

IHSS Public Authority Advisory Board Meeting
March 19, 2024
MINUTES

ZOOM VIRTUAL MEETING for Guests:

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

Meeting ID: 974 4876 1420

Passcode: 293979

Phone Only:

+1 669 900 9128 US (San Jose)

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

Members Present: Joyce Felix Builes; Janie Whiteford; Mathew Lubinsky; David Forderer; Narendra Pathak; Joanna Kent; Darcy McCann (via Zoom); Terri Possley (Ex-Officio)

Members Absent: Emilio Carrillo

PA Staff Present: Edith Gong, Leticia Sabadin

Guests Present (Virtual & In-Person): Steve Kline, Board Aide for Board of Supervisor Ellenberg, District 4; Wayne Glusker, Assistant to David Forderer

Announcements & Public Comment:

- Narendra has several announcements but wanted to first say thank you to IHSS and this board for all your support and service.
 - Narendra attended a March 14th Human Rights Commission meeting in the County of Santa Clara Chambers office. One topic of discussion was the focus on the African American community and the medical human rights, which is supported by the commission and given a public voice.
 - During this meeting there was awareness and attention brought to the ongoing issues with the Palestine & Israel War. Supervisor Ellenberg gave a report on this issue.
 - Narendra attended the Santa Clara Family Health Plan Advisory Board Meeting and all acknowledged and are in support of IHSS and the services they provide.
 - On March 24th there will be a celebration, an event hosted by the Indo-American Community Federation. Narendra would like to invite all and he will send us information.
 - Narendra participated in a County of Santa Clara Code of Ethics meeting. Janie and David were also in attendance. They learned a lot and it was a very informative meeting.
- Darcy announced and wanted to give an update that she will be out on a medical leave of absence effective immediately through June, possibly July 2024. Darcy wanted to advise the board and get feedback as to whether or not she should resign from the board.
 - Mathew told Darcy that this board is fine with her being out on a medical leave for a few months. If she can join via Zoom that would be great, if not, that is fine. David also commented that we still need Darcy on this board and that we would prefer that she join any way she can versus resigning.

- Janie announced that the Disability Awareness Committee is beginning to form and told Francisco that the IHSS Advisory Board would be attending. Disability Awareness Action Day is scheduled in October 2024. Please give Janie any ideas or comments to be addressed for this event. Hopefully the board will have a table and represent alongside IHSS.
 - Need pamphlets or a postcard with our QR code, and/or let Consumers know where to go to get additional information and directing folks to the PA website.
 - Janie wants to work and develop a Consumer mailing list. Edith suggested an email blast to Consumers, to a select few.
- Edith announced that she has a request from the Sourcewise CEO – would like the Advisory Board to support the Smile Act-SB 980. The Act aligns the law with regulations regarding crowns and ensuring dental implants are a covered benefits under Medi-Cal. Edith has a sample letter she can share with this board so they can offer their support.
 - There was a vote made to support this act, vote was unanimous.
 - Edith will have Leticia send out the sample letter and fact sheet. Will need get signatures from everyone or at least the signature of the Chair, Mathew and then list all AB members on the letter.

Approval of Minutes:

- Motion by David Forderer to approve the February 20, 2024 meeting minutes; seconded by Narendra Pathak, vote was unanimous.

SCFHP Report:

- Joyce shared a new, exciting project - SCFHP is partnering with a Housing Developer—**Human Good**. Human Good is developing affordable housing called “Morgan Hill Senior Housing” and it is under construction now to be completed around July 2024. SCFHP has 14 slots available to seniors looking for affordable, permanent housing. Approximate rent for the independent unit will be \$775.00. There is criteria to be met:
 - Medi-Cal member under SCFHP
 - IHSS Recipient
 - Outreach currently only to skilled nursing facilities
- There are two ways to apply and there is a waiting list. Joyce will send out links to the board with more information.
- Janie asked Joyce what resources SCFHP uses, with regards to Cal Able/Cal Aim. Janie would like to see a chart to get an idea.

Conference for Consumers – Planning:

- We have been doing consistent planning meetings for this event. We are getting a lot done but there is a lot more to do and some delegating to be done.
- Edith is planning to have volunteers from Sourcewise help on the day of the symposium.
- Next Zoom planning meeting will be scheduled for March 27 at 2:00pm. Leticia will send out invite/link.
- Leticia will send out the budget spreadsheet Edith put together to review once again.
- Edith asked Terri if she could attend and be on the panel for the Session #3 “IHSS Advocacy” and Terri told her she would get back to her.

- Discussions came up about the actual conference rooms and how much space is available. Joanne is concerned about space and wheelchair accessibility. We will plan to make special trip to see all five conference room without the accordions so everyone can see with the entire space.
- Should Supervisors be invited? Invite a staff person? Steve Kline offered to ask, and or check the calendar for Supervisor Ellenberg. We would like to see if she can attend at the very beginning of the symposium and do a quick hello and intro.
- Register online using Event Brite. Send invitations via email and maybe have a few printed out.

California IHSS Consumer Alliance Report (CICA):

- Janie reported and reminded everyone that the CICA call is on the 3rd Wednesday of the month, March 20th from 10-11am.
- Leticia will send out meeting reminders as soon as Tammi sends them out.
- Dwane Camp Jr. will be on the call. Dwayne is the new Executive Director for CARA (California Alliance for Retired Americans). Jodi Reid is retiring.
 - CARA does a lot of work affecting IHSS Consumers, and they are huge proponents for Social Security benefits and Medicare for all. CICA always works closely with CARA on various items.
 - CARA has “CAT” (Care Action Teams) and Janie would like to partner with them and possibly have a member of the CAT come to one of our advisory board meetings in the future.
- Janie and CICA has been very involved with the workgroup on Statewide Bargaining. It is incredibly complicated with Financing and the MOU
- CICA partnering again with Homebridge. Working with them and their training modules and course and specifically at the State level with Career Pathways.
- Doing a presentation next week for American Society on Aging on IHSS. This will be an opportunity to push on consumer control, consumer education. Consumers need education and information on IHSS, and responsibilities as an employer and managing your caregiver. Make it easier and comprehensive for all Consumers.
 - Area of concern is the review of the curriculum and how effective are Career Pathways training programs are for consumers.
- CICA is getting more known; Legislators are coming and seeking her out.

Narendra made comments about how important and helpful Homebridge has been to him. There are a lot of programs they offer and they have funding.

Joanna asked a question to “CICA”/Janie. This is regards to an emergency situation where a provider is called upon for an emergency with a Consumer, looking for an exception or a carve out to how providers get paid when there is an emergency situation.

Terri mentioned that the State gave extra hours for providers for national disasters. This has happened in the past and the State has paid out, after the fact. There were additional discussions for times when there is not a Declared State of Emergency, such as a single incident at a home. An example cited was a long power outage and a provider stayed beyond that authorized time to ensure the consumer was safe. Many board members agreed that more needs to be done for individual emergencies.

Report from Social Services Agency-IHSS:

- Terri is working on all new implementations, etc.
- March is Social Worker Appreciation Month. This year's theme is Empowering Social Workers; management is serving brunch for all SSWs next week.
- Kristine Schaan from the Digital Inclusion Program at Sourcewise presented this morning at Terri's Leadership Meeting. Kristine states that they have 200 tablets available to IHSS Clients between now and September 2024. Trying to seek out clients that can use these tablets. There is a training component and the clients are then linked to the Digital Inclusion Program.
 - Edith spoke more since the Digital Inclusion Program is under her direct supervision. This program is to introduce them to technology with a tablet and to help with social isolation. This is geared towards clients that live alone and are willing to get trained on various aspects of technology on the tablet. Bottom line is to make their lives better with the use of these tablets and to get them their own at low cost along with low cost internet services.

Side notes:

- Mathew mentioned how some libraries let you check out internet / wi-fi hotspots for 3 weeks.
- Narendra mentioned that the Sunnyvale and San Jose Public Libraries have Google and Apple devices that they offer for free on loan to Seniors, Teenagers, Children with medical issues; are disable or handicapped. They get to learn how technology can make their lives easier and better.
- Steve Kline mentioned a new program that has a quantity of 2000 laptops available for free for Seniors; a grant from the county, (Dept of Aging). Terri has heard of this program, however unsure of the name. Steve was asked to please pass along more information on the program; he will send us the link or email with additional information. Terri also reported that the IHSS Health Care Certification forms that are required and now can be signed, approved by Nurse Practitioners.

Narendra wanted to know how many IHSS consumers and providers in the county.

Terri shared as of March 1, 2024:

32,500 Consumers

33.700 Providers

SEIU Local 2015- Report:

- Emilio was not in attendance and no other representative was there.

PROGRAMS REPORT

See highlights in yellow.

Having some staff shortages due to FMLA (Care Coaching), sickness (Enrollment) and extended vacations. Registry Manager filling in and taking entire caseload for Care Coach on leave.

PA super busy!

3 new positions opened.

BENEFITS ADMINISTRATION

There are **13,166** IPs enrolled in the Valley Health Plan **2,748** of those in the Classic Plan and **10,418** in the Preferred Plan. **13,853** IPs are enrolled in the Dental/Vision plans. There were **144** Smart Pass VTA Cards issued.

Sick Leave: **32,256** active IPs have accrued 24 hours of sick leave. **8,288** have claimed some hours and **5,870** have claimed all 24 hours.

ENROLLMENT

Number of IPs enrolled: 614

Fingerprints that are delayed (awaiting DOJ results): 11

Group Orientation attendees: **1068 (5 wks of orientations)**

Scheduling an individual appointment is 13 business days (2.5 weeks) from the time an IP completes the viewing of the orientation videos.

REGISTRY

There are **760** active IPs on the registry and **3,196** active consumers.

Regular Registry:

- Completed **82** new consumer intakes
- Generated **319** referral lists
- Attained **63** matches
- Provided **1,036** new interventions with over **399 hours** spent on the interventions

Care Coaching: The Registry received **26** referrals for Care Coaching

- **16** care coaching consultations were conducted
- Total active consumers **81**
- Total inactive consumers **211**

On-Call Registry (OCR): There were **three** eligible requests to the On-Call Registry number and all three requests were filled with On-Call Registry providers. **125.5** hours were utilized for two consumers in February. Still awaiting hours utilized for one of the consumers as the assignment was for the last two days of February. There are a total of **82** providers on the On-Call Registry.

Outreach and Recruiting

Registry Introductory Training (RIT): **10** remote RITs were held; 1 in English; 1 in Spanish and 8 in Vietnamese (1:1).

- **39** interviews were conducted
- **87** reference check calls made, with **78** completed reference checks
- **39** providers were invited to the eRITs
- **32** providers were added to the registry

Outreach Events

Location	Type	Reach/Individuals Assisted
VASC – 2 Visits	Office hours every other Fri (10AM-Noon)	5 IPs

EPG: A total of **45** kits were picked up with **34** sets going to IPs and **11** to Consumers for a total of **450** masks and **900** pairs of gloves. **79%** of those who requested PPE came to pick it up.

TRAINING

14 training classes were held. **153** individual IPs received an incentive with **291** seats filled. Incentive payments this month totaled **\$9,520**. **20%** no shows this month.

Language	#
English	8
Mandarin	2
Spanish	3
Vietnamese	1

Location	#
Central – San Jose/Santa Clara	0
North - Milpitas	0
South – Morgan Hill	0
West – Sunnyvale/Cupertino	0
Online	14

There is an unusually large number of IPs are on waitlists (267) for classes, even though there are openings for the same classes later in the semester. Nearly 25,000 emails were sent in targeted zip codes to encourage registration in classes in jeopardy of being cancelled; flyer for under-registered classes were provided to IHSS, SEIU and at VASC.

Career Pathways: The signing of the budget amendment has been delayed again due to additional requirements (Levine Act forms) needing to be provided to the County. This is the second month that classes cannot be offered due to the delay in getting the amendment signed.

Public Authority Phone Calls: The PA received a total of **5,939** phone calls! Breakdown of the calls:

- Registry 1,990
- Enrollment 1,583
- Benefits 2,029
- Training 337

CAPA REPORT

See highlights in yellow.

CAPA cancelled the Board meeting for February, however, there was an Executive Committee Retreat held on February 28, 2024, in Sacramento. A total of six attendees were present (CAPA secretary participated remotely); one VP was not in attendance. The Exec Committee reviewed the strategic plan and set priorities for the next fiscal year and beyond.

The Collective Bargaining Stakeholder workgroup held its first level setting meeting on February 22. The CAPA Executive Director, and previous Board President represented CAPA and there were three consumers represented (two from CICA).

Edith additional comments on funding and budget cuts, with regards to Career Pathways...

Janie commented: The best in the State, our Public Authority is to be commended!

Janie asking about negotiations with the Union, what is going on??

Holding pattern with the Collective Bargaining and the Union. Discussions to be done in October 2024.

There is a timeline. There are work groups in progress now. September they go to Legislation.

Next Meetings:

**Location: IHSS Building; Oak Grove Conf Room , 1st Floor
@ 353 West Julian Street**

- Next Advisory Board Meetings:
 - **Tuesday, April 16, 2024, from 12 noon to 1:30pm** via In-person/Hybrid.

Notes:

**REMINDER: Leticia will double check, but next month we will be in this room.
Oak Grove Conference Room at the IHSS Bldg.**