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Advisory Committee on IHSS Meeting
October 1, 2020 at 1:30 PM - 3:30 PM
Via Zoom Meeting <https://zoom.us/j/94162931273>
Dial +1 669 900 9128 US
Meeting ID: 941 6293 1273

MINUTES

Committee Members Present: Sandra Johnson - Chair, Warren Cushman, Pamela Jacob, and Clifford Shawn Costello

Public Authority Staff Present: Saundra Pearson and Hyun J. Kim

AAS/IHSS Staff Present: Faith M. Battles – AAS Assistant Agency Director, Everett Robinson, Nicole Hayes, and Sheila Reyes

IHSS/PA Staff Excused (Absent): Marcella Velasquez – PA Executive Director, Mitzi Richardson

Guest (Public): Cathy Morris, Resident Manager at Helios building in Berkeley

I. Call to Order & Introductions

AC Chair Sandra Johnson called the meeting to order at 1:34 pm and then self-introductions.

II. Approval of Agenda and Meeting Minutes

A. Review of Agenda – Motion to approve the agenda as presented.

(Motioned) Pam Jacob
(Seconded) Warren Cushman
No additions. Motion approved.

B. Approval of Minutes – Motion to approve the meeting minutes of February 6, 2020 and August 6, 2020 as presented.

(Motioned) Warren Cushman
(Seconded) Pam Jacob
No corrections. Motion approved.

III. Adult & Aging Services (AAS) Updates

Staffing update presented by Faith M. Battles at 1:40 pm. AAS Department has 310 employees. We have staff that are out of office related to COVID-19, including those caring for their children and older adults in their families. We have staff that are telecommuting, but we are making moves to bring staff back in the building while mitigating COVID-19. We have low hospitalizations, and low COVID-19 cases in our staff. There's an average of 60 people out on leave on any given day. IHSS Division Director Marcella Velasquez is out on leave until the end of October. There's a lot of movement within SSA. Adult Protective Services (APS) Division Director Alicia Morales is taking a promotion for Santa Cruz County and will be leaving Alameda County effective November 13, 2020. We will have a new Division Director for APS by the end of the year and a new Program Manager (PM) for IHSS

following a transfer. A new Management Analyst (MA) will start on Friday, October 2, 2020 and will be working under Faith M. Battles to provide administrative support to the Age Friendly Council. IHSS will also be hiring new Social Work Supervisors (SWS). IHSS Social Workers are being trained now (a.k.a. SW Inductees).

Question by Pam Jacob: What's a Program Manager? Program Managers manage a particular section in the department. For example, Nicole Hayes is managing a group of staff working on reassessments. Nicole reports to Marcella. All clerical managers' report to Marcella as well. Do we have PMs to service providers / recipients? No. Program Managers are mid-level managers and do not have day to day contact with clients on caseloads. A Client Advocate will voice to us what our clients are receiving.

IV. Public Authority (PA) Updates

Public Authority Updates presented by PA Staff at 1:47 pm.

- A. COVID-19 Update - Emergency Back Up Provider System (EBU)** reported by Saundra Pearson for Mitzi Richardson. Response to COVID-19 crisis; recipients continue to receive the support they need. EBU was placed to back up providers. Numbers were low and still low. From April thru September, we only have 12 referrals and only 5 were matched. Maybe recipients found someone else or didn't want to be a backup provider.
- B. Personal Protective Equipment (PPE) for IHSS Providers** – Hyun Kim reported that since the start of COVID-19 up to September 2020, IHSS have distributed 790 masks, 1,085 gloves, and 2,375 total PPE items. We received donations of drawstring bags from the county. PPE can be obtained in the lobby of IHSS on the first floor of Eastmont Mall.
- C. Provider Enrollment Update** presented by Saundra Pearson. Since April 2020 thru August 2020, 545 providers have enrolled and were provided time period to give missing or correct requirements back to IHSS. We have 181 providers out of 545 that have not yet turned in their corrected / missing information. Once received we will reinstate their status as a provider. Question by Pam Jacob: Are the 181 sent reminders to submit requirements? How many providers do we have in total and what's the screening process? We started off with 545 due to COVID-19. Out of that total, 181 have not yet turned in their enrollment packets. We have to review each document and ensure they all complete everything in the packet (i.e. driver's license, social security card, etc.). We had to terminate the providers until they return the documents needed, then will reinstate. Total number of providers we have on the registry is approximately 3800-4000. For screening requirements, we ask providers to provide references. We do keep records of reports from recipients complaining against providers. They may be escalated to Division Director depending on the complaint, or severity of the cause of the complaint.
- D. Training Update** presented by Hyun Kim – We are building a database management called Salesforce or Homecare 2, possibly combined database for training and registry. Registration process can be automated. Training will be available for providers and recipients. As of now, consumers are not invited to trainings. We're looking for opportunity to engage consumers. Per Warren Cushman, disability organizations would be interested. Will talk offline with Hyun Kim regarding consumer element to the training. Question from Shawn Costello: "Are you interested in having a disabled trainer like myself? I have ideas that I can help with." Yes, but will discuss offline. AC Members are eligible to attend classes if they are recipient of IHSS program. Right now, trainings are online. Members will send email to Hyun Kim for follow up.

V. Recruitment

A. New AC Member – Clifford Shawn Costello

Sandra Johnson welcomed Mr. Clifford Shawn Costello as an official member of the Advisory Committee as approved by the Board of Supervisors. Shawn introduced himself and promised to attend all AC meetings. Shawn will be receiving appointment packet from the Board of Supervisors and will need to complete ethics training as well as oath taking.

B. Subcommittees – AC members haven't been working on Subcommittees because recruitment is their top priority. AC Members will get more people onboard and recruit for the committee. Warren Cushman will check with disability rights organization to recruit. Pam Jacob would like to expand membership, but it could be a By-Laws issue. This will be discussed on the next AC meeting as subject matter on the agenda.

VI. Other Discussion Items

- A. IHSS Fraud with Providers and Recipients** – Pam Jacob brought to the committee about providers' timesheet fraud / scam (i.e. splitting the check between family members, between mom/daughter falsifying conditions for approved hours to get a bigger check to split, particularly now intake is by phone). How do we solve this kind of scam? The only way the county is aware is when they're billing too many hours based on what we've approved. A good number of our recipients do receive services from their relatives. A lot of ways it's safe for people to get support from their relatives as approved based on IHSS assessment. Our social workers are responsible for making those adjustments if they find out providers are stating they are working the hours that they really are not. Per Warren Cushman, this is a very delicate issue for the whole community which involves a lot of different aspects. Union has a view around this, Electronic Visit Verification (EVV) has part to play on this as well. EVV essentially was trying to address this. This is becoming an income more than a service and will commit fraud per Pam Jacob. Where is EVV discussion at this point? EVV is a federal requirement that we still have to comply, and we need percentage rate to be in full force at 100%; Alameda County is around 80%.
- B. Legislative Update** – Warren Cushman would like to hear where things are. We don't have anything different or major that came up. The cuts were being recommended and were tabled.
- C. Consumer Training** – Warren Cushman would like to participate in consumer training and approach. As per Pam Jacob, "there's got to be respect between consumer and provider. Provider could be aggressive. Somehow start bringing the consumers into the equation." Warren Cushman would like to put on the next agenda about how we can bring players to the table (both consumers and providers).
- D. Emergency Preparedness** – Question from Warren Cushman: Obviously COVID-19 is an emergency, what role does SSA play in emergency preparedness especially in outreach to the consumer? Social Workers assigned to any case should be making wellness calls to their consumers. If we hear any concerns, then we try our best to connect them to the right organization. How does that translate? In the event of a disaster, CDSS will send IHSS report of the highest risk individuals who are top priority for wellness calls. If someone is isolated and there are triggers established, social workers will do a video call and will fill out individualized back up assessment forms (i.e., mental capacity, contacts, transferring info into the system), where CDSS is pulling a report in the system. Who's most at risk? That's how we based our assessments. Do we have enough Social Workers? You could never have enough social workers in the field because the demand is so great, and each client has very specific needs. Do they interface with resident managers on sites? Sometimes people are afraid that they'll be moved into locked facility. If anybody sees something, somebody should say something. Is there a pre-requisite to be a social worker? Yes, from

schooling and background experience. With IHSS, it is a requirement to have a certain number of years of experience as a social worker or related position or a bachelor's degree and 2 years full time experience performing duties equivalent of a social worker. Every newly hired social worker gets extensive induction training before they assume caseload responsibilities as well as ongoing training.

- E. Service Employees International Union (SEIU) Union** – Warren Cushman asked if there is a way we can reach out to SEIU to ask them to create a relationship with Public Authority. In the past, we used to have SEIU reps in this meeting. AC members would like to see SEIU have a voice to represent their perspective. Faith M. Battles will talk to Marcella Velasquez about SEIU representing the providers. This topic will need to be in the agenda on the next meeting.

VII. Action Items

- A. CICA Reps** – Sandra Johnson asked if anyone else is interested to represent us to CICA. CICA is a state organization of Public Authority who come together and inform each other issues' that come from state perspective. CICA support each other with resources and correspond back and forth by Public Authority System. CICA is a state association with PA. Shawn Costello volunteered to participate. CICA meets the same day we have this meeting. It's been changed per Warren Cushman. They change from time to time. Pam Jacob would like to go to the meeting first before she commits. This item will be placed in the agenda for January 2021 meeting.
- B. Next AC-IHSS Meeting** – January 7th, 2021. If any items need to be placed on the agenda, Sandra Johnson will forward to Sheila Reyes. Shawn Costello would like to have on the agenda, "chance/part of going to trainings - for all these caregivers on how to treat their clients."
- C. Pam Jacob Ethics Training** – Pam Jacob completed her Ethics Compliance Training.

VIII. Public Input (Time Limit: 3 minutes per speaker) at 3:04 PM

Public comment from Cathy Morris of Helios building in Berkeley: IHSS Providers are getting the things I am experiencing as services coordinator. Providers are coming in late or leaving early. Putting down hours that they had not worked for. They just want to be a companion. Providers are taking advantage of the seniors, falsifying documentation, or representing provider by signing their signature. Background checks are good but doesn't show their true personality at times. They're really not representing themselves appropriately once they get the job. Providers pick and choose who they want to service now due to COVID. Faith M. Battles asked if Ms. Morris is aware of APS - answer is yes, and she uses them all the time.

IX. Adjourn

Move to adjourn meeting

(Motioned) Warren Cushman

(Seconded) Pam Jacob

Motion carried. Meeting adjourned at 3:17 pm.