



# County of Santa Cruz

## IN-HOME SUPPORTIVE SERVICES PUBLIC AUTHORITY

18 W. Beach Street, Watsonville, CA; P.O. Box 1300, Santa Cruz, CA 95061

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### IHSS Advisory Commission

#### Meeting Minutes

Date: Friday, November 19, 2021  
Time: 1:00PM to 3:00PM  
Location: Remote Meeting – Teleconference  
Present: Michael Molesky (Consumer, Chair), Lois Sones (Seniors Commission, Vice-Chair), Becky Taylor (Consumer), Linda Campbell (Consumer), Foster Andersen (Consumer), Patricia Fohrman (Provider), Jozette Irgang (Consumer)  
Excused: Maria Arreola (Provider),  
Absent: None  
Guests: None  
Staff: Juan Magaña (IHSS Public Authority)

#### Agenda

1. Call to Order
  - a. Meeting was called to order at 1:02PM; a quorum was present
2. Roll Call
3. Agenda Review
  - a. Staff reported that for today's meeting, Agenda Item 10 and 11 will be combined into one single item – IHSS and PA Updates.
4. Consent Agenda
  - a. October 22, 2021 Minutes
  - b. Correspondence
    - i. Commission on Disabilities Minutes – Sept 9, 2021 Meeting
  - c. Commission Vacancies
    - i. Two (2) – Consumer Representatives
    - ii. One (1) – Representative of an organization that advocates for people with disabilities or seniors
  - d. Motion to approve the Consent Agenda called by:
    - i. First/Second: Campbell/Fohrman
    - ii. Ayes: Molesky, Andersen, Irgang, Taylor, Campbell, Fohrman
    - iii. Noes: None
    - iv. Abstain: Sones, not present for vote
  - e. Motion carried
5. Oral Communications and Announcements:
  - a. No members of the public present; no comments or announcements made
6. Updates/Housekeeping
  - a. Reminders from the Chair
    - i. Molesky reminded the group that the commission does not meet in December; the next meeting would be on January 28, 2022.

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- b. Topics & Speakers
  - i. This item was not discussed
- 7. IHSS Advisory Commission Meeting Location (AB 361)
  - a. The commission reviewed the AB 361 findings and determined the need to continue holding meetings remotely.
  - b. Motion to approve the AB 361 findings and hold the next IHSS Advisory Commission meeting remotely was called by:
    - i. First/Second: Andersen/Taylor
    - ii. Ayes: Molesky, Sones, Irgang, Campbell, Fohrman, Andersen, Taylor
    - iii. Noes: None
    - iv. Abstain: None
  - c. Motion carried
  - d. Staff reported that at last month's meeting, staff was tasked to provide options to the commission for a hybrid video/teleconference. Staff advised that staff was not able to gather sufficient information for this but will plan on providing a report to the commission at the January 28, 2022 meeting.
    - i. Sones inquired if it was possible to use her Zoom account to conduct the IHSS Advisory Commission meeting – Staff responded that he would research this and provide an update at the next meeting.
- 8. 2022 IHSS Advisory Commission Meeting Schedule
  - a. The draft 2022 IHSS Advisory Commission meeting schedule was included in the meeting packet.
  - b. Staff informed that the meeting schedule follows the currently schedule as listed on the commission's by-laws, the fourth Friday of the month, with no meeting in July or December. However, the fourth Friday in November 2022 falls on a county holiday and as a result, the November meeting will take place on the third Friday on November 18, 2022. The meeting location is noted as "to be announced" due to the ongoing COVID-19 pandemic.
  - c. Motion to approve the 2022 IHSS Advisory Commission meeting schedule called by:
    - i. First/Second: Sones/Irgang
    - ii. Ayes: Molesky, Campbell, Andersen, Taylor, Fohrman, Sones, Irgang
    - iii. Noes: None
    - iv. Abstain: None
  - d. Motion carried
- 9. Biennial Report/Future Goals
  - a. A draft of the 2022 IHSS Advisory Commission biennial report was provided with the meeting packet.
  - b. The commission reviewed the draft report provided input on the changes to be made.
  - c. The commission discussed its accomplishments for 2020-2021 and its goals and recommendations for 2022-2023.
  - d. Staff informed that the biennial report is due to the Board of Supervisors on or before January 31, 2022; the input received would be incorporated to the draft 2022 biennial report; upon completion the draft report would be sent to all commissioners for review and feedback with the goal of having a final draft ready for review and approval at the January 28, 2022 meeting.
- 10/11. IHSS Program and Public Authority Updates
  - a. Staff provided the following Updates:
    - i. Provider Recruitment

1. Most of our outreach efforts in the past have focused on recruiting individuals who are not yet providers. Given the current labor shortages, we're hopeful that recruiting individuals who are already enrolled as providers to join the registry will be more successful.
  2. We worked with our Business Analytics team to develop a new report that identifies all active providers who are not linked to a recipient as their spouse, parent, or other family member, and are working less than 66 hours/workweek on average.
  3. This report also includes the provider's address and the address of all recipients they are currently working for, which will allow for targeted geographic outreach.
  4. With current staffing, we've had to put most of our planned recruitment activities on hold but will be able to resume outreach and recruitment as soon as we have extra help on board and trained.
  5. We are also working with our Information and Technology team to get our registry application online. It is currently only available in hard copy but we're hoping to create something similar online registry applications used by neighboring counties
- ii. Sound Amplifiers for Home Visits
    1. We recently purchased sound amplifiers to be used for visits with recipients who are hard of hearing. These are available for PA and IHSS to use in the field.
- iii. Provider and Recipient Address & Phone Number Changes
    1. Providers can now update their phone number and address using the Electronic Services Portal and no longer need to submit the SOC 840 if they have access to the Portal.
    2. Recipients can also use the Portal to update their phone number. A SOC 840 or SW verification at a home visit is still required to update their address since address changes may affect service authorization.
    3. We have recently made a change with the processing of the Recipient Designation of Provider, form SOC 426As. Staff are no longer verifying that the phone number matches CMIPS exactly. This was one of the most common reasons we had to return 426As so we're hoping this change will avoid unnecessary delays in linking providers.
- iv. IHSS Self Attestation
    1. The option for clients to self-attest on the reassessment and intake paperwork formally ended on 9/30. We advocated through all of our available channels for self-attestation to continue for phone reassessments, but that request was denied.
    2. Moving forward, self-attestation is only allowable if the client or someone in the home is infected with COVID-19, is symptomatic, or has been exposed to COVID-19 in the two weeks prior to the assessment.
- v. Health Care Certification Form (SOC 873)

1. The automatic extension for the additional 45 days to return the SOC 873 ended 9/30.
- vi. Customer Experience Survey
  1. In January 2020, we launched an ongoing customer experience survey for IHSS recipients. The state requires that we conduct a survey every two years. We made a local decision to collect this feedback on an ongoing basis, in an effort to make it more meaningful.
  2. Our Quality Assurance/Quality Improvement team analyzed the results recently. Between January 2020-August 2021, we received 389 completed surveys. The average ranking for the questions on a scale of 1-5, is 4.8-4.9.

### 13. Subcommittee Reports

- a. Legislative/Advocacy (Molesky)
  - i. Molesky reported that he is working on getting guests speakers to present at future commission meetings.
- b. Website (Vacant)
- c. CICA Conference Calls (Campbell)
  - i. Campbell reported that the last CICA conference call had three representatives from Santa Cruz County
  - ii. Megan Burke from the Scan Foundation presented on some of the details of the Master Plan on Aging.
  - iii. There will be no regular CICA conference call in December, but CICA does plan on holding another training in December.

Meeting adjourned at 2:36PM

**Next Regular Meeting:** January 28, 2022, 1:00PM – 3:00PM