

California In-Home Supportive Services Consumer Alliance
Statewide Call

Wednesday, April 15, 2020 10 a.m.

Call: 1-800-309-2350, pass: 10282015#

Karen Keesler, CAPA Executive Director:

CAPA working with CWDA, DRC, CFILC, SEIU, & UDW identified 5 priority areas where the State should allow flexibility.

“In response to the COVID-19 crisis, a critical need for an emergency back-up system of IHSS providers to ensure that IHSS recipients continue to receive their services during pandemic conditions has been identified. As such, it is required that each county implement a system in which providers can be quickly assigned to IHSS recipients when their provider can no longer work due to COVID-19 or COVID-19-response related impacts. Provide emergency back-up services, because of circumstances related to COVID-19 will be paid a differential of two dollars above the current county wage rate.” This came out in a letter dated March 30. [ACL 20-29 March 30th](#). Then there is this letter about outreach: [ACL 20-30 March 30th](#)

PA have reached out to providers to see if they would take on more clients.

It was expected to have more calls from consumers, but the requests are really not happening. Individuals seem to be taking the Shelter in Place seriously and protecting themselves by not allowing their regular providers to care for them. There are concerns about the clients who have refused providers by Social Workers.

The State has provided funds for overtime for Social Workers to follow-up and do wellness checks. It is found that many clients are learning about the back-up system through the wellness checks.

There were four providers pulled over in Sacramento traveling to work and asked why they were out. Since then the State has placed a banner in the ETS Portal providers can print and carry with them to show they are essential workers.

The Governor announced that the State will provide masks and gloves for IHSS workers. They purchased 250,000 masks & 250,000 pairs of gloves. The amount will be prorated out to each PA on the active number of providers in their county. Each County may use alternate ways to distribute these, the local union or social service office.

Recognizing there are over 500,000 Providers in the State, not everyone will be able to receive PPE. They will have to meet certain guidelines: [ACL 20-41 PERSONAL PROTECTIVE EQUIPMENT FOR IN-HOME SUPPORTIVE SERVICES PROVIDERS DUE TO COVID-19](#)

This equipment will be restricted to certain guidelines: **CDPH CRITERIA FOR PERSONS TAKING CARE OF INDIVIDUALS WITH SUSPECT OR CONFIRMED COVID-19 IN NON-HEALTH CARE SETTINGS** IHSS providers need PPE when they perform direct patient care at home or other non-healthcare settings and have prolonged, close direct contact with recipients with possible or confirmed COVID-19 infection or their bodily fluids. The CDPH's guidance can be found at the following link: <https://www.cdph.ca.gov/Programs/CID/DCDC/Pages/COVID19/UseofPersonalProtectiveEquipmentduringCOVID19.aspx>

These are being mailed out at the end of this week to PAs.

There were concerns about other activities, like orientation. The State issued a letter temporarily waiving orientation and individuals will need to complete it within 90 days of the Shelter in Place order.

Live Scan operators have been closing due to them unable to keep the Social Distance required. So, the State is looking into temporarily suspending this so it will allow new providers to begin work under after Shelter in Place is lifted.

Providers who have children in the DD program where the Day Care has closed and parents need more hours. Guidance provided to SW to provide hours as needed for this group of individuals.

Just a question: if this is so for those at the Regional Center, would this same principal work for parents whose children go to school under Protective Services?

Kim: Is the State still requiring face-to-face assessment?

Karen: It is still required, but it is understood there is a request to the Federal Government to suspend this requirement. Even though the Governor waived it with an Executive order, still needed Federal approval.

All County Letter came out April 16 (Supports Karen's reponse): [ACL 20-42 CONDUCTING INITIAL IN-HOME SUPPORTIVE SERVICES \(IHSS\) ASSESSMENTS AND QUALITY ASSURANCE / PROGRAM INTEGRITY \(QA/PI\) ACTIVITIES DURING THE COVID-19 RESPONSE](#)

Kristine: Have a concern about providers who are new and following the guidelines set forth protecting themselves from COVID-19, as well as those with large family members coming and going. In the past new providers could do the orientation by mail or video. Was wondering if this could be started again?

Karen: Your first concern about workers spreading the virus is there. It is how to distribute the gloves and masks and identify those with COVID-19.

Also, it was learned that a recipient can identify their own emergency worker and get the two dollar an hour emergency pay. They would still have to go through the process of signing up to be placed on the payroll, but it is good news.

They do not need to be signed up on the registry to be your emergency provider and receive the \$2 increase.

With the back-up system if a provider is sent to you the recipient can still refuse them, as it was before the COVID-19.

The State issued a letter explaining how orientation can be done. There are two companies that some counties have used that are providing orientation through Facebook, the computer, and script. This is only through the duration of the Shelter in Place order; this may be something used afterwards, but it must be approved by the unions.

Cindy: What are the guidelines to getting the PPE?

Karen: CDPH criteria for Persons Taking Care of Individuals with Suspected or Confirmed COVID-19 in Non-Healthcare Settings. It may be self-verified by the provider or recipient who demonstrates the systems (they could be waiting for medical verification, yes?)

It was expressed that there may not be enough PPE to last. If handing out the PPE they will most likely hand-out more than one set, more likely a week's supply. So, they will probably be gone soon. There is a question about the N95 mask if it is for one-time use or many.

Ricard: Is there an alternative resource for students going to school. Is school considered an alternative resource? She answered her own question using google.

Janie: How can Advisory Committees meet, having the Brown Act suspended?

Karen: This has been done and was sent out to the Public Authorities. Please see below”

Governor Newsom issued the attached Executive Order on March 17, 2020 that waives various public meeting requirements under the Brown Act. The provisions waived are:

- Each teleconference location must be identified in the notice and agenda of the meeting or proceeding;
- Each teleconference location must be open and accessible to the public;
- The agenda must provide an opportunity for members of the public to address the legislative body directly at each teleconference location
- The agenda must be posted at all teleconference locations; and
- During the teleconference, a minimum of a quorum of members must participate from locations within the boundaries of the territory over which the local agency exercises jurisdiction.

In addition, [Governor Brown’s Executive Order N-29-20](#) provides that there is no requirement to provide any physical location from which the public may attend and participate. The Executive Order provides that if a local legislative body holds a teleconferenced meeting and allows members of the public to observe and address the meeting by telephone or some other electronic means, the body has satisfied the requirements to permit members of the public to attend the meeting and offer comment. The Agency must give notice of the means by which members of the public may observe the meeting and offer public comment when it gives notice of the meeting or post the agenda.

Arron of Marin (PA): Wanted to echo what Karen has stated and thank Karen for her leadership for those the PAs serve!

Marisca (sp): San Diego just held a meeting and all members were able to attend by phone.

Kristine: Can you recommend a website with the changes related to COVID?

Karen: CDSS has much of the changes listed. [Coronavirus Disease \(COVID-19\) Information](#) This provides most of the information - it is usually updated within a couple days of the letter being issued.

Karen - EVV: The State is moving forward with schedule. Advocacy has been to relax the deadline so the State does not lose it funding.

Charlie will look for more information.