authority Advisory Board Meeting**  
**May 18, 2021**  
**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; Terri Possley (Ex-Officio);  
Mathew Lubinsky, Lori Andersen; Bob Stroughter; Dennis Schneider

**Members Absent:** David Forderer

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

**Guests Present via Virtual/Conf. Call:** Emilio Carrillo, IHSS IP & Potential AB Member; Damaris  
Ellington, SEIU 2015 Steward; Narendra Pathak, IHSS Client & Potential AB  
Member

**Announcements & Public Comment:**

- Lori Andersen noted there seems to be a trend or much difficulty in finding new care providers.
  - Janie Whiteford suggested that we agendaize this topic of Provider Recruitment and Outreach.
  - Beverly Lozoff stated that we would discuss today, place it as new agenda #6.
  - Mathew Lubinsky mentioned that it is very stressful, mentally and physically trying to find a new provider.

**Approval of Minutes:**

- Motion by Lori Andersen to approve the April 20, 2021 meeting minutes as written, seconded by Janie Whiteford, vote was unanimous.
  - Janie thanked Leticia for doing a fabulous job on the minutes.
  - Leticia and Edith jointly work on the minutes; a team effort.

**Advisory Board Roster Discussion:**

- Beverly Lozoff wanted to review the board make up/roster:
  - Officially a 9-person board, with new by-laws that were passed in April
    - Need two seats to be filled - Bob resignation effective June 30<sup>th</sup> and Dennis plans to resign in the near future
    - 5 current consumers are: Bob, Dennis, Mathew, David, *vacant seat=PENDING, Darcy McCann application*

- 4 other seats are: Janie—BOS rep; Lori—Public Health Advocate; Beverly—Parent or Family Advocate; *PENDING=Emilio—Union Rep*
- There is a potential new member interested in the board, Narendra Pathak, who would fit the Senior, Consumer with Disabilities seat. Beverly asked Narendra to attend a few AB meetings before making a final decision to submit an AB member application.

### **Report Back Unspent AB Funds:**

- Ad-hoc meeting between Beverly, Janie and Edith.
- Annual budget of \$6K.
- There are still unspent funds and request the AB brainstorm on ways to best use the funds before end of the fiscal year on June 30, 2021. Funds are “use or lose” and do not roll over in the next year.
- Proposal from Beverly to spend: \$1,000 for CICA training, \$500 for administrative costs (admin assistance) and approximately \$600 for stipend expense for 7 AB members for home internet use. Lori requested no stipend because of a conflict of interest.
  - Motion to approve spending funds as proposed by Beverly by Mathew Lubinsky, seconded by Dennis Schneider, vote was unanimous.
- There were some suggestions of paying next years’ dues now; also wanted to setup a budget committee for next FY 21/22.
- Other future spending ideas included: lunches for remote AB meetings (a la Door Dash); conference, seminars, or training via Zoom; recruitment of AB members; and planning a retreat; paying for a facilitator; and food.
- Dennis Schneider stated that the virtual meetings are more convenient and sometimes better.
- Mathew Lubinsky stated that he misses in-person meetings. Meeting in person is sometimes more beneficial and facilitates more informal conversations that may not be done via virtual meetings. Some discussions may not be pertinent to the entire AB but are certainly helpful and needed.

### **Provider Recruitment & Outreach:**

- Lori Andersen brought this up in the announcements section of the meeting.
- This seems to be a big issue across the State.
- Janie Whiteford feels that the wages for providers need to be raised.
- Damaris Ellington mentioned other issues with recipients’ not wanting to approve provider timesheets; there seems to be lack of accountability from IHSS and IPs must appeal with the Labor Commission when there are timesheet or approval issues.
- Emilio Carrillo asked about data of providers taking care of family members/recipients.
  - 70%-75% of IHSS providers are family members
- There was discussion about recruitment ideas, incentives, sign-on bonus to become an IHSS provider.
- Suggestion to highlight the rich health benefits package once IPs work 35+ hours for two months in a row.
- Set up an ad-hoc meeting for this topic
  - Lori, Janie, Edith, Emilio, Damaris, Mathew agreed to be on the ad-hoc committee

## **PROGRAMS REPORT**

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

The PA is working to address the American Rescue Plan Act COBRA subsidy for IPs who are eligible for this benefit. Multiple stakeholders (COBRA Administrator, PA, County) are involved because of the complexities with the eligibility notification, payment logistics, and federal reimbursement. PA has been seeking guidance from CAPA who is working with IRS to gain more clarity on the law and who/how the tax credit will work.

The Enrollment team had another milestone month in the number of enrollment appointments (almost 590). Again, having volunteers available to assist with benefits mailings, assisted in part, along with the enrollment team tweaking the schedule to allow for even more appointments to be completed on a daily basis.

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

### **Benefits Administration:**

There are **12,390** IPs enrolled in the Valley Health Plan with **3,769** of those in the Classic Plan and **8,621** in the Preferred Plan. **13,016** IPs are enrolled in the Dental/Vision plans. There were **57** Smart Pass VTA Cards issued.

### **Enrollment:**

Number of IPs enrolled: **582**

Number of IPs partially done: **859 (cumulative)**

Fingerprints needing to be redone to date: **10**

Scheduling an email/phone appointment is 9 days out (7 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 **384** active IPs on the registry and **2,091** active consumers.

### **The Registry:**

- Completed **71** new consumer intakes and reactivated **24** consumers
- Attained **58** matches
- Provided **534** new interventions with over **231 hours** spent on the interventions

**Care Coaching:** The Registry received **23** referrals for Care Coaching

- **14** remote care coaching consultations were conducted
- Total active consumers **53**
- Total inactive consumers **252**

**Urgent Care Registry:** There were **15** hours of urgent care services authorized to **three** consumers.

**Emergency Backup Registry:** There were no (0) requests for an emergency backup provider this month. There are a total of **19** providers on the emergency backup registry.

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

- **28** interviews were conducted
- **64** reference check calls made, with **58** completed reference checks
- **9** providers attended the eRIT
- **8** providers were added to the registry

**EPG (formerly PPE):** A total of **164** kits were mailed with **124** sets going to IPs and **40** sets to Consumers for a total of **1,690** masks and **3,280** pairs of gloves. An online form for requesting PPE was made available in April, which likely increased the volume of requests; it also reduces the amount of call backs to confirm glove size or other missing information left on voicemail.

**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 **5,017** voicemails/phone calls. Breakdown of the calls:

- **Registry**        **1,601**
- **Enrollment**    **1,325**
- **General**        **115**
- **Benefits**        **1,476**
- **Training/PPE**    **500**

**Consumer Connection Newsletter:** 27,116 IPs received the Spring Consumer Connections newsletter.

**IP Trainings:** 15 classes were held this month. 173 IPs were trained with \$4,250 paid to providers as incentive payments. 13 classes were in person and two classes were online.

Date	Class	Lang	# IPs Trained	IPs Registered	No Show	Venue
4/1	Understanding Diabetes	Eng	10	12	17%	Milpitas
4/2	First Aid	Span	12	16	25%	San Jose
4/6	Safe Lifting & Transferring	Eng	10	13	23%	Milpitas
4/8	Safe Lifting & Transferring	Viet	13	14	7%	Milpitas
4/9	First Aid	Mand	7	8	13%	San Jose
4/14	Emergency & Disaster Prep	Eng	20	23	13%	Online
4/16	CPR	Span	11	15	27%	San Jose
4/22	Safety & Infection Prevention	Viet	10	11	9%	Milpitas
4/23	CPR	Mand	10	10	0%	San Jose
4/26	CPR	Eng	10	13	23%	Cupertino
4/27	Last Phase of Life	Eng	11	14	21%	Milpitas
4/28	CPR	Mand	11	13	15%	Cupertino
4/29	Caregiver Stress Management	Eng	19	21	10%	Online
4/29	Last Phase of Life	Viet	9	9	0%	Milpitas
4/30	First Aid	Span	10	12	17%	Cupertino

**Electronic Time Sheets:** The combined adoption rate reached **99.9%**. Providers reached **99.8%** and Consumers reached **100%**.

**Direct Deposit:** **65.2%** of IPs are using direct deposit.

**Sick Leave Update:** **26,572** active IPs have accrued 16 hours of sick leave. **4,613** have claimed some hours and **3,359** have claimed all 16 hours so far.

**SEIU Collective Bargaining:** Two collective bargaining meetings were held in April; both parties executed an extension to the existing agreement to end of May. Friday afternoons from 1-5PM are reserved for on-going meetings.

- **\*\*Still an issue with the NO Shows.** There is the incentive payout for providers that go to class, they will get paid \$25.00 for each class they attend.
- Janie recommends that the provider pay for not attending a class they were signed up for.
- Damaris mentioned an issue with calling providers and the person answering the phone is the actual recipient.
- Damaris suggests consumer training that is needed. Make it a requirement.

## **CAPA REPORT**

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

The CAPA Board met on April 22.

**State Budget Overview:** The May revise is due on May 14; the CAPA ED thinks there will be a small increase in PA Admin. The senate is looking to repeal the 7% permanent cut.

**Legislation:**

The challenge/lawsuit against the Governor regarding Executive Orders around relaxing of the Brown Act during the pandemic are sitting at the appellate court and seems to favor the governor, but it is unclear how they will rule.

The April meeting only focused on Brown Act bills, of which there are three. If any bill has not been cleared out of committee by May 7, then they will be tabled and become a 2-year bill. At this time, it appears that only AB 339 by Lee, will move forward. This is the bill that CAPA opposes and has sent a formal coalition letter against the bill, even with the revised language.

CAPA has changed its position on a few of the bills as more information or amended language has been presented. The list of bills is divided into the following categories: Brown Act, Labor, IHSS Program, Other. This month's report only lists the bill number, sponsor and CAPA position. Please refer to the previous month's report for a full description of the bills or go to:

<https://legiscan.com/CA/legislation/2021>

**Brown Act Bills**

**AB 339 (Lee) Brown Act: Renamed and amended "Local government: open and public meetings"**

*Position: Oppose*

**AB 361 (Rivas) Brown Act/COVID**

*Position: Support*

**AB 703 (Rubio) Brown Act/Teleconferences**

*Position: Support*

**SB 274 (Wieckowski) Brown Act/Email**

*Position: Watch*

**Labor Bills**

Many of the labor bills shouldn't apply to IHSS. CAPA, CSAC and CDWA are looking to apply standard language to many of the bills because it will be very confusing and does not apply to the IHSS population.

**AB 95 (Low): Bereavement Leave**

*Position: Questions*

**AB 237 (Gray) – Employer health benefits: strikes**

*Position: Watch*

**AB 650 (Muratsuchi): Hazard Pay**

*Position: Watch*

**AB 995 (Gonzales): Paid Sick Leave**  
*Position: Watch*

**AB 1003 (Gonzales): Employers: Wage Theft**  
*Position: Watch*

**AB 1179 (Carrillo): Employer-provided Backup Childcare**  
*Position: Questions*

**SB 270 (Durazo): PERB penalty/Unions and Employee Info**  
*Position: Watch*

**SB 321 (Durazo): OSHA/Household Domestic Services**  
*Position: Neutral*

**SB 505 (Hertzberg): Withholding Wages**  
Passed in Senate; with Assembly now.  
*Position: Watch*

#### **IHSS Program Bills**

**AB 344 (Flora) SOC 846 Retention**  
*Position: Sponsor*

**AB 580 (Rodriguez) Local Emergency Planning: Vulnerable populations**  
Passed in Assembly; with Senate now.  
*Position: Support*

**SB 648 (Hurtado) Care Facilities & IHSS**  
*Position: Pending*

#### **Other Bills**

**AB 473 & AB 474 (Chau) Public Records Act & IHSS Provider Records**  
*Position: Concerns*

**AB 1403 (Levine) & SB 52 (Dodd) PSPS/Local Emergency**  
*Position: Support*

**AB 1532 (B & P Committee) Nurse Practices Act/Unlicensed Workers**  
*Position: Pending*

#### **CDSS/CWDA Update**

- Budget increase of \$1.5M medical accompaniment for last part of FY21.

- The state is getting return mail from IPs and consumers based on the new state COVID paid sick leave, along with the claims. The PA address was not on the letter, so the state gathers all the mail and send to IHSS and/or PAs for processing.
- There was an inquiry about the paid provider Union report and the county data download report and discrepancies between them. CDSS explained that the two reports will never match because the data download files are a point in time and the Union files from the state are “live”. Reconciliation will be difficult because of daily updates to timesheets. CDSS cannot simply provide the same reports to the County/PAs that the Union receives from the State. CDSS urged PAs to advise unions to open a ticket with the CMIPS help desk for further assistance. CDSS also confirmed that SSN information is not provided to Unions per state law.
- For PAs receiving calls from providers about missing W-2 state tax ID numbers, PAs should send an email to CDSS and they can look up the information in CMIPS.
- EVV federal compliance implementation is still on hold awaiting guidance from the Biden administration.

### **PA Roundtable**

- Riverside County is using Adobe Sign for IP enrollment forms/documents.
- Several PAs have opened up or are opening up their offices starting in May.

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

- Janie Whiteford reminded everyone about the monthly CICA conference call scheduled for tomorrow, 5/19 at 10am and she encouraged everyone to attend.
- CICA notifications going out via Constant Contact. Janie asked Leticia to send to everyone in case they had not opted-in to receive notifications.
- Janie also mentioned the State Auditor’s report on IHSS. Discussion will occur on the monthly call with CAPA Executive Director, Karen Keesler, regarding the findings with IHSS at the state level.
- Janie will also send Leticia information on the June 2 training to distribute to the AB.

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

- Terri Possley had to leave the meeting early; there was no report for this month.

### **Next Meeting:**

- Next Advisory Board meeting:  
**Tuesday, June 15, 2021 from 12 noon to 1:30 pm** via ZOOM Virtual/Conference call.

### **Next agenda items:**

- Provider recruitment & outreach
- Budget spending for FY 21/22
- Note, going forward, put Terri on the agenda before Edith

### **Side Notes:**

- Bob Stroughter submitted his written resignation, effective June 30, 2021.
- For this meeting, Terri Possley had requested to do her report early on the agenda, however we were unable to accommodate because of additional agenda items added during public comments/announcements.