



# County of Santa Cruz

**IN-HOME SUPPORTIVE SERVICES PUBLIC AUTHORITY**  
500 Westridge Drive, Watsonville, CA; P.O. Box 1300, Santa Cruz, CA 95061  
(831) 454-4036 FAX: (831) 763-8906

## **Notice of Public Meeting and Agenda** **IHSS Advisory Commission**

**Date:** Friday, October 25, 2024  
**Time:** 1:00PM to 3:00PM  
**Location:** 1400 Emeline AVE, Building K, Room 206. Santa Cruz, CA

*The use of facemasks is recommended for all attendees of the IHSS Advisory Commission meeting.*

### **Agenda**

1. Call to Order
2. Roll Call
3. Agenda Review
4. Public Comment: *Anyone wishing to address the commission on any item within the jurisdiction of the Commission and not listed on the agenda may do so at this time. Comments are limited to three (3) minutes in duration.*
5. Consent Agenda
  - a. Approval of Meeting Minutes
    - i. September 27, 2024, Meeting.....Page 3.
  - b. Commission Vacancies
    - i. One (1) – Consumer Representative
    - ii. One (1) – Provider Representative
6. Guest Speaker: Diversity Center – Meggie Pina
7. Regular Agenda – Action Items
  - a. Meeting Location - IHSS Advisory Commission
  - b. Commission Goals
  - c. IHSS Program Stats
8. Regular Agenda – Information Items
  - a. Information Sharing
    - i. Announcements
    - ii. Topics & Speakers
      1. Tentative Schedule
        - a. November 22 - Janie Whiteford, CICA

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- b. January 24, 2025 – Registry Overview
- c. February 28, 2025 – Adult Protective Services
- d. March 28, 2025 – Golden PACE Health

- b. IHSS Consumers
- c. IHSS Providers
- d. IHSS Program and Public Authority Updates

9. Report Outs

- a. Legislative
- b. CICA Conference Calls
- c. Commission on Disabilities.....Page 21.
- d. Seniors Commission

10. Future Agenda Items

11. Adjournment

**Next Regular Meeting:** November 22, 2024, 1:00PM – 3:00PM @ 1400 Emeline AVE, Building K, Room 206. Santa Cruz.



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(831) 454-4036 FAX: (831) 763-8906

### IHSS Advisory Commission

#### Meeting Minutes

Date: Friday, September 27, 2024  
Time: 1:00PM to 3:00PM  
Location: 1400 Emeline AVE, Building K, Room 206. Santa Cruz, CA  
Present: Christine Kiebert-Boss (Consumer, Rep of Family Member), Becky Taylor (Commission on Disabilities, Vice-Chair), Michael Molesky (Consumer), Linda Campbell (Consumer), Maria Arreola (Provider), Lois Sones (Seniors Commission), Stephanie Auld (Consumer)  
Excused: Foster Andersen (Consumer), Jozette Irgang (Consumer)  
Absent: None  
Guests: Cindy James (IHSS Social Work Supervisor), Lisa Stanford (IHSS Social Work Supervisor)  
Staff: Juan Magaña (Staff)

#### Agenda

1. Call to Order
  - a. Meeting called to order at 1:06PM; a quorum was present.
2. Roll Call
3. Agenda Review
  - a. Agenda reviewed; the following changes were made:
    - i. Item 5 (Public Comment) moved to follow item # 3 (Agenda Review)
    - ii. Item 8.e (IHSS Program and Public Authority Updates) removed due to no updates provided to staff.
4. Public Comment
  - a. No public comments were made.
5. Consent Agenda
  - a. Approval of Meeting Minutes
    - i. August 23, 2024, Meeting
      1. The following corrections to the August 23, 2024 minutes were made:
        - a. Added comments made by commissioner Auld to item 6. Comments are reflected in approved minutes under section 6.ii.

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- i. Kiebert-Boss informed that since commissioner Anderson and Molesky (left meeting at 1:45pm) were not present, she would recommend this item be moved to the October meeting.
- ii. Motion to move to the October meeting called by:
  1. First/Second: Taylor/Campbell
  2. Ayes: Kiebert-Boss, Taylor, Campbell, Arreola, Sones, Auld
  3. Nays: None
  4. Absent: Anderson, Irgang, Molesky
  5. Motion passed.

## 8. Regular Agenda – Information Items

### a. Information Sharing

#### i. Announcements

1. Kiebert-Boss announced that Live Oak Refillery (Brommer and 17<sup>th</sup>) opened. The store buys items in bulk and refills them at a lower cost to customers (shampoo and hand soaps, for example). The store will hire people with disabilities. A flyer will be sent to staff so it can be distributed to everyone.
2. Auld mentioned that after attending the CICA conference call, she called 2-1-1 to see if there were any Independent Living Centers in Santa Cruz County – there are none. She also spent the day calling different agencies to see what options are available for consumers to find caregivers – they all responded to contact IHSS. Auld mentioned that she recently spoke to a consumer who was told that there were no providers on the registry.
  - a. Staff clarified that it's more likely that there are no providers that are coming up as available and are able to meet the needs of the consumer (perform services authorized, willing to work in the consumer's area, and other consumer preferences).

#### ii. Topics & Speakers

1. Tentative Schedule
  - a. October 25 – Meggie Pina, Diversity Center
  - b. November 22 - Janie Whiteford, CICA
  - c. 2025 - Adult Protective Services – staff confirmed that this presentation will be in February.
2. Staff also announced that in addition to these presenters, there will be a presentation on the Registry in January and a presentation from Golden PACE Health in March.
3. Auld suggested a presentation on IHSS Fraud.
  - a. Staff informed that since IHSS is a Medi-Cal program, all fraud referrals are sent to the Department of Health Care

Services in Sacramento, and they would need to see if we can get someone to come down to do a presentation.

- b. Staff suggested a presentation from our Fiscal team – they could go over the information that is presented at the new provider orientation – timecards, check-in/check-out requirements, etc.
  - i. The commission agreed this would be a good topic. Staff to schedule a presentation for April.

b. Discussion:

i. Commission Goals

1. Kiebert-Boss informed that at the last meeting, commissioner Auld wanted the commission to discuss its goals. She has instructed staff to send the 2022-2023 Biennial report to the commission members and asked that they review it prior to the October meeting. At that meeting, the commission will work on prioritizing the goals.
2. The commission stated that this is a good idea.
3. Staff to include goal prioritization as an agenda item for the October meeting.

ii. Program Stats

1. Kiebert-Boss mentioned that at the last meeting, commissioner Auld wanted to discuss stats. Kiebert-Boss asked if she could clarify what type of stats she was looking for, for what purpose, and how will the commission use them?
  - a. Auld responded the following: stats are critical for evaluating goals. We need to know how IHSS is performing at all times. At the last CICA call, they reported that there were 10,000 consumers approved for IHSS who did not have caregivers. Do we know how many consumers in Santa Cruz County do not have caregivers? The CDSS website has very non-specific data about both providers and consumers. But do we know what the turnover rate is?
2. The commission discussed this matter and decided to add this item to the October meeting in order to determine what the next steps would be to obtain program stats – possible options are establishing a subcommittee or developing a survey for consumers in Santa Cruz County.

c. IHSS Consumers

- i. Auld inquired on what type of support is provided to consumers when they are having problems with their caregiver?
  1. Staff reported that the IHSS Social Worker can send a referral to the Public Authority for conflict resolution. The Public Authority Social Worker would do their best to try to mediate the conflict and attempt to preserve the employer/employee relationship. When

that relationship cannot be preserved, the Social Worker will help the consumer with finding a new caregiver. Staff informed that the Public Authority will be doing a presentation in January on the services they provide as part of the registry, which includes conflict resolution.

d. IHSS Providers

- i. Arreola reported that she has been getting calls from providers stating that their consumers are asking them to do tasks that are not authorized or covered by IHSS, like gardening. She recommended that they review the services authorized for the consumer.

- 1. Staff informed that the provider will receive a SOC 2271 at time of hire and any time a change in hours has occurred. The SOC 2271 lists the number of hours as well as services that have been authorized by the Social Worker. The provider can also ask the consumer to view a copy of the most recent Notice of Action which will provide the same information. The provider should only perform the tasks that are listed on those forms.

~~e. IHSS Program and Public Authority Updates~~

9. Report Outs

a. Legislative

- i. No report out.

b. CICA Conference Calls

- i. Kiebert-Boss reported that the CICA call was about the Aging and Disability Resource Connection – she researched if there were any in Santa Cruz County and she did not find any. The prior meeting was all about CalAIM.

c. Commission on Disabilities

- i. Taylor reported that the Commission on Disabilities formed a subcommittee to discuss holding a meeting with multiple commissions.

d. Seniors Commission

- i. Sones reported that the Seniors commission meets every other month, so there was no meeting this month.

10. Future Agenda Items

- a. Staff reported that this item will be a standing item in order to allow commissioners an opportunity to propose future agenda items for the commission.

11. Adjournment

- a. Meeting adjourned 2:46PM.

**Next Regular Meeting:** October 25, 2024, 1:00PM – 3:00PM @ 1400 Emeline AVE, Room 206, Santa Cruz.



# In-Home Supportive Services (IHSS)

Bertha Z. Paredez

Cindy James

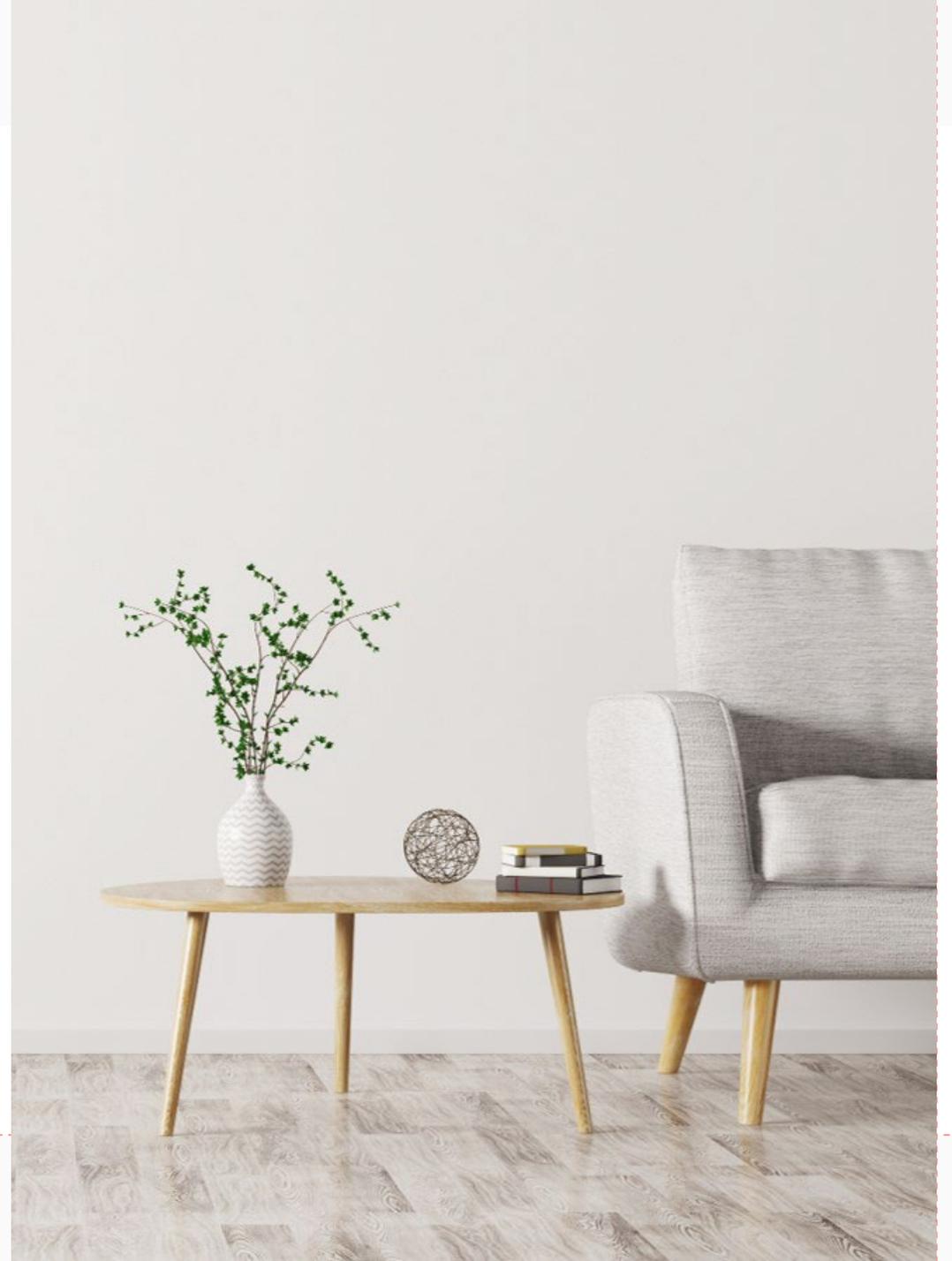
Lisa Stanford

# Agenda

- Purpose of IHSS
- Eligibility
- IHSS Services & Determination of Hours
- Protective Supervision Services
- Client Responsibilities
- IHSS Contact Information
- Q&A (Everyone's Favorite!)



# Purpose of IHSS



# Purpose of IHSS

Provides in-home assistance to eligible aged, blind and disabled individuals as an alternative to out of home care and enables recipients to remain safely in their home.



# IHSS Eligibility

- California Resident
- Aged, Blind and/or Disabled
- Disability that will last 12 months plus
- Medi-Cal eligibility determination
- Must live at home or an abode of your own choosing (this does not include long term care facilities)
- Completed Health Care certification

# IHSS Services

## Determination of IHSS Hours



# IHSS Services

## Domestic & Related

- Housecleaning (Monthly Service)
- Laundry
- Meal Prep & Cleanup
- Shopping/ Errands
- Medical Accompaniment/ Wait Time\*

## Personal Care

- ♦ Dressing
- ♦ Bathing/ Oral Hygiene & Grooming (Bed Baths)
- ♦ Feeding
- ♦ Bowel & Bladder Care (Menstrual Care)
- ♦ Paramedial
- ♦ Respiration
- ♦ Ambulation & Transfers
- ♦ Medication Management

# Determination of IHSS Hours

- Home Visit by Social Worker
- Social Worker will assess client's functional ranking
- Additional information gathered from family members, services providers, medical professionals etc.
- SW will complete needs assessment write up which determines the monthly hours the client will receive
- Maximum hours per month is 283 (about 9 hrs. day)



# Protective Supervision

- Be non-self directing due to a mental illness or impairment
- Be likely to engage in dangerous activities
- Require 24-hours supervision to stay safe at home



# Client Responsibilities

- Find, Hire, Train, Supervise and if needed let provider go.
- Approve/verify time cards and sign after work has been completed
- Can either find provider on their own or contact our Public Authority for a list of providers
- Must pay SOC to provider if warranted
- Notify Social Worker of any hospitalizations as IHSS doesn't cover care while client is in the hospital
- Notify Social Worker of any changes in household, address/location changes, phone number



# IHSS Contact Information

- ♦ IHSS Office (831) 454-4101 option 2
- ♦ IHSS Public Authority (831) 454-4101 option 3
- ♦ IHSS Fiscal Office (831) 454-4101 option 4 or [HSDIHSSFISCAL@santacruzcountyca.gov](mailto:HSDIHSSFISCAL@santacruzcountyca.gov)
- ♦ <https://www.santacruzinhomecare.org>



# Questions & Answers



# Thank You

Bertha Z. Paredez SWS

Cindy James SWS

Lisa Stanford SWS





# Santa Cruz County Commission on Disabilities

701 Ocean Street, Room 510, Santa Cruz, CA 95060  
P: (831) 454-2772 F: (831) 454-2411 TTY/TDD 711

[commissions@santacruzcountyca.gov](mailto:commissions@santacruzcountyca.gov)

[www.scccod.net](http://www.scccod.net)

## Meeting Minutes

DATE: Thursday, August 8, 2024  
TIME: 12:30 PM to 2:00 PM  
LOCATION: Santa Cruz County Building, Fifth Floor – Redwood Conference Room  
701 Ocean Street, Santa Cruz, CA 95060  
PRESENT: John Daugherty (*Co-Chair - 1<sup>st</sup> District*), Camille Summers (*1<sup>st</sup> District*), Fay Levinson (*2<sup>nd</sup> District*), Becky Taylor (*Co-Chair - 3<sup>rd</sup> District*), Brenda Gutierrez Baeza (*4<sup>th</sup> District*), David Molina (*5<sup>th</sup> District*)  
EXCUSED: Richard Gubash (*3<sup>rd</sup> District*)  
ABSENT: None  
STAFF: Kaite McGrew (*Commissions Manager*)  
GUESTS: Elizabeth Lynch-Byrd (*SR HSD Analyst – Disability, Access, and Functional Needs (DAFN) Coordinator*) was present.

1. Call to Order

Meeting convened at 12:46 PM.

2. Roll Call

3. Agenda Review

4. Approve June 13, 2024 Minutes

**Motion to approve minutes as written**

Motion/Second: Taylor/Levinson

**Motion passed unanimously.**

5. Public Comment

6. New/Continuing Business:

6.1. Consider Equal Employment Opportunity and Cultural Responsiveness Draft Plan Feedback

Staff provided a brief overview of the draft plan and the Commission offered the following suggestions: increase mentions of disability since the equity efforts seem primarily focused on race/ethnicity and gender, include additional disability-focused organizations in the recruitment outreach (e.g., San Andreas Regional Center (SARC), Vista Center for the Blind and Visually Impaired, Shared Adventures, Central Coast Center for Independent Living (CCCIL), National Alliance on Mental Illness Santa Cruz (NAMI) and Special Parents Information Network (SPIN)) on page 47, correct duplicate words on page 39, Sheriff's department add language around their efforts to address invisible disabilities (e.g., the Mental Health Liaison Program, the Focused Intervention Team and the new Handle with Care Registry) and consider adding language

providing for specialized training for all officers who interact with the public, HSD add language around any additional efforts (specialized training, screening programs, etc.) to identify and address disabilities in the communities they serve particularly for children and seniors, the following departments add specialized training related to identifying and accommodating invisible disabilities particularly for members of communities that may have a cultural stigma related to invisible disabilities such as mental health or intellectual disabilities, neurodivergency, or hearing loss for example, and may be less likely to volunteer that information when engaging with government in sensitive situations: Public Defender's Office, Probation Department, Sheriff's and Corrections, and the District Attorney's Office (particularly Victim's Services).

**Motion authorizing Staff (with assistance from Officers) to compile and submit Commission feedback to the EEO Officer.**

Motion/Second: Molina/Levinson

**Motion passed unanimously.**

7. Commission Reports
  - 7.1. Cabrillo College Accessibility Center Advisory Committee Report: No Report
8. Commission Priority Reports:
  - 8.1. Accessibility Awareness Priority Report: No Report
  - 8.2. Accessible Adaptive Recreation Priority Report: No Report
  - 8.3. Commission History Subcommittee Report: No Report
  - 8.4. Community Partner Collaboration Report: No Report
  - 8.5. Legislative Priority Report: No Report
  - 8.6. Affordable Accessible Housing Report: No Report
  - 8.7. Affordable Accessible Transportation Report: : No Report
9. Announcements/Emerging Matters : None
10. Adjournment  
Meeting adjourned at 2:27 PM.

Respectfully submitted by:

Kaite McGrew, *Commissions Manager*