

IHSS Public Authority Advisory Board Meeting
April 16, 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; Mathew Lubinsky; David Forderer (via Zoom); Narendra Pathak; Joanna Kent; Terri Possley (Ex-Officio)

Members Absent: Janie Whiteford; Emilio Carrillo; Darcy McCann

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; Michelle Mashburn, IHSS Consumer & Guest; Amy Tsai, SEIU 2015 Union Organizer; Natascha Walker, SEIU 2015 Union Steward

Announcements & Public Comment:

- Narendra has announcements and expressed his appreciation to IHSS.
 - Narendra attended a SCFHP Community Special Consumer Board Meeting. There were discussions on IHSS, and how to improve services with IHSS. Also discussed were the benefits with regards to Medi-Cal and Medi-Care.
 - Indo American Community Service Leader Navin Pathak passed away on April 12, 2024. Mr. Pathak helped and advocated for seniors in the community for Medi-Care, Medi-Cal, and other services in need. Narendra expressed his condolences and prayers.
 - Please give positive thoughts and prayers to the difficult situation with Israel and Iraq.
- David would like to have this board meet with the new chairman of the Disability Community Advisory Group; possibly invite this chair (name not known) to one of our AB meetings. David will give us more information. David is also a member of this group.
- David spoke to Senator Dave Cortese recently and Senator Cortese supports and advocates for this board.
- Mathew wanted to share his thoughts again with regards to Share of Cost. It's a tough topic and an issue for many and it involves Labor Commission at times. Mathew would like to ensure this topics appears as a recommendation on the annual report.
- Edith finalized Smile Letter with the board. We used the template letter and inserted all members names and inserted Mathew's signature.
 - Motion from Narendra Pathak to approve the Smile Letter; seconded by David Forderer.

Approval of Minutes:

- Motion by Narendra Pathak to approve the March 19, 2024 meeting minutes; seconded by David Forderer, vote was unanimous.

SCFHP Report:

- Joyce has no new updates at this time.

Consumer Symposium Updates/Planning:

- David asked if he should attend the symposium. The board members would like him to participate and attend, but it his choice.
- Terri did confirm that both she and Kingston Lum will be available for the symposium. Most likely Kingston will be on the panel.
- We reviewed the Timeline and Milestones document that Edith prepared. We will go into detail and comment at the next planning meeting.
 - Work on the invitation.
 - Finalize the agenda topics, what are they called.
 - Budget review.
 - Main speakers are all confirmed.
 - Need to confirm Sheri Burns.
 - Janie is out so no status on Sheri as a speaker
 - David having problems with his wheelchair but hopes to have it back in working order by June 27th-symposium.
- Leticia to setup the next symposium planning meeting on Wednesday, April 24 at 11:30am.
- Narendra would like to thank everyone on the board for their hard work and dedication to the planning of this symposium.
- Narendra wants to ensure everyone gets a name tag. Edith assured Narendra that everyone will have a nice name badge.

California IHSS Consumer Alliance Report (CICA):

- Janie was not in attendance.
- Edith wanted to remind everyone of the Statewide meeting /monthly CICA conference call is on Wednesday, April 17 at 10am and that Leticia forwarded the email with information.
 - Topics included are the importance of having a full advisory board and having a quorum.
 - Quick advances on certain topics, Senate budget committee, and looking at the Back Up Provider System that has not had as much spending with providers' doing as many hours.
- Michele Mashburn commented on needing to know more about the Back Up Provider System. Had a bad experience once and not wanting to use it again not knowing that things have changed; wanted to give it a second chance.
- Natascha Walker suggested mailing postcards versus mailing regular letters.

Report from Social Services Agency-IHSS:

- Terri mentioned that IHSS will be celebrating Administrative Professionals Day next week on April 24th. Serving breakfast and acknowledging staff..

- —The quarterly Finance Government Operations Committee (FGOC) meets on April 30th, at 10am at 70 West Hedding Street. It is open to the public. This meeting focuses on IHSS and the Call Center Data, the Applications Unit and Overdue re-assessments/home visits. The report has been submitted and hopefully it has been accepted .
- Narendra asked Terri about training for Social Workers and care providers.
 - Terri answered that the Social Workers get the bulk of their training at the beginning during onboarding; state provided information. It is very comprehensive, 4-5 courses which might be all day long. They also receive on-going training from their Supervisors and their Leads. There is constant trainings and updates with Social Workers; including Terri's All Staff Monthly Meetings.
 - Edith answered the care provider training question. The provider training starts with an enrollment process and watching videos from the State.
 - All providers also attend an orientation where more training and information is given.
 - PA also offers about 15-16 free classes in the Spring and Fall, 2 semesters that are either in person or offered via Zoom.
 - Career Pathways is also available and offered simultaneously from the State.
 - As far as Consumer training is concerned, Edith states that it is less training at this time. In progress are 6 different modules that are being created.
- Narendra asked about other types of trainings. Terri states that there is also County employee trainings such as sexual harassment training, equal rights, etc.
- Joanna asked the question about why some Social Workers say that a minor child does not qualify for IHSS. The main issue is ensuring there is sensitivity training for social workers. Every case is different and all new, incoming social workers get the proper training to help them do their job efficiently.
- Natascha mentioned that most parents are already in a nervous, panic mode going through the process of enrolling their child./children into IHSS. It would be helpful to be able to get information up front and communicate well in advance before getting the information via mail, like the NOA (Notice of Action).

SEIU Local 2015- Report:

- Emilio was not in attendance.
- Amy Tsai and Natascha Walker were in attendance and had no new updates at this time.
- Amy Tsai mentioned that Emilio may be absent for a while due to a family emergency.
 - We asked Amy to have Emilio contact the Public Authority/Leticia regarding his continued absences
 - If Natascha is interested in taking Emilio's place, there is a detailed process that needs to be followed. Leticia can share information and send to Natascha.
- Edith also asked Amy to have Lupe provide information with regards to the Collective Bargaining meetings, when will they happen.

PROGRAMS REPORT

See highlights in yellow.

There are currently two open positions in the PA; one for Care Coordinator who had to relocate to another county to care for a family member and the other position for a part-time Registry and Recruitment Assistant.

****Trying to find more care providers, since we are running out of IPs that are in our current pool of providers in our Registry. Most are working full time, cannot add more clients to their current schedule.**

Looking for different ways to recruit more care providers.

BENEFITS ADMINISTRATION

There are **13,209** IPs enrolled in the Valley Health Plan **2,723** of those in the Classic Plan and **10,486** in the Preferred Plan. **13,888** IPs are enrolled in the Dental/Vision plans. There were **163** Smart Pass VTA Cards issued.

Sick Leave: **32,521** active IPs have accrued 24 hours of sick leave. **8,964** have claimed some hours and **6,577** have claimed all 24 hours.

ENROLLMENT

Number of IPs enrolled: **686**

Fingerprints that are delayed (awaiting DOJ results): **5**

Group Orientation attendees: **670**

Scheduling an individual appointment is 17 business days (3.25 weeks) from the time an IP completes the viewing of the orientation videos.

REGISTRY

There are **790** active IPs on the registry and **3,259** active consumers.

Regular Registry:

- Completed **65** new consumer intakes
- Generated **372** referral lists
- Attained **61** matches
- Provided **1,035** new interventions with over **397 hours** spent on the interventions

Care Coaching: The Registry received **17** referrals for Care Coaching

- **16** care coaching consultations were conducted
- Total active consumers **77**
- Total inactive consumers **212**

On-Call Registry (OCR): There were **two** eligible requests to the On-Call Registry number and both requests were filled with On-Call Registry providers; **138** hours were utilized for two consumers in March. There are a total of **87** providers on the On-Call Registry.

Outreach and Recruiting

Registry Introductory Training (RIT): **9** remote RITs were held; 1 in English; 1 in Spanish and 7 in Vietnamese (1:1).

- **33** interviews were conducted
- **81** reference check calls made, with **64** completed reference checks
- **33** providers were invited to the eRITs
- **31** providers were added to the registry

Outreach Events

Location	Type	Reach/Individuals Assisted
VASC – 3 Visits	Office hours every other Fri (10AM-Noon)	5 IPs
FUHSD Adult School	Presentation	150 /35 Caregiver interest
PATH Santa Clara, King Library	Partner Event	155 / 50 Caregiver interest
Abode Services	Partner Event	10 / 2 Caregiver Interest

EPG: A total of **42** kits were picked up with **30** sets going to IPs and **11** to Consumers for a total of **360** masks and b pairs of gloves. **50%** of those who requested PPE came to pick it up.

TRAINING

29 training classes were held. **225** individual IPs received an incentive with **398** seats filled. Incentive payments this month totaled **\$13,230**. **Three** classes were cancelled this month due to low registration; all those were in Vietnamese, including popular in-person First Aid and CPR classes. **21%** no shows this month.

Language	#
English	17
Mandarin	4
Spanish	3
Vietnamese	5

Location	#
Central – San Jose/Santa Clara	2
North - Milpitas	6
South – Morgan Hill	3
West – Sunnyvale/Cupertino	4
Online	14

Career Pathways: The signing of the budget amendment has been delayed again to May. This is the third month that classes cannot be offered due to delay.

Public Authority Phone Calls: The PA received a total of **6,186** phone calls. Breakdown of the calls:

- | | |
|--------------------|------------------|
| • Registry 1,897 | • Benefits 2,152 |
| • Enrollment 1,825 | • Training 312 |

--Need assistance with threshold language in Vietnamese. Looking at zero cost.

--Steve Kline comment regarding translation services and using AI.

--Amy Tsai says there are various issues with the Vietnamese population and not showing interest with the classes. It could be new address, new phone number, no transportation, busy client schedule or they have no clients and need one.

--Advocate the transportation/VTA bus pass.

CAPA REPORT

See highlights in yellow.

CAPA held a board meeting on March 28, 2024.

Legislative Update

This is a very busy time for the Legislative Committee and CAPA Exec Director (hearings, meeting with assembly and senate members, committee testimony); CAPA is currently tracking 37 bills. The CAPA board voted to support AB 2753 and AB 1588. Three other bills were discussed:

- AB 817 (Pacheco) Open meetings: teleconferencing: subsidiary body. Bill is moving forward, now in Senate Rules. This is a Brown Act modifications bill that will allow Advisory Board members to participate remotely without the current limitations. . CAPA is a sponsor of this bill.
- AB 3079 (Ting) In-Home Supportive Services program: undocumented related providers. Allows undocumented persons to be IHSS providers. Bill is sponsored by Santa Clara County. Both CAPA and CSAC are currently watching this bill. Some comments/concerns included:
 - Good idea, in general to allow undocumented consumers to choose an undocumented family member as a provider.
 - The background check provider an additional layer or protection to prevent abuse and neglect
 - How will documented providers feel about the waiving of the background check for undocumented providers?
 - Do undocumented providers qualify for full benefits (health, worker's comp, union membership)? What about labor laws?
- AB 2704 (Zbur) In-home supportive services: criminal background checks. This bill would require criminal background checks to be conducted at the expense of the county. CAPA position: Watch. There was discussion on whether or not the DOJ would consider waiving the background check fee, which is a separate cost from the rolling fee. Rolling fees would still be charged to the provider because LiveScan locations are all separate entities and charge rolling fees. It would be impossible to require these locations to waive their rolling fees.

Bills that CAPA is tracking can be found here:

<https://ctweb.capitoltrack.com/public/publish.aspx?session=23&id=a6e4cdd6-bb65-4ccb-9bdd-575a0103d068&showimage=1>

Guest Speaker – Kim Johnson, Director of CDSS

Director Johnson shared insights on human services program, IHSS and the Master Plan on Aging, in addition to state and federal budgets for Human Services.

- More than 12,500 providers have been trained in the Career Pathways as of the end of 2023. This work and effort are critical components of keeping consumers safe at home.
- Collective bargaining Workgroup has had level setting meetings in Feb and March. More formal meeting will start in April.

- CDSS is completing the survey analysis of a BUPS survey sent to consumers in January. The feedback will be used to make improvements to the program.
- Federal and State budget: Funding to continue at the Federal level for social services programs; IHSS budget is being reviewed as part of the state budget hearings.
- The Department of Aging continues to work with stakeholders on the implementation of the Master Plan on Aging.
- There is \$570M available to support/address the homelessness issue. The passage of Prop 1 is a larger effort across the state to support those in need and suffering from homelessness.

Registry Manager's Workshop

Registry Managers and their staff were invited to a workshop on March 8 in Sacramento. Santa Clara PA had three individuals participating: Edith Gong was the MC for the workshop, Registry Manager, Angelina Soria, is co-chair of the Registry Manager's Group and was a session panelist and Tessie Crosby, Outreach and Recruitment Specialist was a session speaker.

Session Topics included provider training/building a training program, Outreach and Recruitment Ideas, DOJ Training 101 (Reading RAP sheets, CORI, security policies, audits and NLI).

There were approximately 70 participants at the workshop. The sessions were interactive, with a lot of questions asked. Survey Feedback was very positive and was considered a great success with several wanting more training, perhaps 1 ½ days the next time.

--Still get complaints about how PA does not answer their phones. PA has a staff of 20 and currently all departments do answer live calls when they can or when they are assigned.

--Narendra any kind of feedback, or a survey to find out how to improve services.

-Terri says that the State recently sent out a survey to all. When Terri gets the results of that survey she will share with this board.

-Edith states that PA is currently working on doing a survey for all of the departments within PA. Satisfaction survey, which the results will be shared with this board.

Make sure you go to the right location next month on May 21st.

Next Meeting:

Location: Social Services Building; Auditorium Conf Room , 1st Floor @ 333 West Julian Street

- Next Advisory Board Meeting:
 - **Tuesday, May 21, 2024, from 12 noon to 1:30pm** via In-person/Hybrid.