

**MINUTES OF THE MEETING OF THE  
IHSS PUBLIC AUTHORITY ADVISORY COMMITTEE  
Conference Call  
September 17, 2020**

This IHSS Public Authority Advisory Committee meeting was called to order at 9:09 a.m.

**Committee Members Present:** Laticia Sanchez, Chairperson; Larry Stevens, Vice Chairperson; Denise Dorsey, Committee Member; Danette Paskaly, Committee Member

**Community Members Present:** None

**Staff Present:** David Madrigal, PA Program Manager; Angela Branstner, PA Supervisor; Sheila Mickelson, PA Office Assistant

**Committee Members Excused:** None

**Committee Members Unexcused:** None

**APPROVAL OF MINUTES**

At this time the committee members reviewed the minutes from the meeting held on November 7, 2019. Vice Chairperson Larry Stevens made a motion to approve these minutes. Committee Member Denise Dorsey seconded the motion and the minutes were approved with all in favor.

**PUBLIC COMMENT PERIOD**

There were no public comments at this time.

**DISCUSSION**

EVV Implementation/Resources:

Angela Branstner reported that as of September 10, 2020, 92.3% of Tehama County providers have enrolled for the Electronic Visit Verification (EVV), leaving 88 providers who have not enrolled. These providers who still need to enroll will be contacted about enrolling. Chairperson Laticia Sanchez brought up a problem she found with entering EVV when working overnight shifts. Chairperson Laticia Sanchez also shared her experience speaking with someone on the State Timesheet Helpdesk, who told her to input incorrect information in order to make the hours fit. Angela Branstner clarified that if a provider is working through the night, the shift should be reported on two separate days. Chairperson Laticia Sanchez further explained that reporting part of a night shift on the next day would mean she would not be able to report a

twelve-hour shift later that day. Vice Chairperson Larry Stevens added that exceptional circumstances should be taken into consideration, rather than punishing a provider whose main concern is the consumer he/she is caring for. David Madrigal stated that an All County Letter (ACL) regarding reinstating overtime violations for providers was recently issued, and he recalled there were some exceptional circumstances for which a provider would be exempt from getting a violation. David Madrigal said he would email the ACL to the committee members. Chairperson Laticia Sanchez stated she understood the rules for overtime violations, but it is something to keep an eye on as there are bound to be more providers who will come across this EVV issue, and it is concerning that the State Timesheet Helpdesk is directing providers to input incorrect information as a solution. David Madrigal replied that the Public Authority can follow up with the IHSS Command Center and the State Timesheet Helpdesk about the prevalence of the issue and how to correctly solve it. Chairperson Laticia Sanchez asked about the remaining providers who have yet to enroll in EVV. Angela Branstner answered that some of these providers are not currently working for any recipients and do not have a reason to enroll since they are not receiving payments at this time. Chairperson Laticia Sanchez shared that SEIU has created some videos with information about creating the Electronic Services Portal (ETS), filling out electronic time sheets and EVV, etc. for those who need help with it. David Madrigal requested the link to the videos, and Chairperson Laticia Sanchez said agreed to email the link to him.

#### Committee Vacancies:

David Madrigal pointed out that only four of six Advisory Committee positions are currently filled, meaning every member must attend in order for quorum to be met, and in the recent past lack of quorum has been a barrier to holding Advisory Committee meetings. David Madrigal stated a flyer has gone out on social media in order to recruit prospective members for the two consumer positions that are vacant. Vice Chairperson Larry Stevens said he knows someone who might be interested in joining. Committee Member Danette Paskaly asked if she could obtain a copy of the flyer to put up. David Madrigal agreed to email the committee members the flyer – along with the application for the position and a brochure about the Advisory Committee – in case someone comes across a consumer who is interested in joining or learning more about the Advisory Committee. David Madrigal informed the committee members that Committee Member Denise Dorsey reached out to her IHSS Social Workers with information about the vacant positions. Chairperson Laticia Sanchez noted that it might help to put the Advisory Committee meeting schedule out there as well so that prospective members can see if it will fit into their schedules beforehand. David Madrigal reminded that Advisory Committee meetings are scheduled for the third Thursday of every odd month from 9 a.m. until 10:30 a.m.

#### State and PA Updates

David Madrigal informed the committee members that the Public Authority still has state-provided personal protective equipment (PPE), also known as emergency protective gear (EPG), on hand for any provider or consumer who requests it. Chairperson Laticia Sanchez asked what exactly is in the PPE/EPG packages that the Public Authority is giving out. David Madrigal answered that the package includes latex gloves and disposable face masks, and there

are also face shields which were provided by the hospital. Chairperson Laticia Sanchez asked for the phone number someone should call to request PPE/EPG, and Angela Branstner gave the Public Authority phone number: (530) 527-2466. Chairperson Laticia Sanchez also let the committee members know that SEIU also has PPE/EPG available. Vice Chairperson Larry Stevens asked what location someone would receive the PPE/EPG at, and David Madrigal answered that it can be picked up at the Red Bluff Social Services office at 310 S. Main Street. David Madrigal informed the committee members that there is also a back-up registry available until the end of the year for consumers who have temporarily lost a provider due to COVID-19 and need another provider to fill in. Next David Madrigal discussed the state's COVID-19 update, reporting that 74% of people who pass away from COVID-19 are at least 65 years old, which is mainly the population that IHSS works with. This makes it especially important to inform providers about PPE/EPG availability and educate them about taking measures to protect the consumers. Vice Chairperson Larry Stevens asked if there has been a decision by the County to fine those who do not wear face masks in public. David Madrigal replied that the Board of Supervisors discussed this at a recent meeting and, due to protests against the policy the discussion and decision had been postponed.

#### Public Authority Report

Angela Branstner reported that there has been a significant decrease in registry providers since COVID-19 came about. Angela Branstner stated that the number of available registry providers dropped from 170 in April 2020 to 82 in August 2020. Angela Branstner also reported that in the first quarter of 2020 83 providers joined the registry, and in the most recent quarter only 23 providers joined the registry. Angela Branstner said it appears COVID-19 plays a large part in this drop, although it is unclear whether it is due to increased unemployment benefits or fear of the virus. Vice Chairperson Larry Stevens suggested a survey for providers who have dropped from the registry to find out the reasons they are no longer interested. Angela Branstner replied that it would be difficult to obtain answers via survey because the majority of the time these former registry providers are unreachable. Chairperson Laticia Sanchez recommended advertising the registry to recruit more registry providers. David Madrigal stated that a flyer was recently created to advertise the registry, and he will email the flyer to the committee members. Vice Chairperson Larry Stevens stated that advertising to Shasta College students might be a good idea. David Madrigal said he could ask the college about sending the advertisement out to students or posting it on a bulletin board. Angela Branstner continued the report: There are 1,150 active providers in the county, and 1,068 of those are non-registry. 52 referrals were sent out in August 2020, and no providers were hired from those referrals. 22 new providers attended orientation in August 2020. David Madrigal explained that the orientation is now partially online and partially in-person, and that there are some counties which are unable to continue holding orientations due to a higher COVID-19 rate.

#### **ACTION ITEMS**

At this time the committee reviewed the IHSS Public Authority Advisory Committee Bylaws. Chairperson Laticia Sanchez wanted to make sure these were not set in stone in case there were any future updates or adjustments. Vice Chairperson Larry Stevens and David Madrigal both pointed out that the final page of the Bylaws stated that they can be amended by

vote at any regular Advisory Committee meeting with prior notice. Vice Chairperson Larry Stevens mad the motion to approve the By-Laws and Chairperson Laticia Sanchez seconded the motion. David Madrigal called role for the vote, and the Bylaws were approved with all in favor.

## **ROUND TABLE**

Chairperson Laticia Sanchez brought up an issue regarding calls not being returned by Tehama County, and wondered if this problem is being handled. David Madrigal replied that there have been staffing shortages at times due to COVID-19 but that the Public Authority is working hard to catch up on returning the calls that have come in. Angela Branstner added that some of the calls that normally would be returned will not be returned if the request can be fulfilled without additional information from the caller. Vice Chairperson Larry Stevens asked if paperwork can be emailed in order to eliminate the wait time of sending them via mail. Angela Branstner answered that provider lists will automatically send via email if there is an email on file.

Chairperson Laticia Sanchez informed the committee members that due to COVID-19 the caregiver appreciation event that would normally take place in November will most likely be cancelled this year.

Vice Chairperson Larry Stevens said he would like to discuss ways to inform providers and consumers of different methods to shop while COVID-19 is going around. David Madrigal replied that social media might be the best way to get through to providers about the changes in the community. Vice Chairperson Larry Stevens added that it would be a good idea if providers were also made aware of the importance of checking expiration dates on food when preparing meals for consumers.

## **FUTURE AGENDA ITEMS/TASKS TO BE ASSIGNED**

David Madrigal stated that if anything comes up between now and the next meeting that someone would like to be added to the agenda, they can email him about it before the next meeting, and he will also send a reminder email about a week before the next meeting for any additional agenda items. Vice Chairperson Larry Stevens said he would like to discuss the Advisory Committee's budgeting at the next meeting. Chairperson Laticia Sanchez asked if the budget would allow purchasing hand sanitizer to add to the PPE/EPG packages. David Madrigal said he would look into it.

With no further discussion, the meeting was adjourned at 10:14 a.m.

Respectfully submitted, Sheila Mickelson, PA Office Assistant.