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Advisory Committee on IHSS Meeting
6955 Foothill Blvd. Suite 300, Oakland, CA 94605
January 7th, 2021 at 1:30 PM - 3:30 PM
Via **Zoom Meeting <https://zoom.us/j/92417299029>**
Dial +1 669 900 9128 US (San Jose)
Meeting ID: 924 1729 9029

MINUTES

Committee Members Present: Sandra Johnson (*Chair*), Warren Cushman, and Pamela Jacob
Committee Members Absent: Shawn Costello

Public Authority Staff Present: Marcella Velasquez (*PA Executive Director*), Saundra Pearson, Hyun J. Kim, Mitzi Richardson, Emily Vo, and Christine Morgan

AAS/IHSS Staff Present: Nicole Hayes, Everett Robinson, and Sheila Reyes

AAS/IHSS Staff Excused/Absent: Faith M. Battles (*AAS Assistant Agency Director*)

Guest/Public Present: Hannah Karpilow, Shana Hullana-Pierce, Rose Acampora, and Sheela Gunn-Cushman

I. Call to Order & Introductions

AC Chair Sandra Johnson called the meeting to order at 1:30 pm then followed by self-introductions.

II. Approval of Agenda and Meeting Minutes

A. Agenda Additions and/or Revisions – Motion to approve the agenda as presented.

(Motioned) Warren Cushman

(Seconded) Pamela Jacob

No additions. Motion approved.

B. Approval of Minutes – Motion to approve the minutes of October 1st, 2020 meeting as presented.

1. Pamela Jacob have additional information for the October 1st, 2020 minutes: Under **Section VI.A. IHSS Fraud with Providers and Recipients** – *“Pamela Jacob brought to the committee about providers' timesheet fraud/scam (i.e. splitting the check between family members, e.g. between mom/daughter.”*

a. **Add:** “Falsifying conditions for approved hours to get a bigger check to split, particularly now intake is by phone.”

2. Addition approved by Advisory Committee (AC) Members.

3. Revised minutes will be posted on the Public Authority website.

(Motioned) Warren Cushman

(Seconded) Pamela Jacob

Motion approved.

III. Adult & Aging Services (AAS) Updates

A. COVID-19 Update - Marcella Velasquez is reporting on behalf of Faith Battles.

1. Social work staff were given by the State the authority to reassess via video/phone call. In September 2020, social workers conducted reassessments via telephone until the pandemic situation is over. Social workers were expected to be back in the field home visits in 2021 but did not happen. Intake staff making initial assessments were also sanctioned by the state to do emergency assessments via video conference. Recipients who are due for a visit in 2021 and foreseeable future until shelter-in-place is over will be assessed by social workers via video/phone conference (also true with APS Workers for urgent Adult Protective Services).
2. Personal Protective Equipment (PPE) will still be distributed. There are continuous distributions in the In-Home Supportive Services (IHSS) lobby from 8:30 am to 4:30 pm.
3. Vaccine – IHSS is getting calls regarding vaccines. Vaccines for IHSS providers will be available to them but we do not have a date at this time. Local county Public Health Department oversees distribution of vaccines, they engage IHSS in communication but no details yet. Information will be posted to PA website, State website and Public Health website. SEIU 2015 also inquired about vaccines but no details yet.
 - a. Warren Cushman heard from an advocate who expressed concern around the issue of the vaccine, asked if it is the state that determines the vaccine or it's county decision on who gets the vaccine? Per Marcella Velasquez, in collaboration with CAPA, California Department of Health, and California Department of Social Services who are also taking the direction under the federal government and have come up with a tiered structure, and identified in this tier on who's getting it first (i.e. health care workers), IHSS providers were identified as a group and level similar to a private home care worker. State identified the structure and tier.
4. Warren Cushman is glad to know that virtual meeting is available and that social workers are not being asked to interface with clients.

B. Wage Rate Update – Alameda County wage rate is \$15.75 per hour effective January 1, 2021. When state's minimum wage increase, IHSS rate also goes up.

C. EVV Implementation & Update

1. Electronic Visit Verification (EVV) started last year, overlapped with COVID. IHSS worked diligently to do outreach campaigns. We hired temporary workers to do outreach to our recipients. Last year providers adoption rate is 99.989%, 99.97% are not on electronic service portal; default is telephonic, but others do paper. Now, our providers are almost 100% doing EVV. State average is 98.61%.
2. Warren Cushman asked if state is adding requirement because federal government is changing requirements for EVV.
3. State and Fed went back and forth how to roll out the system. They are still ironing out the requirements. Newest thing is there is a federal requirement for live-in providers. The result is they will have to use EVV and not paper. Provider timesheet should record location on where they provided services. Final All County Letters (ACL) will go out soon to show how timesheet appears in the electronic service portal.
4. Per Warren Cushman, there are advocates who is engaging with EVV, there is a division with live-in providers and not live-in providers. Not live-in providers are not exempt. Concise update on this issue will be discussed in the next PA meeting.
5. Per Marcella Velasquez, assuming that the ACL is finalized then we will have update between the live-in and not live-in. Live-in or not live-in provider can still work outside of

IHSS. It is the Fair Labor Standards Act (FLSA) overtime violation that applies to how many hours they work as an IHSS provider. IHSS follows the FLSA guidelines and providers cannot work more than 66 hours per week, but nothing would preclude or prevent them from working outside of IHSS. Recipients are responsible for overseeing their providers. IHSS has no way to have oversight over the providers' hours or work they do outside of their IHSS job. IHSS is going by the information that is provided to us by physicians or recipients. If there is a welfare fraud, you can report anonymously to fraud referral. We also have integrity / fraud department within SSA. There are cases investigated for fraud. It can be challenging to investigate but there is a process.

6. Warren Cushman is looking at changes at geo-tracking piece and would like to hear about what's happening to it. How GPS is going to impact the providers as well.

IV. Public Authority (PA) Updates presented by PA Staff at 2:19 pm.

A. Proposal for Remote Orientation – The end result of COVID-19: State has allowed counties in collaboration with labor relations, potential providers could do remote orientation. We used to have 40 attendees in provider orientations held on the 1st floor conference room of Eastmont. Now only nine people are allowed, spaced within six feet apart, while everyone in mask, plus one trainer. Along with local labor organization SEIU 2015, remote orientations are rolling out to providers. Potential providers can now book orientation slot and attend. One of IHSS staff do the orientation. Providers' still need to meet all requirements. It eliminates the need for them to come here in the office.

1. Warren Cushman asked what was the roadblock to the remote orientation?
2. When COVID hit, state suspended some of the enrollment requirements for providers orientation. In July 2020, state mandated providers to go back to do orientation. Some other counties (such as Santa Clara County using REVA) was already using remote orientation even before COVID.

B. Registry Update - Mitzi Richardson specified that Emergency Back-Up (EBU) Provider is a program for recipients who can be eligible to have back-up provider in case they lose their provider due to COVID. Providers are screened. PA do the hiring and match them to the recipients. There is a \$2 pay differential for EBU providers. This program is not used heavily since a lot of them do not meet the requirements. There were 16 referrals who have met the criteria, 6 were matched with a provider. Some opted out for a family member to come in. This program is extended through the end of June this year.

1. Per Pamela Jacob, "good thing that PA is doing the matching / hiring because looking at the list is horrific/daunting task."
2. We are still paying EBU providers additional hour above the normal rate of pay (\$2 rate differential). If provider become permanent and fall outside of EBU, then the wage segments will be changed to regular pay.
3. Is there a limitation on the length of time? No, but it cannot extend over June 30th, 2021.

C. Health Benefits - Christine Morgan reported update on health benefits. 5,886 Providers are currently covered where we had 6,000 this time last year. We saw a dip in numbers in late spring, likely due to the pandemic, but we are never told why people are losing their coverage, we only know it is a result in a reduction of paid hours. We are slowly seeing the numbers climb back up toward 6,000 with 86 new enrollments in December 2020.

D. Training – Public Authority provided 8 training workshops last month. Over 100 people registered per class and about 50 people participated in each workshop; half were recipients. Hyun "Stellie" Kim met with AC Members to review and enhance training content. In 2021,

there will be a person-centered thinking workshop. Sheila Reyes will send AC Members copy of the training via email. Mobility training will be added to the courses.

1. Pamela Jacob asked, "how do you let providers/recipients these trainings exist?"
2. An invitation is sent out to providers/recipients. Also, schedule is available on the PA website. During remote orientation, we do inform attendees about trainings.

V. Recruitment

A. Advisory Committee Members

1. Sandra Johnson suggested advertising through newspapers in the bay area. "Word of mouth is good, been sending email out, but newspaper might help."
2. Warren Cushman agreed with advertising. Figure out a way to get providers' voice. They provide a unique perspective. Get a provider in the advisory body. Create a relationship with SEIU 2015.
3. Pamela Jacob proposed to post recruitment flyer in Senior Centers.

VI. Other Discussion Items

A. CICA Membership, Reps & Meeting Schedule

1. Warren Cushman would like to be a representative for CICA.
2. On October 1, 2020 AC-IHSS meeting, Shawn Costello also expressed interest to be a representative of CICA.
3. Warren have been attending CICA meetings, and was asked to serve as an executive regional representative.
4. State of California has got some Brown Act issues, questions at state level, will report more in the next meeting.
5. CICA membership were paid last year. According to CICA we get to designate two (2) representatives (one main and one alternative member from the committee).
6. AC Chair Sandra Johnson would like to make Warren Cushman as our official representative for CICA. Pamela Jacob motioned Warren Cushman to be the CICA rep. Warren Cushman seconded. Motion carried.
7. CICA form will be filled out with IHSS/PA staff.

B. Training for Providers and Recipients

1. Pamela Jacob asked if training is mandatory for providers.
2. Training is all voluntary but new providers are required to do orientation. State does not require for recipients nor providers to undergo training. We do offer professional platform to do this type of work by IHSS/PA. Public Authority has the ability to determine trainings providers took. Workshops are provided to providers if they are on the registry.

C. Legislative Update

1. Warren Cushman wanted to know if there are any update with the budget or legislation? There are none per Marcella Velasquez. Only pertaining to COVID-19 is the only update what we have.

D. SEIU Update and Reps

1. Sandra Johnson asked AC Members how they feel about having SEIU reps in this meeting. Warren Cushman agreed that we need to have that relationship with SEIU. Seconded by Pamela Jacob. We want to have relationship SEIU 2015 and see what is going on.
2. Marcella Velasquez is happy to support and link committee members with SEIU 2015 to express their concern.

VII. Action Items

A. Next Advisory Committee Meeting

1. We meet every quarter. Next meeting will be on Thursday, April 1st, 2021.

B. Ethics Compliance Training

1. Shawn Costello completed Ethics Training on December 14, 2020.

VIII. Public Input (Time Limit: 3 minutes per speaker) at 3:06 PM

A. Sheela Gunn-Cushman comment

1. “Many of the meetings have opportunities for public to come. I have information on EVV, we are not in favor of EVV, but three minutes is not enough is discuss. Social work caseload is insane for IHSS; 300 something clients for my social worker. I get my social worker changed without knowing why. If I need my social worker, I need to call the main line. If recruitment outreach is needed, write a flyer and we will pass it around. Higher wages for IHSS workers – they are not paid with other things. I would like to know about training. I want to encourage the committee members to advocate at the state, federal, and local level. COVID-19 notifications in the county should be done in many ways not just electronic.” Sandra Johnson mentioned there is already a recruitment flyer in place. Flyer is up to date and can be re-distributed. Ms. Johnson provided her cell phone number and email to Ms. Gunn-Cushman to connect with her concerns.

B. Hannah Karpilow asked about online orientation.

1. “How come the county doesn’t have it? Remote orientation must be done in conjunction and coordinated with labor organization. The union has submitted the proposal and do not understand why it is taking so long. Every other county has established one. Is recruitment is being done to bolster the registry?” Mitzi Richardson explained that the county has 866 providers to the registry, and we have ways in recruiting. IHSS/Public Authority will be reaching out to the providers who left the registry. Workforce Benefits and Administration (WBA) is also actively recruiting.

IX. Adjourn

Move to adjourn meeting.

(Motioned) Warren Cushman

(Seconded) Pamela Jacob

Motion carried. Meeting adjourned at 3:23 pm.