

# IHSS Public Authority Advisory Board Meeting

February 18, 2025

## MINUTES

### **ZOOM VIRTUAL MEETING for All/Guests:**

Pre-Registration is required.

Join Zoom Meeting:

<https://us02web.zoom.us/j/81533165955?pwd=8cXGIS1G7lm8pEGRpabdHggPQqaJb.1>

Meeting ID: 815 3316 5955

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

**Members Present:** Mathew Lubinsky; Narendra Pathak; Joanna Kent; Veroncia Marquez-Hothem (Ex-Officio); Janie Whiteford; Joyce Felix-Builes, Darcy McCann (via Zoom); Natascha Walker

**Members Absent:** David Forderer

**PA Staff Present:** Edith Gong; Leticia Sabadin

**Guests Present (Virtual & In-Person):** Marisela Perez, Home & Community Based Services Specialist, Santa Clara Family Health Plan; Chris McGilvery, SEIU 2015 Union Steward; Angelina Soria, Public Authority Registry Manager; Steve Kline, Board Aide for Supervisor Ellenberg's Office; Michelle Mashburn, IHSS Consumer

### **Announcements & Public Comment:**

- Narendra shared positive feedback from seniors about IHSS services.
- Michelle announced a national event on March 1st, inviting others to participate in advocacy work, especially around home and community-based services. She shared the link in the Zoom chat. She will be a highlighted speaker and encouraged members to attend.
- Edith provided an update on the response to the Southern California wildfires. She mentioned that the Public Authority Director for PASC, an independent organization, had reached out to several organizations to offer resources such as temporary housing, hotel vouchers, food delivery, and cash aid to those affected by the fires. Approximately 585 IHSS participants were assisted.
  - Edith also discussed the data security and recovery plan for the payrolling system, which includes replication in multiple locations and regular testing. The "Gold Camp" is the primary data center, but they have a managed service component that is distributed across multipole servers in different locations. She reassured that CDSS have a very robust data security plan and recovery. And they test every 2 years.
- Janie added that you can contact your local fire department and your local police department and ask to be put on their database as someone who would have trouble in an emergency and need assistance with evacuating. They keep a roster of individuals who have contacted them.
- Janie shared that CICA is very concerned with Medicaid cuts and the effect on States and IHSS. Other services will be impacted, consumers who receive food stamps etc. CICA is also concerned about Social Security and Medi-Cal.
  - Janie will send updates as she receives them and have Leticia forward to the AB.

### Approval of Minutes:

- Motion by Narendra Pathak to approve the January 21, 2025 meeting minutes; seconded by Joyce Felix-Builes, vote was unanimous.

### AB By-Laws Sub-Committee:

- Each suggested by-law change was presented, discussed and voted upon.
- Due to legal constraints, Article 7 could not be voted on—the mandate states that no more than 11 people can serve on an advisory board. Santa Clara by-laws were changed to 9, however, up to 11 members can be on the board if the AB desires. Emphasized the importance of meeting quorum, and cautioned against underestimating effort required to recruit and retain the required number of AB members.
- Discussed changes to the term of the chairperson and vice chairperson offices. The recommendation was to change the term from July to June to June to May, allowing the new chairperson an additional 30 days to work on their recommendations. However, Edith suggested that these changes could be made without altering the bylaws, allowing for more flexibility in the onboarding process. The team voted on the changes, with the majority agreeing to the proposed changes. The final result was 4 Yes and 3 No, with the **proposed changes passing**.
- Discussed the change FROM “No member shall hold the same office for more than one year at a time” TO “Members may hold the same office for more than one year as long as voted by the majority, and as long as no more than two consecutive terms are served”. The vote was unanimous with the **proposed changes passing**.
- Discussed potential changes to the meeting schedule, with a proposal to move from monthly to bi-monthly meetings. The majority of the board members voted against this change, expressing concerns about the potential impact on their ability to address urgent issues and the need for more frequent meetings in the current political climate. They also discussed the possibility of using Zoom for meetings, with some members expressing concerns about the distance some members have to travel for in-person meetings. The proposal to change the meeting schedule **did not pass**.
- Discussed and focused on the compensation and reimbursement policies for the Public Authority Advisory Board members. The discussion revolved around the introduction of a stipend or honorarium for the board members, with the amount to be reviewed periodically. The board members would have the option to waive their reimbursement or stipend. The meeting also discussed the potential impact of budget cuts on the board's operations and the importance of maintaining the safety net for core programs. **The final decision on the compensation policy was that the stipends will be authorized and will be 50% or less of the budget.**
- **Edith will work with Joanna and Janie to finalize the wording of changes that passed and submit to County Counsel.**

### Consumer Event Planning:

- Discussed plans for their annual consumer-focused event, set for April 29th. The event will feature various programs and resources for consumer, their families and caregivers. The board also discussed the need for more IHSS representatives at the event to facilitate one-on-one conversations. The board asked Veronica how many people from IHSS will be in attendance – suggest primarily Social Workers and/or intake and individuals with Share of Cost/Medi-Cal expertise.

**Peer Mentoring:**

- The group discussed the possibility of implementing a peer mentoring program for IHSS consumers and providers. They consider the potential benefits, such as reducing provider turnover and helping newcomers navigate the system. The discussion touched on various aspects, including finding mentors, training requirements, compensation, and potential liability issues. The group agrees that more information is needed before making a decision.
  - Edith offered to gather information about San Francisco's existing consumer peer mentoring program. Suggested that they revisit the topic in a future meeting after reviewing additional resources.

**Consumer Connection Newsletter:**

- Discussed the quarterly consumer connection newsletter, with a focus on including Advisory Board content in each issue. Suggested including the April 29<sup>th</sup> event announcement in the upcoming newsletter. Encouraged all members to write an article and ensure AB presence/voice is included in each newsletter.

There was general discussion on non-agenda with respect to caregivers on Care.com and charging more than the prevailing IHSS wage; the high cost of living and negotiating for higher provider wages; consumer involvement in collective bargaining and suggestion of higher wages for non-family caregivers.

**Meeting ended. Below reports were distributed only, no discussion.**

**Santa Clara Family Health Plan:** (Provided by Joyce)

1. IHSS Referrals made by SCFHP staff for January 2025:
  - New requests = 19
  - Reassessment requests = 11
2. Department objectives to increase LTSS referrals by 5% this fiscal year 2024-2025, compared to the last fiscal year 2023-2024: We are currently meeting the objectives (comparing data to date). Our LTSS referrals have increased by more than 5% compared to last fiscal year. LTSS referrals include referrals to IHSS.
3. Expansion of Community Supports Providers  
We are in the process of expanding our CS provider network and assessing interested agencies who meet the criteria.

Current SCFHP CS Network:

Vital Link Medical Alert Systems
Upward Health of California, PC
Titanium Healthcare
Sunterra Produce Traders Inc
Sourcewise
Silicon Valley Independent Living Center
Serene Health IPA Medical Corporation

Office of Supportive Housing
North East Medical Services
Master Care Inc
Loaves and Fishes Family Kitchen
Interim Healthcare & Hospice
Institute on Aging
HopeServices

Roots Food Group Management LLC
Roots Community Clinic
Rebuilding Together Silicon Valley
Ravenswood Family Health Center
Quality Respite and Home Care, Inc.
Peninsula Healthcare Connection
Pacific Health Group
Pacific Clinics

HomeFirst Services of Santa Clara County
Home Safety Services
Home Helpers of Santa Clara Valley
Golden Castle ADHC Center, Inc.
Gardner Health Services
Gardner Downtown Health Center
Full Circle Health Network
Foodsmart Nutrition Network

**California IHSS Consumer Alliance Report:** (Provided by Janie)

- CICA is very concerned about the impact of decisions made at the Federal level. The changes in Medicaid, Medicare, and Social Security could have a monumental negative impact on the IHSS Consumers CICA represents and their Providers. CICA is following these issues carefully and will keep our members informed as they unfold.
- Statewide Bargaining: The Unions have put forward this bill AB283 (Haney). Pretty much the same as last year. We have not taken a formal position. Very concerned about many potential problems.
- Brown Act: SB 239 (Arreguin). Essentially the same as AB 817 (Pacheco) from last year. We will be following closely and will testify in hearings. Concerned about travel issues not included. ADA issues covered. AB 259 (Rubio) Sunset elimination of last year's bill.
- Central Region CICA Conference. 14 Counties are in process of being contacted to schedule a regional conference on best practices, successes, and problems.
- Trainings: Please join CICA on the first and third Wednesday of the month from 10-11am for educational forums for AC.s/GBs. These are great opportunities for our members to learn about how to engage and educate their members.
  - 2/19 Stop the Hate
  - 3/5 Disaster Preparedness
  - 3/19 Budgeting for Acs
  - 4/2 Medicare, Medicaid, Social Security
  - 4/16 Brown Act
  - 5/7 Statewide Bargaining
  - 5/21 Annual Meeting
  - 5/4 Vial of Life, Hospital Stay
- CICA looks forward to you joining our calls and checking our website: [cicaihss.com](http://cicaihss.com).

**SEIU 2015:**

- No report this month.

**Report from Social Services Agency-IHSS:** (Provided by Veronica)

1. IHSS continues to work on the overdue reassessments. We continue to offer OT to social work staff, and it has proven to be successful as our assessment compliance increased in December.
2. IHSS is working on leveraging the use of technology to enhance processes and improve program efficiency. Some areas of improvement include the SW Assessment Narrative and Electronic Forms.
3. CDSS is reviewing SOC 881 (Notice to Provider of Inactivity) for providers who don't have Timesheet Activity for over 12 months. They are looking at automating this process to make it more efficient for providers and counties.

## **PROGRAMS REPORT**

While the PA is fully staffed, we have a Care Coordinator on leave until April and the caseload is being covered by the Registry Manager, so new Care Coaching cases are being prioritized where Tier 1 clients are being referred to the Regular Registry. Wait time for an in-person appointment is still high at 61 days. We hope to interview another part-time enrollment clerk from the County Employment Connections program next month.

## **BENEFITS ADMINISTRATION**

There are **13,971** Providers (IPs) enrolled in the Valley Health Plan (VHP) medical insurance. **2483** of those in the Classic Plan and **11,488** in the Preferred Plan. **14,669** IPs are enrolled in the Dental/Vision plans. There were **176** Smart Pass VTA bus pass Cards issued.

**Sick Leave:** **34,994** active IPs have accrued 40 hours of sick leave. **10,772** have claimed some hours and **6516** have claimed all 40 hours.

## **ENROLLMENT**

Number of Providers (IPs) enrolled: **715**

DOJ fingerprint reports delayed over 30 days: **0**

Group Orientation Meeting (GOM) attendees: **1133**

There are **1706** future IP enrollment appointments scheduled. Next appointments are available **61** days (**8.7** weeks) after an IP watches the online orientation videos.

## **REGISTRY**

There are **975** active IPs on the registry and **3239** active consumers.

### **Regular Registry:**

- Completed **97** new consumer intakes
- Generated **507** referral lists
- Attained **78** matches (assignments)
- Provided **1202** new interventions with over **599 hours** spent on the interventions

**Care Coaching:** The Registry received **39** referrals for Care Coaching

- **28** home/hospital visits were conducted
- Total active consumers **229**

**On-Call Registry (OCR):** There were **13** eligible requests to the On-Call Registry out of **28** total calls. **7** requests were fulfilled for a total of **121.08** hours utilized. There are a total of **152** providers on the On-Call Registry.

### **Outreach and Recruiting**

*Registry Introductory Training (RIT):* **5** remote RITs were held; **2** in English; **1** in Spanish, **1** in Vietnamese, and **1** in Chinese.

- **61** interviews were conducted
- **60** providers were invited to the eRITs
- **47** providers were added to the registry

*Outreach Activities*

Location	Type	Reach/Individuals Assisted
VASC	Once a month – 2 <sup>nd</sup> Friday	4 IPs
SCC Public Health Hub	In-person Health Fair	48 contacts
APS	Teams Presentation	10 contacts

**EPG:** A total of **69** kits were picked up with **44** sets going to IPs and **25** to Consumers for a total of **540** masks and **1380** pairs of gloves. **41%** of those who requested PPE came to pick it up.

## TRAINING

No training classes were held in January. The Spring semester begins in February; 93 classes are being offered.

**Life Enhancement Fund (LEF) Payments:** Two IPs were paid a total of **\$560** from the fund.

**Consumer Connection Newsletter:** **34,669** consumers received the printed Winter newsletter.

## GENERAL INFO

**Public Authority Phone Calls:** The PA received a total of **6,972** phone calls. Breakdown of the calls:

- Registry 2391
- Enrollment 2041
- Benefits 1904
- Training 636

## CAPA REPORT

CAPA held its board meeting on January 23.

### Legislative/Budget Update

- The state budget was released for FY25-26 and PAs received an increase of \$3M in funding over the current year.
- CWDA is conducting an IHSS Administration Budget Rebased Survey as a legislative ask to explore IHSS funding going forward.
- The state collective bargaining report is still yet to be released (due end of December).
- Stakeholders are planning to a bill on remote participation on the Brown Act since the last bill did not pass. A broader coalition is being formed with the hopes that a bill will be passed in this legislative session.
- Haney is proposing a robust bill on housing.
- Another bill is being introduced regarding the promotion of IHSS contract mode, sponsored by Homebridge (guest speaker at this meeting).

### Guest Speaker 1: Cathy Sanderling McDonald, Catbird Strategies

Cathy gave a brief presentation on CalAIM Enhanced Care Management (ECM) benefits and opportunities for IHSS collaboration. The presentation included a quick refresher on the CalAim ECM benefits and where IHSS and ECM overlap. Also covered was a snapshot of the current number of IHSS recipients and the number using ECM, which has been relatively low since the program launched in 2022.

Assumptions about the low referrals to ECM were:

- Lack of training about how to make a referral and when/why
- Lack of materials targeted towards key IHSS recipients
- Greater focus should lead to more referrals
- Need for regular data sharing across programs (ECM is a DHCS program)

The state is looking for better engagement:

- Develop/restart data reports for Managed Care Providers to utilize
- Toolkit development and maintenance
- Monitor referrals specifically from the IHSS population

Several PAs provided feedback about their ECM experience in their own counties.

#### Guest Speaker 2: Min Chang, CEO of Homebridge

Min provided an update on Caregiver training that Homebridge is offering to other PAs and their sponsorship of a spot bill on IHSS Contract Mode.

Since Career Pathways ended last September, the demand for training has not stopped. Homebridge is offering hybrid in-person and virtual training for other counties that do not offer or have training for IPs. Four smaller counties have are offering Homebridge training from Jan-June. The training prices are tiered and can be customized as to what fits the PA's budget. Homebridge shared that the trainings are free in SF and no incentive is offered, however, BUPS providers are paid for any mandatory training.

Homebridge also shared how contract mode is used for them most vulnerable IHSS consumers in the community who cannot manage care on their own. They are currently seeking a bill author. This mode is higher cost than IP mode and therefor would have a budget impact. The Justice in Aging report on Barriers to IHSS also mentioned Contract Mode as a way to address the more complex needs of certain IHSS consumers.

#### CDSS Update

- Team is working on initial feedback and topics from PAs/Counties regarding redesign format of the mandatory provider orientation videos. They will be sending drafts for stakeholder review/feedback on the flow beginning in February. Once the videos are completed, they can be provided to counties to use at their discretion, which includes being included in REVA.
- The statewide bargaining report is not yet out; there were some last-minute updates. No date was given on when it would be released. There was some discussion of the Berkeley Report being released ahead of the CDSS report.

#### Next Meeting:

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

- **Tuesday, March 18, 2025, from 12 noon to 1:30 pm** via In-person/Hybrid.